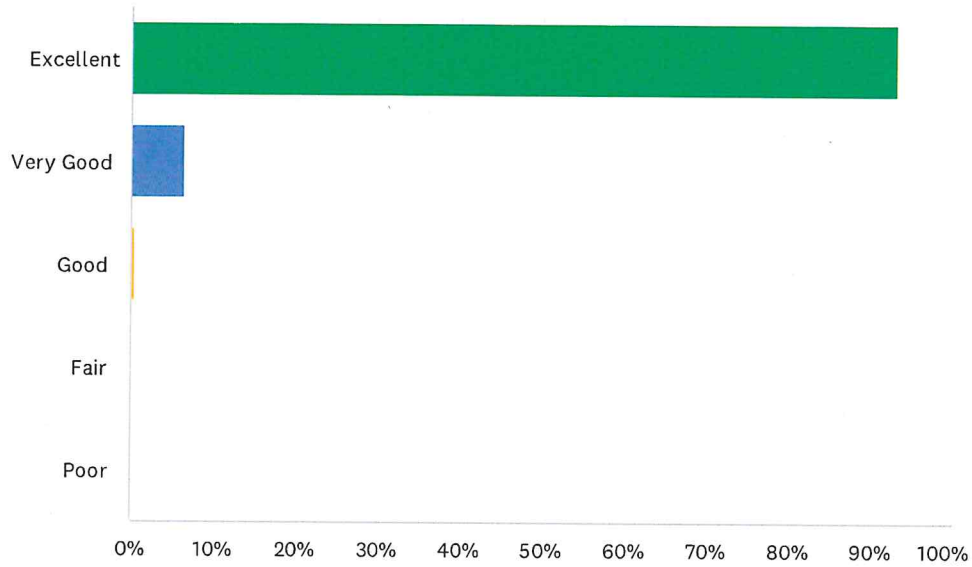


## Q1 How would you rate Quality of Care Received?

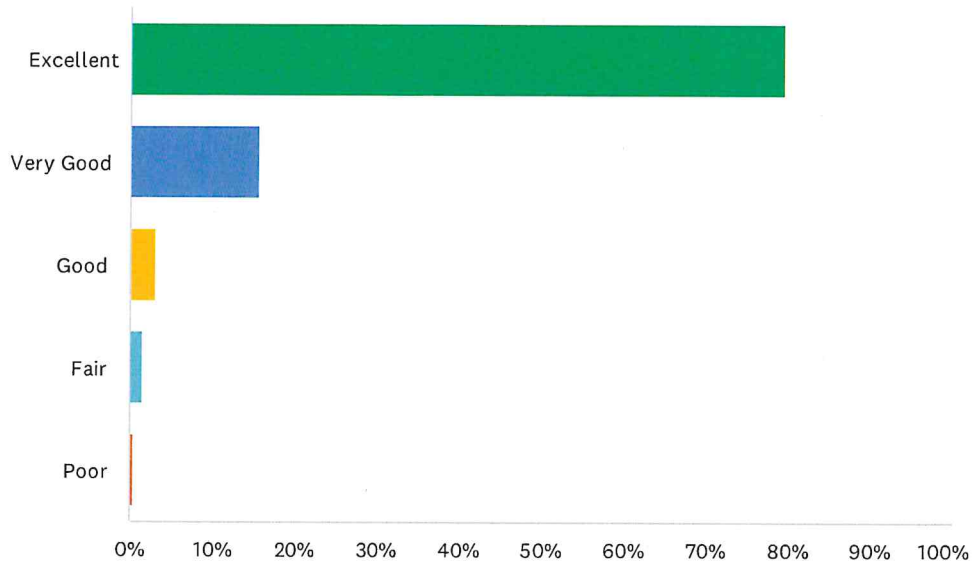
Answered: 204 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	93.14%	190
Very Good	6.37%	13
Good	0.49%	1
Fair	0.00%	0
Poor	0.00%	0
TOTAL		204

## Q2 How would you rate information provided prior to Admission / Attendance?

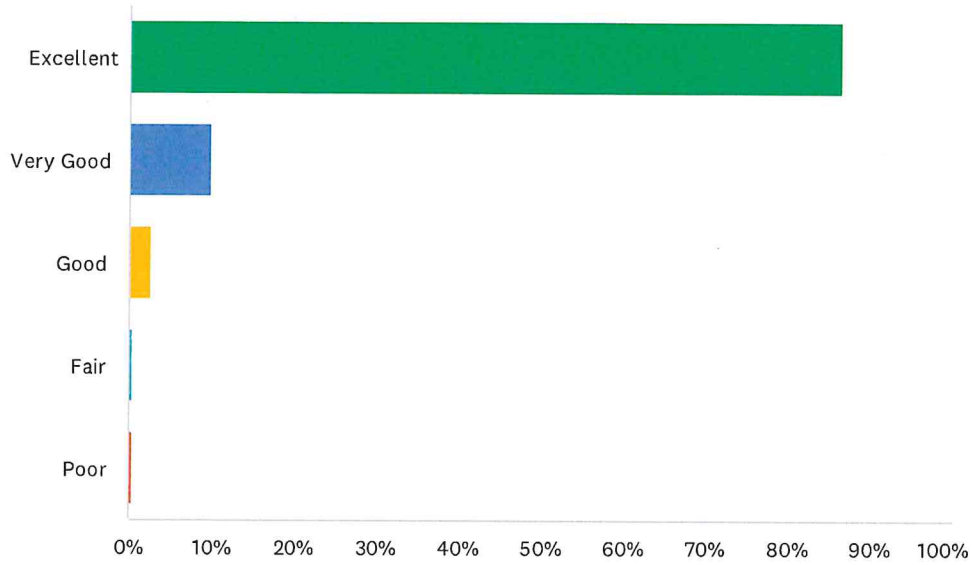
Answered: 205 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	79.51%	163
Very Good	15.61%	32
Good	2.93%	6
Fair	1.46%	3
Poor	0.49%	1
TOTAL		205

### Q3 How would you rate communication by Reception / Admin Staff?

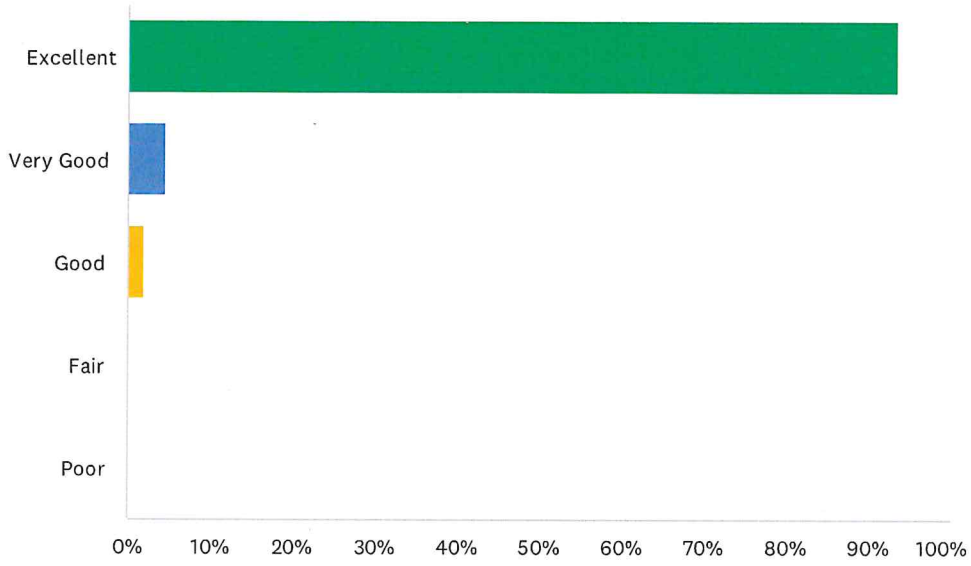
Answered: 202 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	86.63%	175
Very Good	9.90%	20
Good	2.48%	5
Fair	0.50%	1
Poor	0.50%	1
TOTAL		202

### Q4 How would you rate communication by Nursing Staff

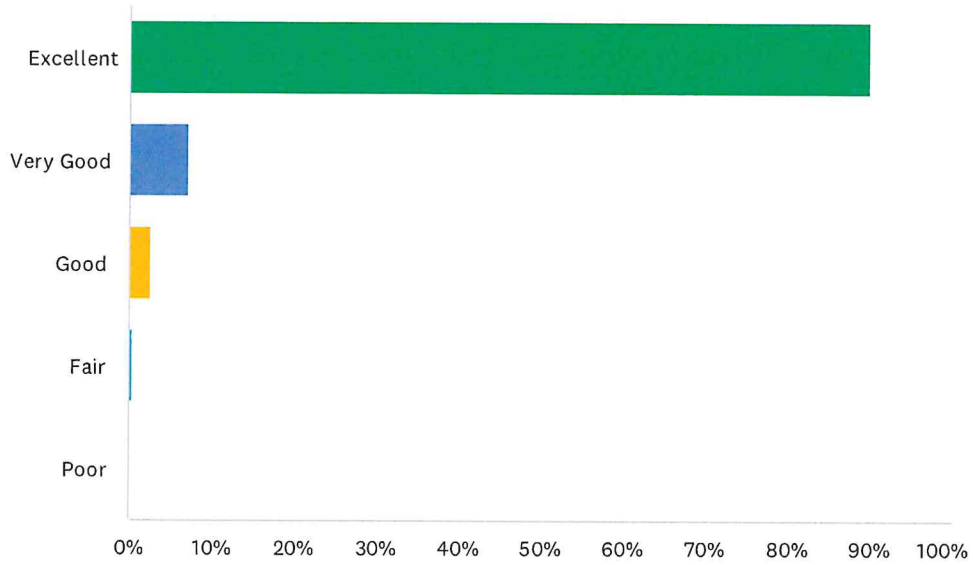
Answered: 204 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	93.63%	191
Very Good	4.41%	9
Good	1.96%	4
Fair	0.00%	0
Poor	0.00%	0
TOTAL		204

### Q5 How would you rate communication by Doctor / Consultatnt

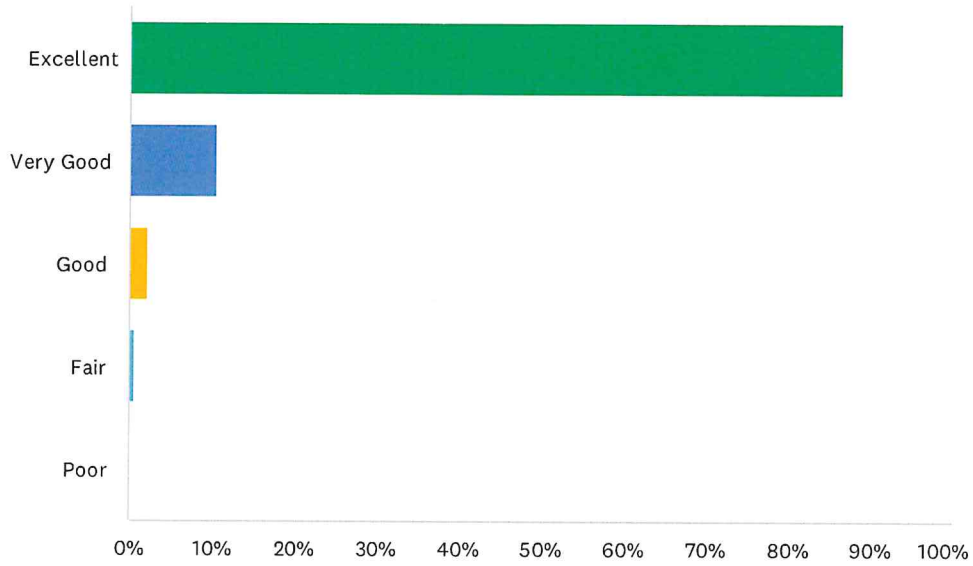
Answered: 198 Skipped: 8



ANSWER CHOICES	RESPONSES	
Excellent	89.90%	178
Very Good	7.07%	14
Good	2.53%	5
Fair	0.51%	1
Poor	0.00%	0
TOTAL		198

### Q6 How would you rate communication by other Clinical staff (if applicable) Radiographer, Physiotherapist, Speech Therapist etc.

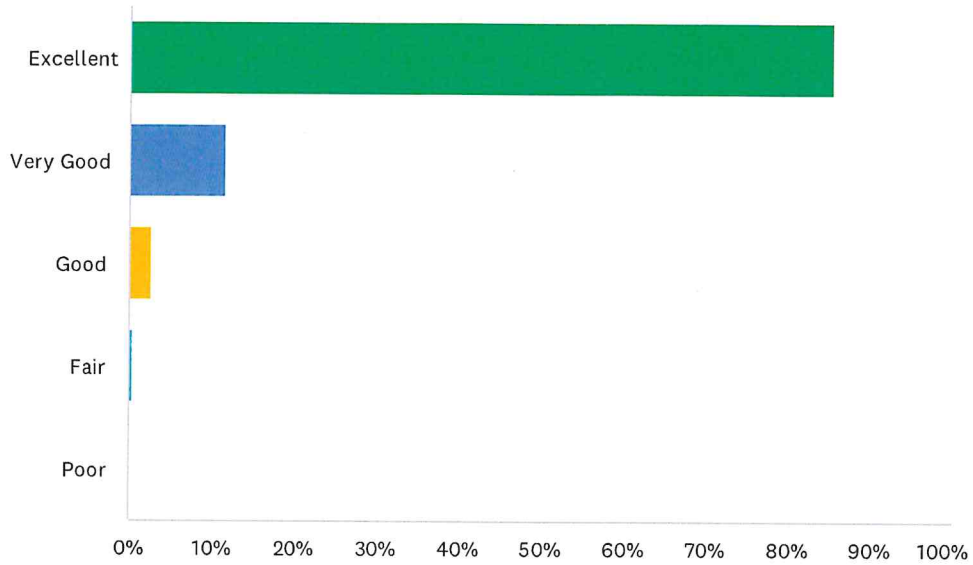
Answered: 134 Skipped: 72



ANSWER CHOICES	RESPONSES	
Excellent	86.57%	116
Very Good	10.45%	14
Good	2.24%	3
Fair	0.75%	1
Poor	0.00%	0
<b>TOTAL</b>		<b>134</b>

### Q7 How would you rate Staff adherence to Hand Hygiene?

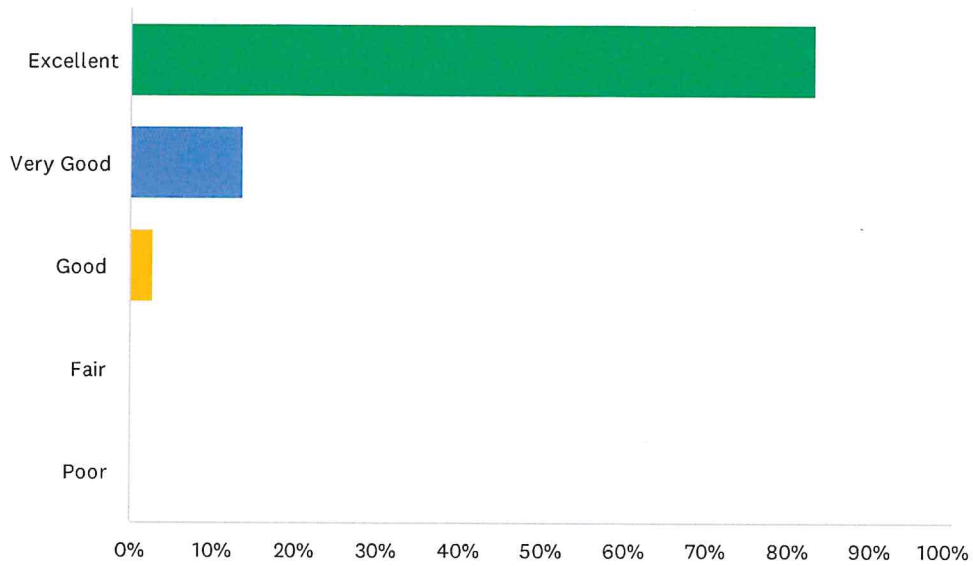
Answered: 199 Skipped: 7



ANSWER CHOICES	RESPONSES	
Excellent	85.43%	170
Very Good	11.56%	23
Good	2.51%	5
Fair	0.50%	1
Poor	0.00%	0
TOTAL		199

## Q8 How would you rate Information provided on discharge from the Hospital?

Answered: 175 Skipped: 31

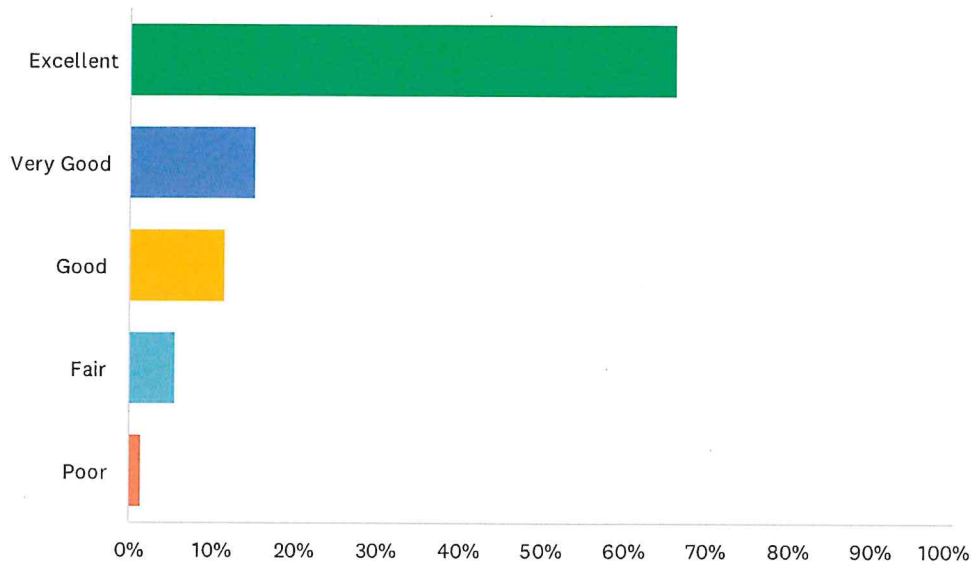


ANSWER CHOICES	RESPONSES	
Excellent	83.43%	146
Very Good	13.71%	24
Good	2.86%	5
Fair	0.00%	0
Poor	0.00%	0
TOTAL		175



### Q9 How would you rate waiting time before operation/consultation?

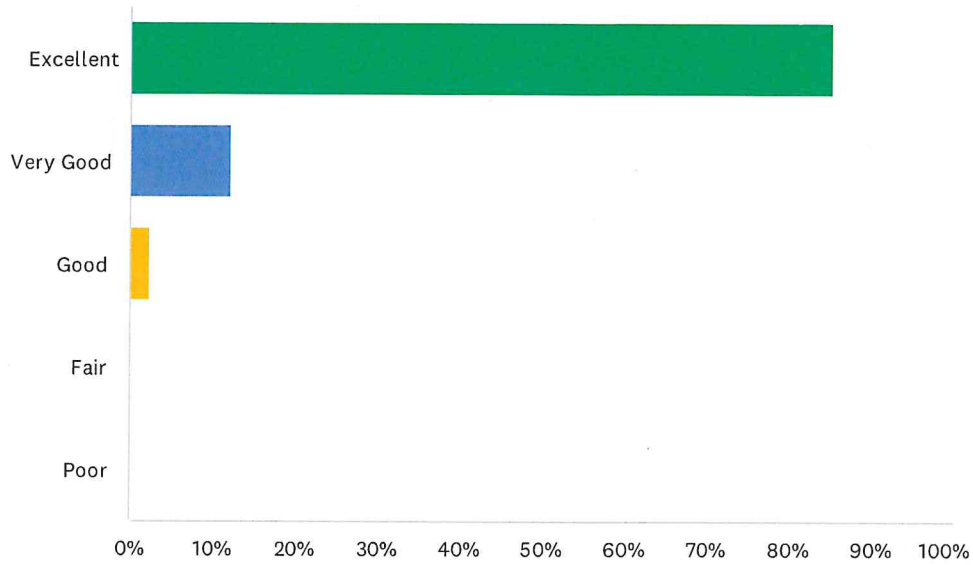
Answered: 199 Skipped: 7



ANSWER CHOICES	RESPONSES	
Excellent	66.33%	132
Very Good	15.08%	30
Good	11.56%	23
Fair	5.53%	11
Poor	1.51%	3
TOTAL		199

### Q10 How would you rate cleanliness of the Hospital?

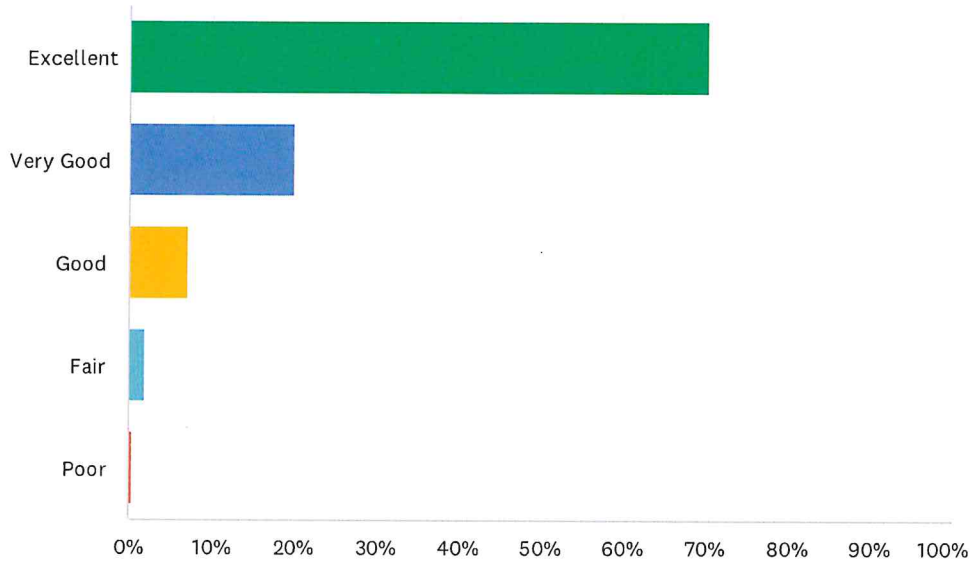
Answered: 204 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	85.29%	174
Very Good	12.25%	25
Good	2.45%	5
Fair	0.00%	0
Poor	0.00%	0
TOTAL		204

### Q11 How would you rate the signage to the hospital?

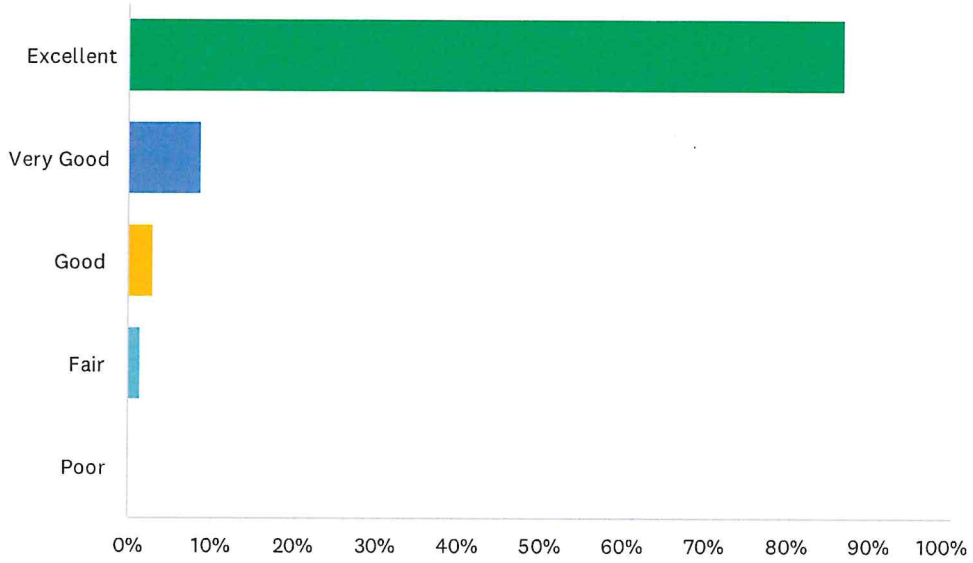
Answered: 199 Skipped: 7



ANSWER CHOICES	RESPONSES	
Excellent	70.35%	140
Very Good	20.10%	40
Good	7.04%	14
Fair	2.01%	4
Poor	0.50%	1
TOTAL		199

### Q12 How would you rate Child friendliness (if applicable)

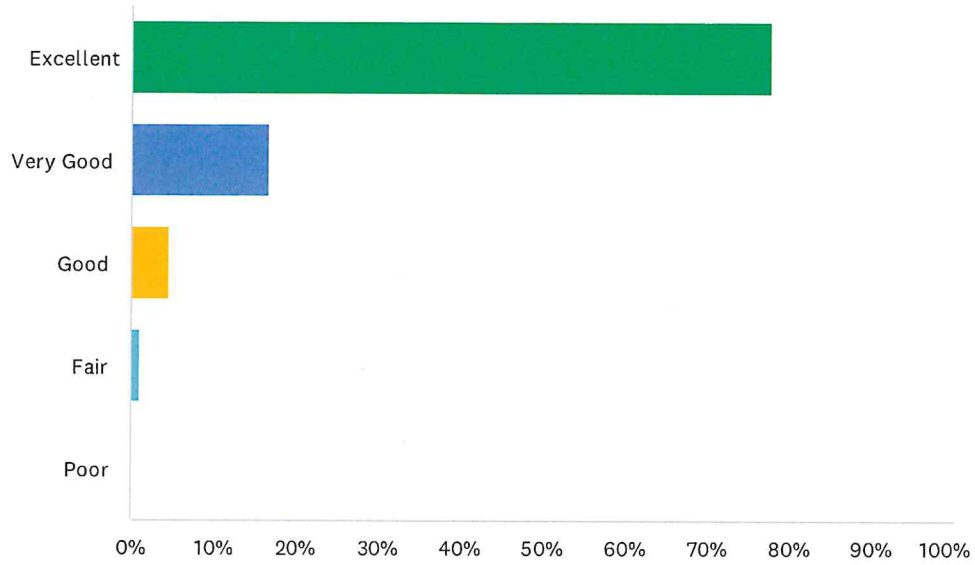
Answered: 69 Skipped: 137



ANSWER CHOICES	RESPONSES	
Excellent	86.96%	60
Very Good	8.70%	6
Good	2.90%	2
Fair	1.45%	1
Poor	0.00%	0
TOTAL		69

### Q13 How would you rate quality of catering ?

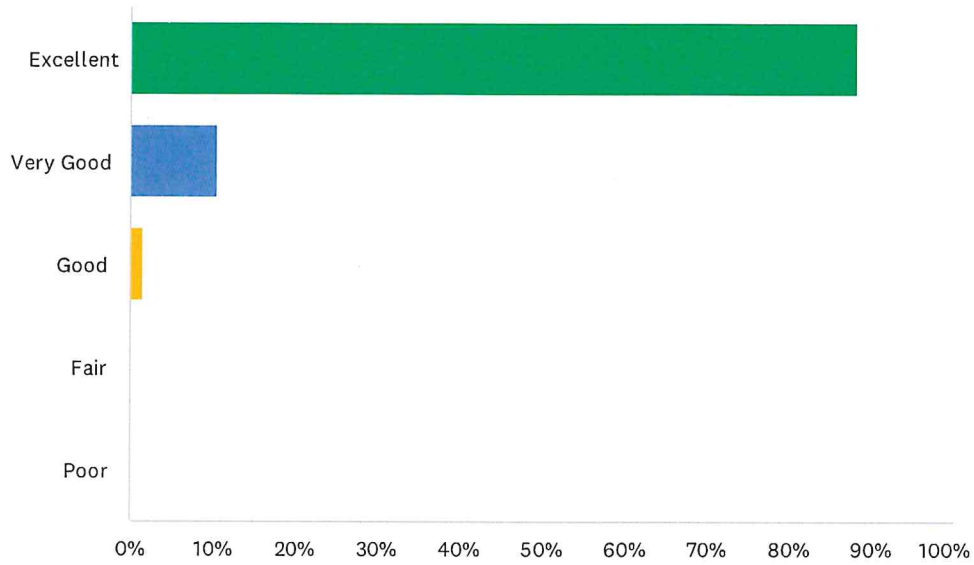
Answered: 198 Skipped: 8



ANSWER CHOICES	RESPONSES	
Excellent	77.78%	154
Very Good	16.67%	33
Good	4.55%	9
Fair	1.01%	2
Poor	0.00%	0
<b>TOTAL</b>		<b>198</b>

### Q14 How would you rate overall impression of Service

Answered: 203 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	88.18%	179
Very Good	10.34%	21
Good	1.48%	3
Fair	0.00%	0
Poor	0.00%	0
TOTAL		203

**Q15** If you would like to add any comments (positive or negative) on any of the above areas, we would welcome them. If any staff member made your visit particularly good, please give us their name so we can compliment them

Answered: 57 Skipped: 149

**Q15** If you would like to add any comments (positive or negative) on any of the above areas, we would welcome them. If any staff member made your visit particularly good, please give us their name so we can compliment them

Answered: 57 Skipped: 149

#	RESPONSES	DATE
1	Moviprep should start at 12noon on day before procedure - It was 4am when I went to bed.	2/8/2023 9:37 AM
2	First female nurse I interacted with made me feel very comfortable	2/8/2023 9:35 AM
3	Super work by everyone I met	2/8/2023 9:32 AM
4	Cant commend all staff high enough	2/8/2023 9:30 AM
5	All the staff I encountered were very friendly comforting & informative.	2/8/2023 9:30 AM
6	The doctors and nurses were absolutely lovely	2/8/2023 9:28 AM
7	All staff were very nice & helpful. Although early appointment was preferable as the atmosphere was relaxed and everything ran on time	2/8/2023 9:28 AM
8	Being seen took ages but all of the staff I saw were lovely and very willing to help.	2/8/2023 9:24 AM
9	Irene was very nice and helpful	2/8/2023 9:21 AM
10	Level of care was exceptional - was in and out in 3 hours	2/8/2023 9:20 AM
11	All staff are excellent - 100%	2/8/2023 9:18 AM
12	All the nurses were so helpful. Thank you so much especially Aisling.	2/8/2023 9:17 AM
13	The standard in all areas is very high with excellent staff.	2/8/2023 9:16 AM
14	Amy and all the nursing aids on ward. All staff in recovery especially Martin the porter always makes you smile. Julie & Scott - all staff in theatre. It would be nice for all staff to be complimented as I am coming here since 2019. None of my positive feedback has ever been given to the staff. From Cleaners/Caterers/Nurses etc, I have yet to meet a member of staff that has not been kind, reassuring or pleasant.	2/8/2023 9:15 AM
15	One of the best	2/8/2023 9:10 AM
16	Thank you for a lovely experience - great care	1/27/2023 10:03 AM
17	Very satisfied with care	1/27/2023 10:03 AM
18	All staff were very professional & friendly - thank you	1/27/2023 10:02 AM
19	Lisa - lovely girl	1/27/2023 10:01 AM
20	A big thanks to nurses and staff on the Assisi Ward who took care of me during my stay. Their compassion and professionalism really helped me get through my procedure.	1/27/2023 10:00 AM
21	I would say all staff brilliant & friendly, and most important with a smile	1/27/2023 9:58 AM
22	Very smooth today - thank you	1/27/2023 9:56 AM
23	Thanks very much to Lorraine on night duty, very kind and helpful. Went above and beyond to make my stay comfortable.	1/27/2023 9:53 AM
24	Excellent service and treatment by all staff I encountered. Need to tell patient what to bring eg slippers and dressing gown	1/27/2023 9:51 AM
25	All staff made me feel very comfortable	1/27/2023 9:48 AM



## CMPH Patient Satisfaction Questionnaire January 2023

SurveyMonkey

26	Only 1 pillow on the bed, be more comfortable with 2. Very rusty radiator valve in room - didn't look good, but other than that very happy with everything.	1/27/2023 9:48 AM
27	All staff were friendly, professional and welcoming, especially Joanne who made me feel at home.	1/27/2023 9:46 AM
28	Wonderful staff - doing a great job. Thank you	1/27/2023 9:44 AM
29	Mr Mooney was very good and came around after to tell me about the procedure	1/27/2023 9:43 AM
30	Experience was very positive - thank you all.	1/27/2023 9:42 AM
31	All staff encountered were friendly and kind at all times.	1/27/2023 9:40 AM
32	Staff were very reassuring and listened to worries - calmed my concerns	1/27/2023 9:39 AM
33	Staff very friendly and quick service.	1/27/2023 9:37 AM
34	Couldn't find fault - very satisfactory experience	1/27/2023 9:35 AM
35	Joanne - very kind & reassuring in recovery but everyone was lovely - Thank you.	1/27/2023 9:34 AM
36	Huge thanks to all for your kindness & patience. Very attentive to my sons special needs	1/27/2023 9:33 AM
37	All staff absolutely brilliant	1/27/2023 9:32 AM
38	Before colonoscopy I was informed over the phone that ill be sedated, I was hoping for better sedation. I hate remembering	1/27/2023 9:31 AM
39	All the staff were lovely, friendly and professional	1/27/2023 9:25 AM
40	The choice of food is very poor in the hospital for both patients and parents. The café might as well not be there. Signage needs to be included for complimentary tea and toast in the café as I was looking to pay and felt awkward eating it. Not impressed that there is only card payment options. If my parents were here, they could not use the poorly stocked vending machines. Choice of butter also not available. I have IBS and cannot eat full fat butter, very hard to eat dry toast. The food offered to patient for dinner not very healthy and no choice but was great to be offered tea and toast regularly. The Staff are amazing. If I was coming again, i would be bringing a packed lunch as that's the only downside.	1/20/2023 10:41 AM
41	The nurse I has who asked me the questions and brought me to get changed to my robe was very kind.	1/20/2023 10:35 AM
42	All staff were so friendly and their bedside care was fabulous.	1/20/2023 10:31 AM
43	All staff were just excellent in all areas, very friendly which immediately puts patient at ease. Thank you all very much.	1/20/2023 10:30 AM
44	Lovely staff, procedure very well explained. Overall great quality of care.	1/20/2023 10:25 AM
45	I did not receive a letter re my appointment - I had to phone a number of times to find out the time of my appointment. I had to cancel an appointment for Dec 16th due to no letter or information. Admin service needs improvement	1/20/2023 10:24 AM
46	All staff were very polite, helpful and made me feel at ease, as I do have bad anxiety. Thank you all.	1/20/2023 10:19 AM
47	All staff excellent	1/20/2023 10:18 AM
48	Nurse Amy was particularly helpful	1/20/2023 10:15 AM
49	The nurses on that day were extremely helpful and caring	1/20/2023 10:13 AM
50	Thank you - great work guys	1/18/2023 12:20 PM
51	Staff are very helpful - lovely manner	1/18/2023 12:19 PM
52	The nursing staff are exceptional - very informative, helpful and friendly	1/18/2023 12:17 PM
53	I would like to thank everyone for and excellent job and friendly welcome	1/18/2023 12:16 PM
54	Very positive and received information from Dr Eoin Mooney and his staff. Very impressive	1/18/2023 12:15 PM

CMPH Patient Satisfaction Questionnaire January 2023

SurveyMonkey

55	Great facility	1/18/2023 12:14 PM
56	Very professional	1/18/2023 12:13 PM
57	Brilliant service all round - everybody super professional and nice.	1/18/2023 12:12 PM