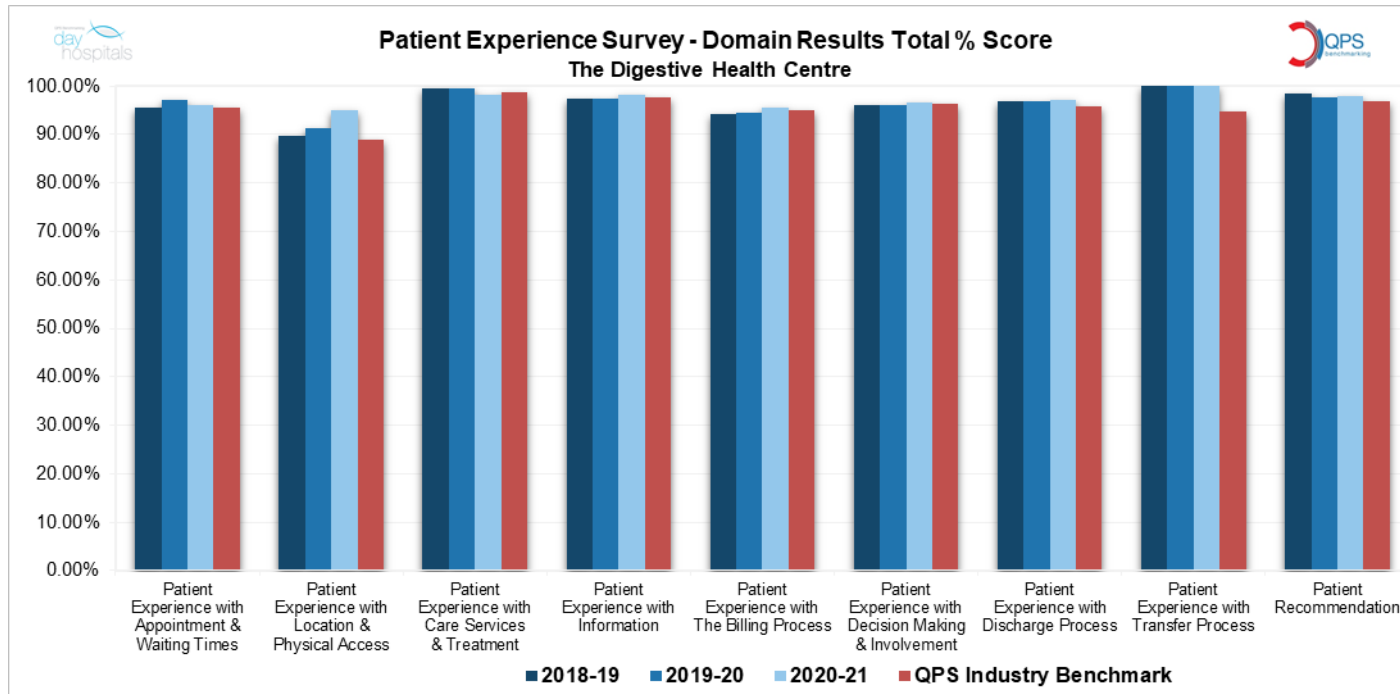


2020/21 QPS Benching marking Patient Experience Survey



Complaints

The Digestive Health Centre had zero complaints made in 2020, for a result of 0%.

Falls

The Digestive Health Centre had zero falls recorded for the 2020 calendar year, for a result of 0%.

Infections

The Digestive Health Centre had a total of zero infections recorded for the 2020 calendar year; for a result of 0%.

Patient transfers

The Digestive Health Centre had zero transfers for the 2020 calendar year for a result of 0%.

Medication errors

The Digestive Health Centre had zero medication errors for the 2020 calendar year for a result of 0%.

National Hand Hygiene Initiative

The compliance rates for Hand hygiene were measured via three audits in 2020, conducted in January, May and September.

The results were

- January –88 - 95 % compliance with all moments of hand hygiene (Aud.16)
- May – 95% compliance with all moments of hand hygiene (Aud.38)
- September – 88% - 100% compliance with all moments of hand hygiene (Aud.54)

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
8	06/08/2020	BOM	Updated with 2018 statistics
9	18/02/2021	BOM	Updated with 2019statistics
10	03/03/2021	BOM	Updated with 2020 statistics