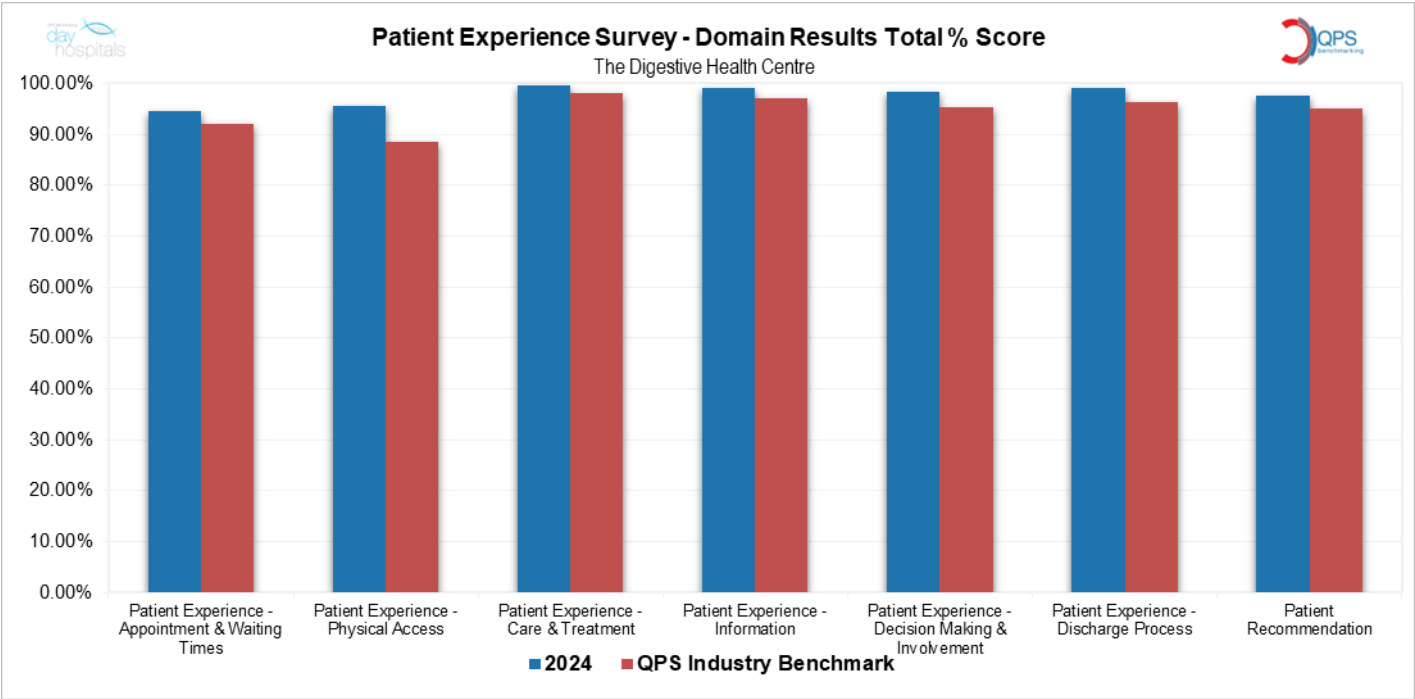


2024 QPS Benching marking Patient Experience Survey



Complaints

The Digestive Health Centre had zero complaints 9/2023-9/2024, for a result of 0%.

Falls

The Digestive Health Centre had zero falls recorded for the 9/2023-9/2024 calendar year, for a result of 0%.

Infections

The Digestive Health Centre had a total of zero infections recorded for the 9/2023-9/2024 calendar year; for a result of 0%.

Patient transfers

The Digestive Health Centre had 3 transfers for the 9/2023-9/2024 calendar year for a result of 0.09%.

Medication errors

The Digestive Health Centre had 0 medication errors for the 9/2023-9/2024 calendar year for a result of 0.00%.

National Hand Hygiene Initiative

The compliance rates for Hand hygiene were measured via three audits in 2023/2024, conducted in January, May and September.

The results were January 2024 –95% -96% compliance with all moments of hand hygiene (Audit 1)
 May 2024 – 78% - 79% compliance with all moments of hand hygiene (Audit 23)
 September 2024 – 82% - 90% compliance with all moments of hand hygiene (Audit 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
13		BOM	Updated with further 2021 statistics
14	01/03/2021	BOM	Updated with 2022 statistics
15	12/04/2023	BOM	Updated with further 2022 statistics
16	24/08/2023	BOM	Updated 2022/23 statistics
17	12/02/2024	DON	Updated 2023 statistics
18	16/02/2024	DON	Reviewed – updated new graph for 23/2024
19	09/09/2024	DON	Reviewed – updated to 2024 stats