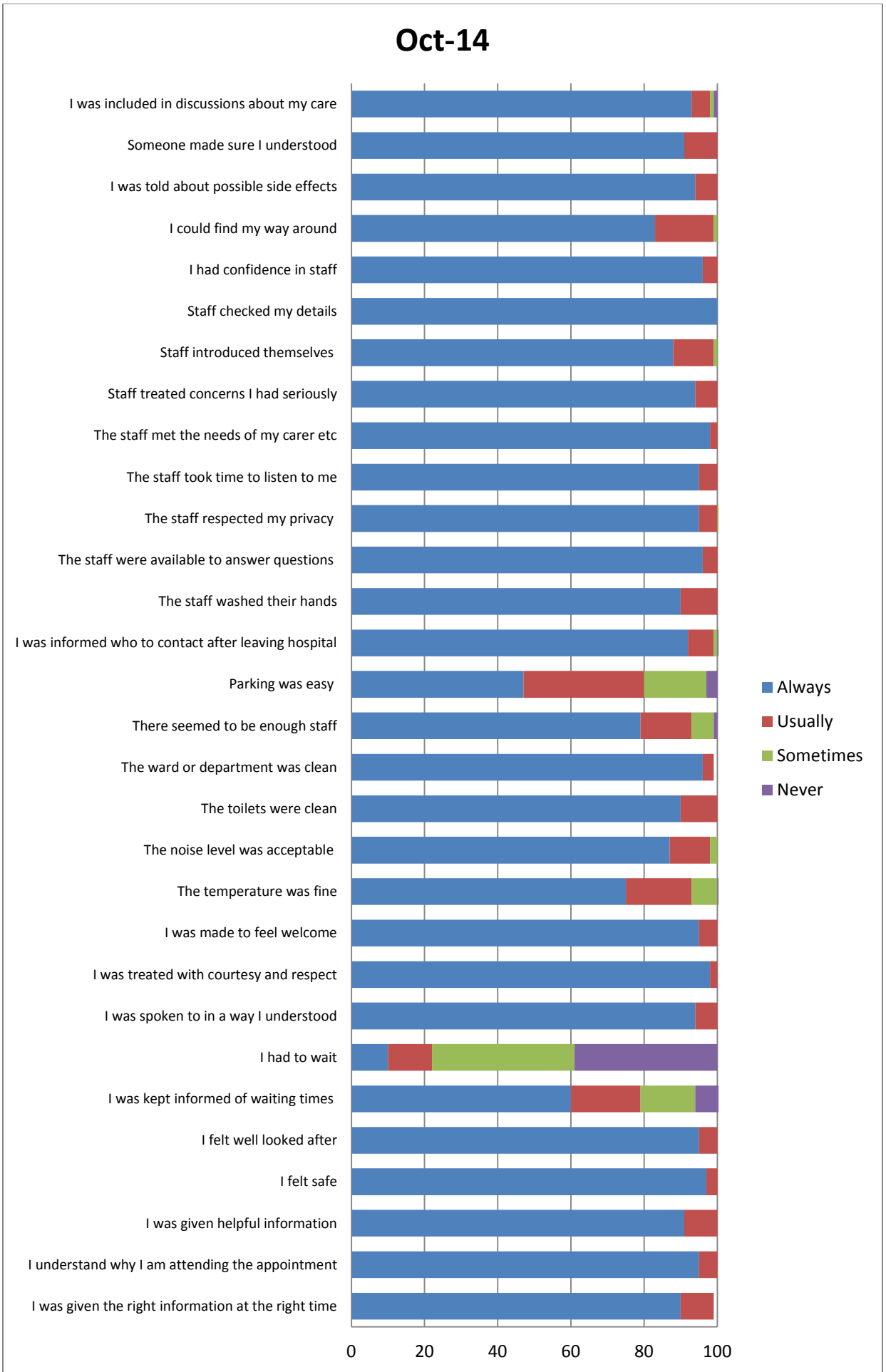
Oct-14
I was included in discussions about my care
Someone made sure I understood
I was told about possible side effects
I could find my way around
I had confidence in staff
Staff checked my details
Staff introduced themselves
Staff treated concerns I had seriously
The staff met the needs of my carer etc
The staff took time to listen to me
The staff respected my privacy
The staff were available to answer questions
The staff washed their hands
I was informed who to contact after leaving hospital
Parking was easy
There seemed to be enough staff
The ward or department was clean
The toilets were clean
The noise level was acceptable
The temperature was fine
I was made to feel welcome
I was treated with courtesy and respect
I was spoken to in a way I understood
I had to wait
I was kept informed of waiting times
I felt well looked after
I felt safe
I was given helpful information
I understand why I am attending the appointment
I was given the right information at the right time
0
20
40
60
80
100
Always
Usually
Sometimes
Never