

Welcome to the Results of the Latest MediHome Satisfaction Questionnaire

Oct 2009-March 2010

Before Reading the Results here is some background information that we hope is useful

Every user, or patient, that MediHome cares for receives a patient satisfaction questionnaire to fill in anonymously. Usually these are filled in at the end of the care episode because, on average, MediHome is only involved for a few days with each individual patient.

There are 16 statements to fill in and there is the opportunity to write any additional comments that patients may wish to make. Responses are then posted back to Slough in a pre-paid envelope.

The results are regularly reviewed and are shared with the clinical teams and management. We monitor any trends that occur and use this information to check that we are delivering the best care possible. We use these results to help support the company's values which are:

We believe that many patients are best cared for at home.

Our aim is to be the leading provider of acute home care services in England by:

Delivering the highest-quality service to all our patients by ensuring their needs, experiences and safety comes first.

Working together as a team to provide exceptional care. Supporting our colleagues achieve outstanding levels of personal and professional excellence.

Encouraging innovation and constantly supporting ways to improve our service.

Most of the respondents are NHS patients, although sometimes we do care for private patients too. However, all these patients would be in hospital were it not for MediHome's range of services. Some patients will have been in hospital because of operations so some but not all of our patients may have experienced some pain as they recover. Likewise, most but not all of our patients will need to see a registered nurse every day and some may need the care and treatment delivered by our physiotherapists and healthcare assistants instead.

We are all very proud about these achievements and want to share them with you. As the Chief Executive, I am very proud of the dedication and enthusiasm that everyone at MediHome demonstrates each and every day to deliver the best care they possibly can.

Mark Lomax

Chief Executive

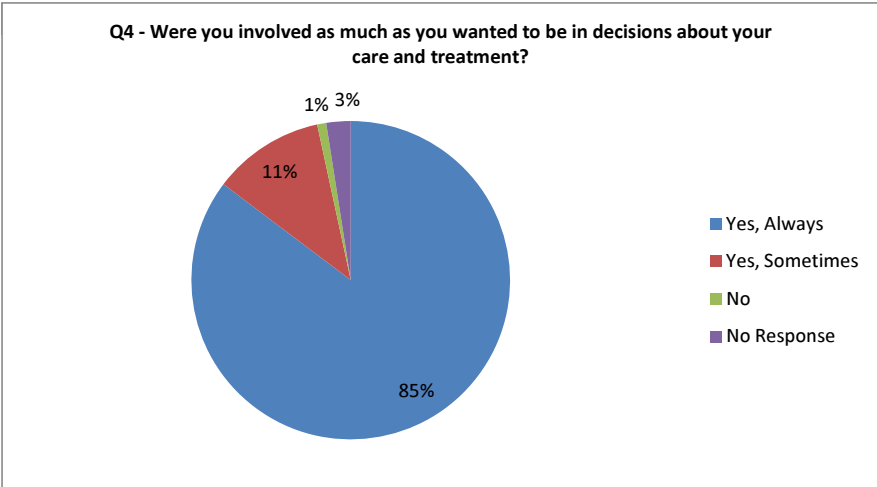
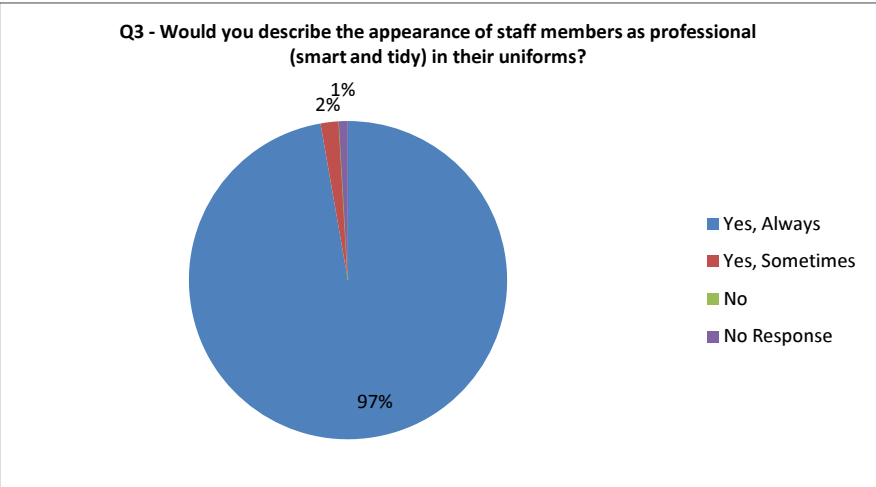
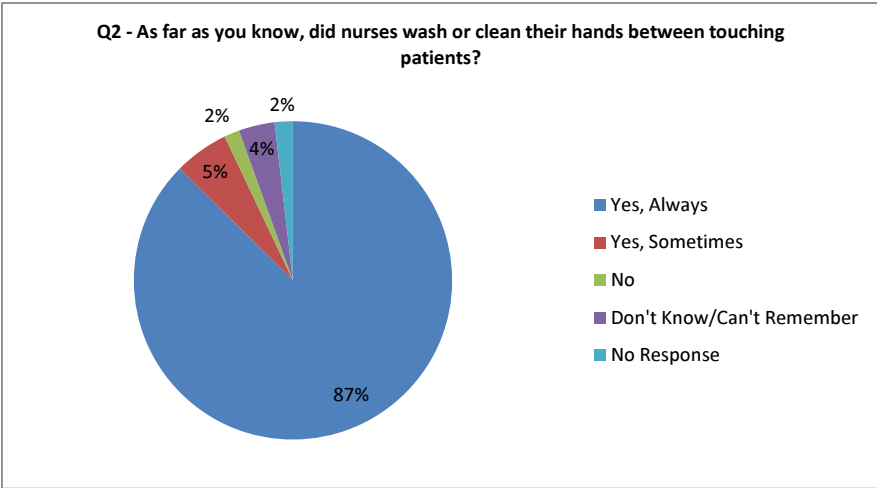
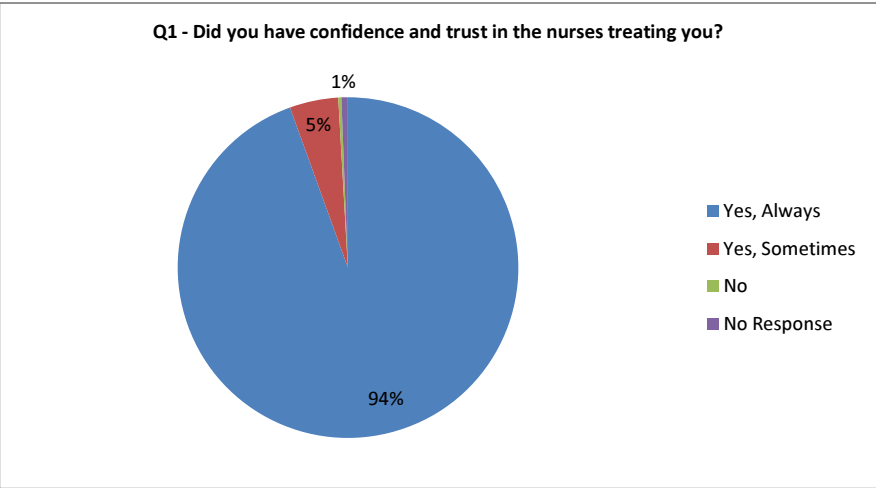
June 2010

MediHome Patient Satisfaction Report



Date From 01/10/2009

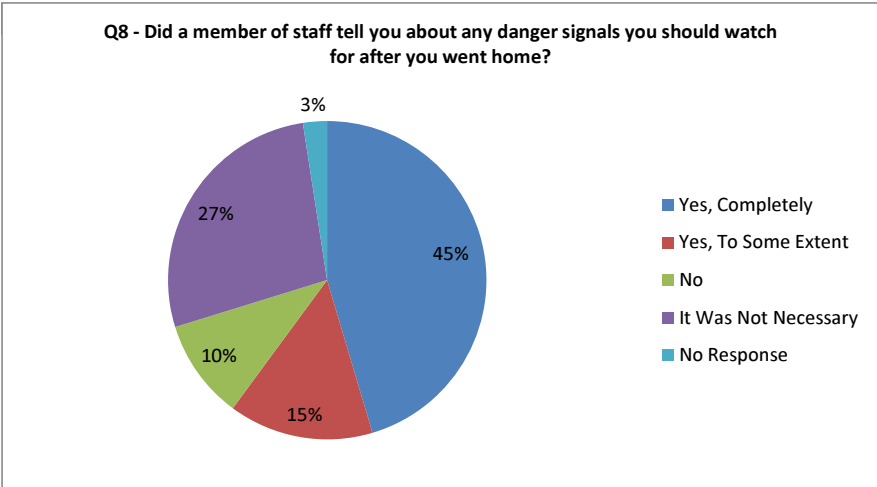
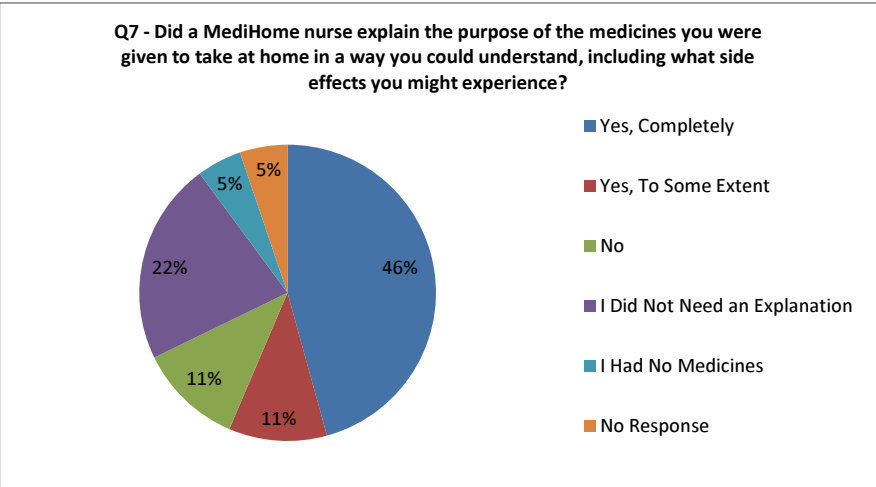
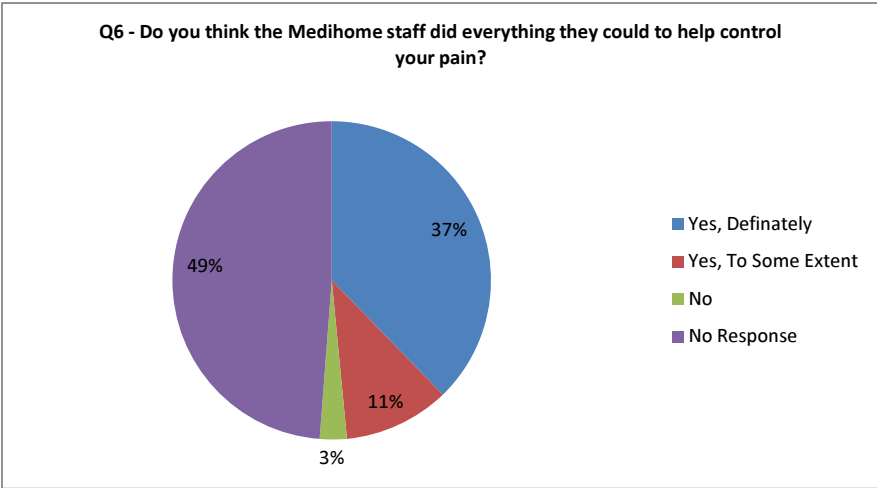
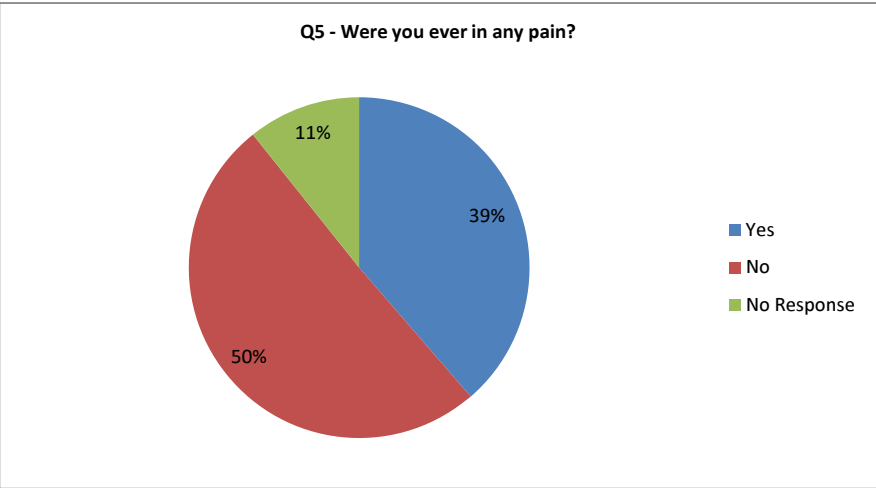
Date To 31/03/2010



MediHome Patient Satisfaction Report



Date From 01/10/2009 Date To 31/03/2010

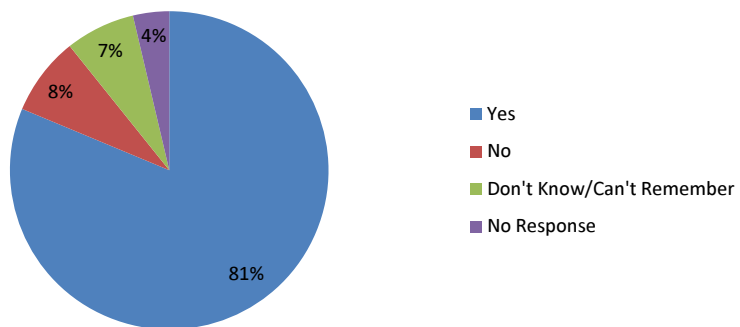


MediHome Patient Satisfaction Report

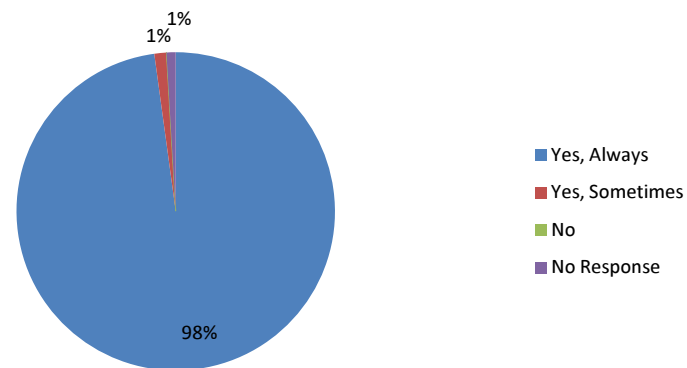


Date From 01/10/2009 Date To 31/03/2010

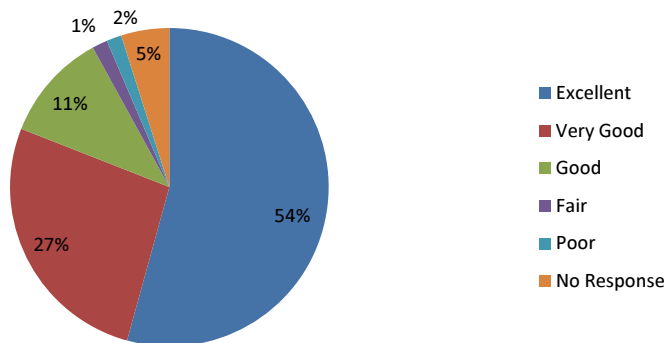
Q9 - Did MediHome staff tell you who to contact if you were worried about your condition or treatment after you left hospital?



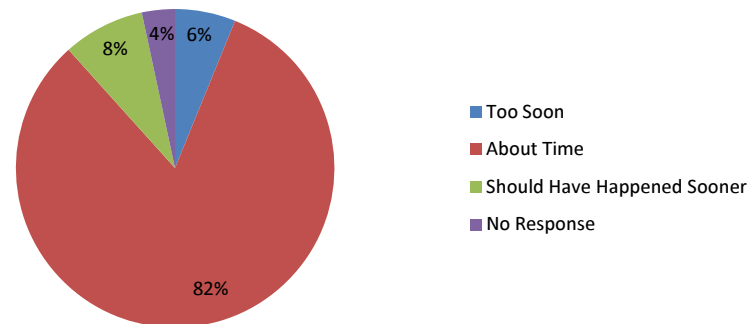
Q10 - Overall, did you feel you were treated with respect and dignity while you were cared for by MediHome?



Q11 - How would you rate how well the hospital and MediHome worked together?



Q12 - How did you feel about the timing of your move from hospital to be cared for by MediHome?



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Date From 01/10/2009 Date To 31/03/2010

