

Patient Satisfaction Questionnaire



**Friendly Society
Private Hospital**

Leading Healthcare for the Wide Bay

SO... HOW DID WE DO?

We appreciate your feedback; it is vital in helping us make improvements.

The Friendly Society Private Hospital is committed to the provision of quality healthcare services.

As part of this commitment we would be most grateful if you could complete this short questionnaire.

Your Feedback will provide us with important information that will facilitate further improvements to our facility and the services we offer.

All of the information you provide will be treated as confidential.

Our Quality Team are available to those who wish to personally discuss their hospital experience and may be contacted on (07) 4331 1577.



**Friendly Society
Private Hospital**

Leading Healthcare for the Wide Bay

19-23 Bingera St,
Private Mail Bag 11
Bundaberg, Qld 4670

Phone (07) 4331 1000

www.fsph.org.au

Patient Profile

Name (optional) _____

Email address (optional) _____

Postcode: _____

Clinical Unit:

- ☐ Unit 1 ☐ Unit 2 ☐ Unit 3 ☐ Unit 4 ☐ Unit 5
☐ ICU ☐ CCU ☐ Day Surgery Unit ☐ Oncology

Room Number: _____

Health Fund: _____

☐ Male ☐ Female

Age: ☐ 0-25 ☐ 26-55 ☐ 56-70 ☐ 71 & over

Your choice of hospital was influenced by:

- ☐ Doctor ☐ Lodge Membership
☐ Hospital Reputation
☐ Recommended by Family or Friends
☐ TV ☐ Radio ☐ Newspaper ☐ Website
☐ Yellow Pages ☐ Friendly Life
☐ Hospital Brochures

For the following questions, please circle your responses

Have you completed a phone survey for this admission?
If yes, there is no requirement for you to complete this survey.

☐ Yes ☐ No ☐ NA

Your Care From Nurses

- | | Strongly Disagree | | | | | | Strongly Agree |
|---|-------------------|---|---|---|---|---|----------------|
| 1. During this hospital stay, did the nurses treat you with courtesy and respect? | | 1 | 2 | 3 | 4 | 5 | or NA |
| 2. During this hospital stay, did the nurses listen carefully to you? | | 1 | 2 | 3 | 4 | 5 | or NA |
| 3. During this hospital stay, did the nurse explain things in a way you understood? | | 1 | 2 | 3 | 4 | 5 | or NA |
| 4. During this hospital stay, if you pressed the nurse call button, did you get help quickly? | | 1 | 2 | 3 | 4 | 5 | or NA |

Your Care From Doctors

- | | Strongly Disagree | | | | | | Strongly Agree |
|---|-------------------|---|---|---|---|---|----------------|
| 5. During this hospital stay, did the Doctors treat you with courtesy and respect? | | 1 | 2 | 3 | 4 | 5 | or NA |
| 6. During this hospital stay, did the Doctors listen carefully to you? | | 1 | 2 | 3 | 4 | 5 | or NA |
| 7. During this hospital stay, did the Doctors explain things in a way you understood? | | 1 | 2 | 3 | 4 | 5 | or NA |

Your Hospital Environment

8. During this hospital stay, your room and bathroom were kept clean?
9. During this hospital stay, was the area your room quiet at night?

Strongly Disagree

Strongly Agree

 1 2 3 4 5  or NA

 1 2 3 4 5  or NA

Your Experience in This Hospital

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bed pan?
11. Did you get help in getting to the bathroom or in using a bedpan as soon as you needed?
12. During this hospital stay, did you need medicine for pain?
13. During this hospital stay, was your pain managed well?

Strongly Disagree

Strongly Agree

☐ Yes ☐ No ☐ NA

☐ Yes ☐ No ☐ NA

☐ Yes ☐ No ☐ NA

 1 2 3 4 5  or NA

14. During this hospital stay, did the hospital staff do everything they could to help you with your pain?

 1 2 3 4 5  or NA

15. During this hospital stay, were you given any medicine that you had not taken before?

☐ Yes ☐ No ☐ NA

16. Before giving you and new medicine, did the hospital staff tell you what the medicine was for?

☐ Yes ☐ No ☐ NA

17. Before giving you a new medicine, did the hospital staff describe, or give you information, on possible side effects in a way you could understand?

 1 2 3 4 5  or NA

18. After you left the hospital, did you go directly to your:

- ☐ Own home
- ☐ Someone else's home
- ☐ Another health facility/Go to Q21

Continued Overleaf

19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about help you may need when you leave hospital?


☐ Yes☐ No☐ NA
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

☐ Yes☐ No☐ NA

Understanding Your Care When You Left The Hospital

- Strongly Disagree


Strongly Agree
21. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left?


 1

2

3

4


5  or NA
22. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health?


 1

2

3

4


5  or NA
23. When I left the hospital, I clearly understood the purpose for taking each of my medications?

 1

2

3


4

5  or NA

Overall Rating Of The Hospital

- Worst Hospital


Best Hospital
24. Using any number from 1-5, where 1 the worst hospital possible and 5 being the best hospital possible, what number would you rate this hospital during your stay?

 1

2

3

4

5  or NA
25. Is there a staff member that made your experience more enjoyable?
26. Would you recommend this hospital to your friends and family?

☐ Yes☐ No☐ NA
27. Thinking about the Friendly Society Private Hospital which of these characteristics come to mind:

☐ Compassion☐ Wisdom☐ Courage☐ Friendliness☐ Diligence
28. What is one thing we could do to improve our service?
29. Do you have any further comments?