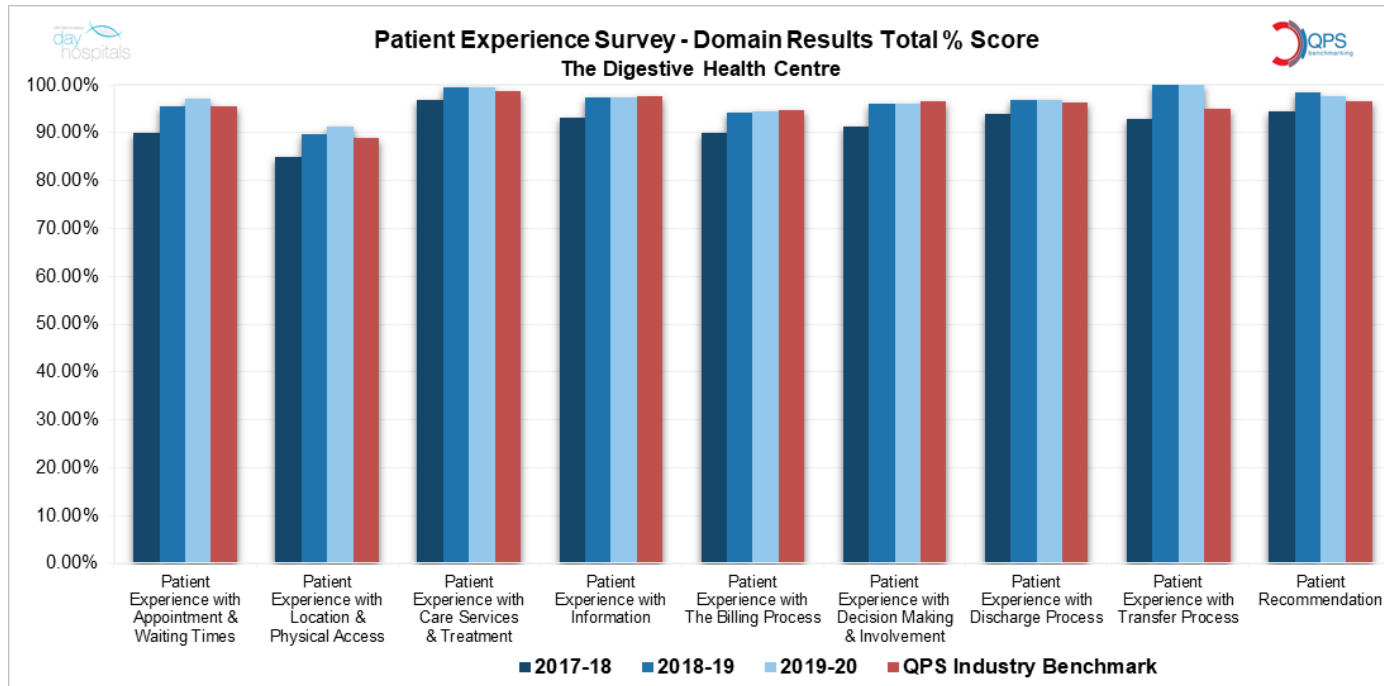


2019/20 QPS Benching marking Patient Experience Survey



Complaints

The Digestive Health Centre had zero complaints made in 2019, for a result of 0.0%.

Falls

The Digestive Health Centre had zero falls recorded for the 2019 calendar year, for a result of 0.0%.

Infections

The Digestive Health Centre had a total of zero infections recorded for the 2019 calendar year; for a result of 0%.

Patient transfers

The Digestive Health Centre had two transfers for the 2019 calendar year for a result of 0.03%.

Medication errors

The Digestive Health Centre had zero medication errors for the 2019 calendar year for a result of 0%.

Hand Hygiene Compliance

The compliance rates for Hand hygiene were measured via four audits in 2019, conducted in January, April, July and October.

The results were

- January – 88% compliance with all moments of hand hygiene
- April – 91% compliance with all moments of hand hygiene
- July – 89% compliance with all moments of hand hygiene
- October-85% compliance with all moments of hand hygiene

Ongoing education and communication with all staff occurs

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
6	21/03/2019	DON	Updated with 2018 statistics
7	04/08/2020	DON	Updated with 2019 statistics
8	06/08/2020	BOM	Updated with 2020 statistics