

# Patient Satisfaction Survey Feedback Report

This report outlines the results of a patient satisfaction survey carried out for Ramsay Health Care by The Leadership Factor during Quarter 2 2008.

Patient opinions were collected by an anonymous postal survey returned to The Leadership Factor.

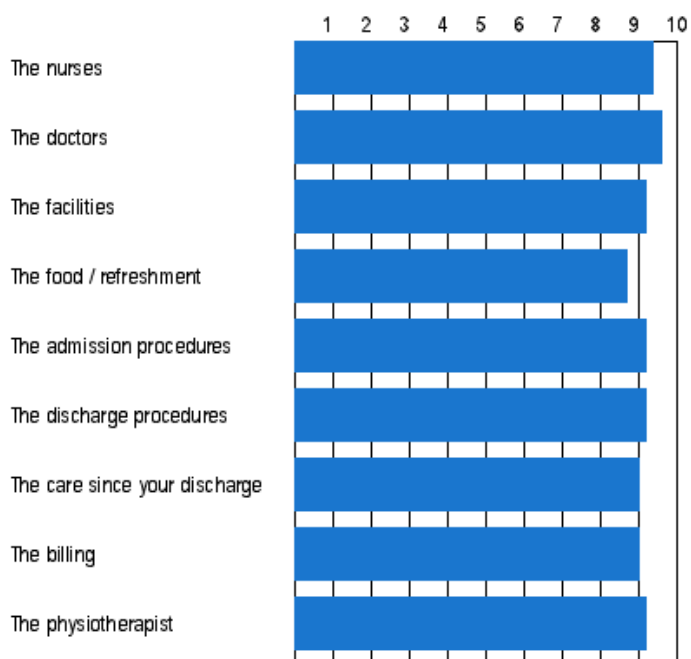
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## Patient satisfaction with the care provided by Ramsay

Patients scored their experience with Ramsay on a scale of 1 to 10, where 1 meant 'totally dissatisfied' and 10 meant 'totally satisfied'.

The chart and table below detail the satisfaction score for each of the elements of the patient experience.



	Satisfaction
The nurses	9.6
The doctors	9.7
The facilities	9.3
The food / refreshment	9.0
The admission procedures	9.4
The discharge procedures	9.3
The care since your discharge	9.2
The billing	9.1
The physiotherapist	9.4

## Patients' willingness to recommend

Patients were asked if they would recommend the hospital they attended. The results were...



## How does Ramsay compare?

Based on hundreds of customer satisfaction surveys conducted by The Leadership Factor for different organisations across all parts of the UK economy, we can report that Ramsay Health Care compare very favourably against other organisations.

The league table below shows the results of all those surveys. With a Customer Satisfaction Index™ of 91.9%, Ramsay Health Care is in the top 2% of the league table, showing an exceptionally high level of customer satisfaction.

