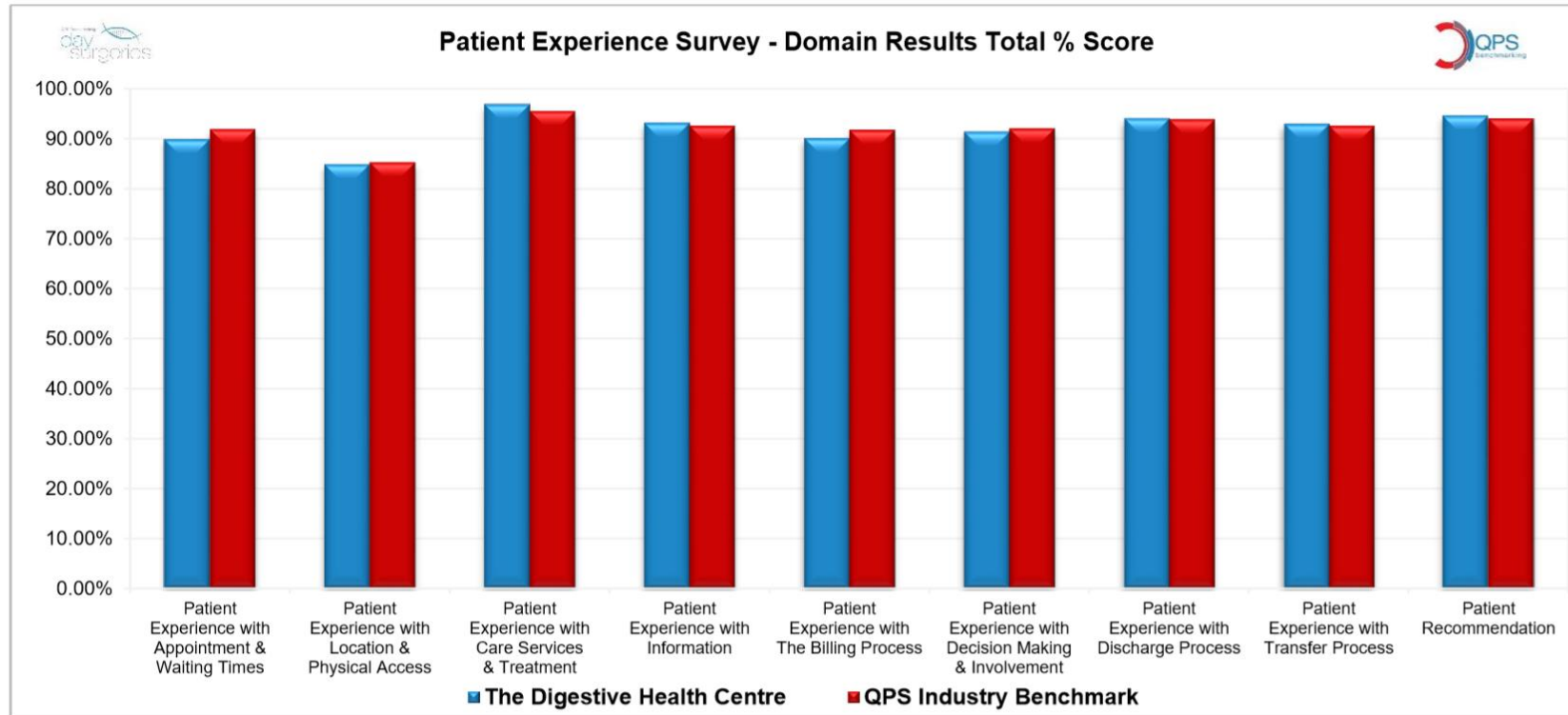


2017 QPS Benching marking Patient Experience Survey



Complaints

The Digestive Health Centre had one record of complaint made in 2017, for a result of 0.03%.

Falls

The Digestive Health Centre had three falls recorded for the 2017 calendar year, for a result of 0.09%.

Infections

The Digestive Health Centre had a total of zero infections recorded for the 2017 calendar year; full resolution with oral antibiotics, for a result of 0%.

Patient transfers

The Digestive Health Centre had two transfers for the 2017 calendar year for a result of 0.06%.

Medication errors

The Digestive Health Centre had zero medication errors for the 2017 calendar year for a result of 0%.

Hand Hygiene Compliance

The compliance rates for Hand hygiene were measured via four audits in 2017, conducted in January, April, July and October.

The results were

- January – 80% compliance with all moments of hand hygiene (ongoing education and communication with all staff occurs)
- April – 89% compliance with all moments of hand hygiene
- July – 95% compliance with all moments of hand hygiene
- October-90% compliance with all moments of hand hygiene

Should you have any questions or desire any further information then feel free to enquire at the reception desk.

Version	Date	Author	Description
3	26/09/2016	ADON	Updated with 2015 statistics
4	29/08/2017	ADON	Updated with 2016 statistics
5	24/07/2018	DON/BDM	Updated with 2017 statistics