



MediHome Patient Satisfaction Results 1st April 2009- 30th Sept 2009

MediHome invites all users of our services to complete an anonymous patient satisfaction questionnaire during, or after, their period of care with MediHome. MediHome prides itself on delivering high quality care to all our patients each and every time. 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.

Over the last six months we had 269 respondents to the questionnaire and the results were as follows:

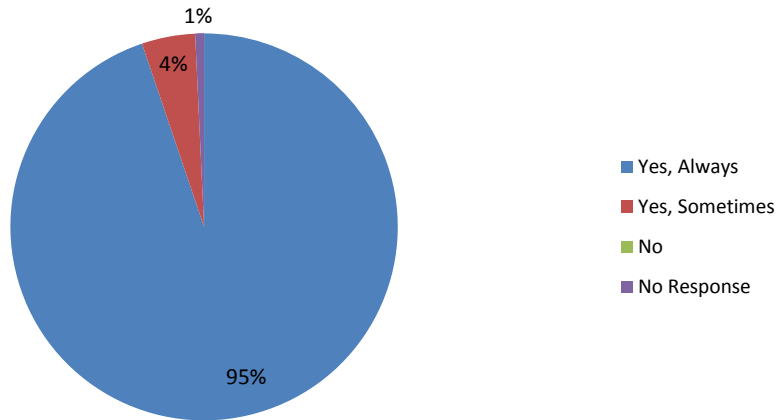
MediHome Patient Satisfaction Report



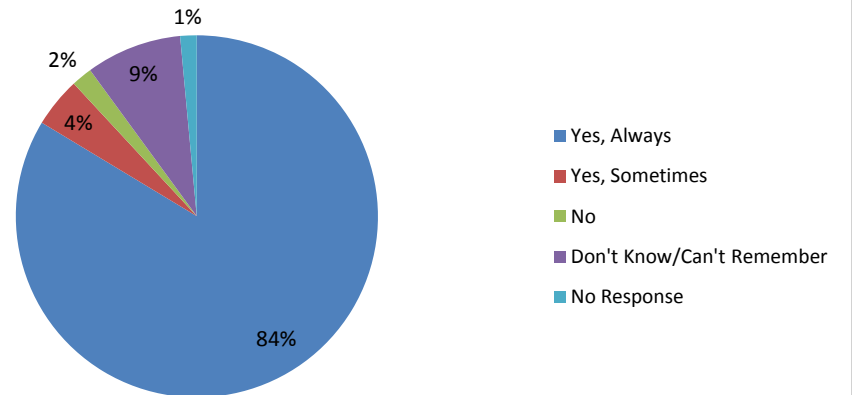
Site/s ALL SITES
 Date Type Date Received

Date From 01/04/2009 Date To 30/09/2009

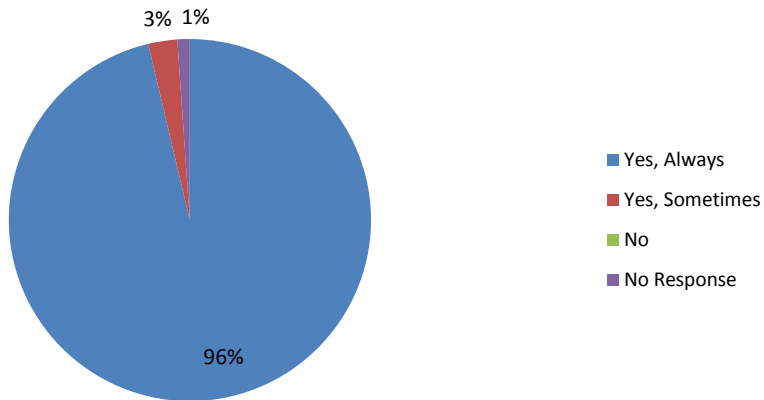
Q1 - Did you have confidence and trust in the nurses treating you?



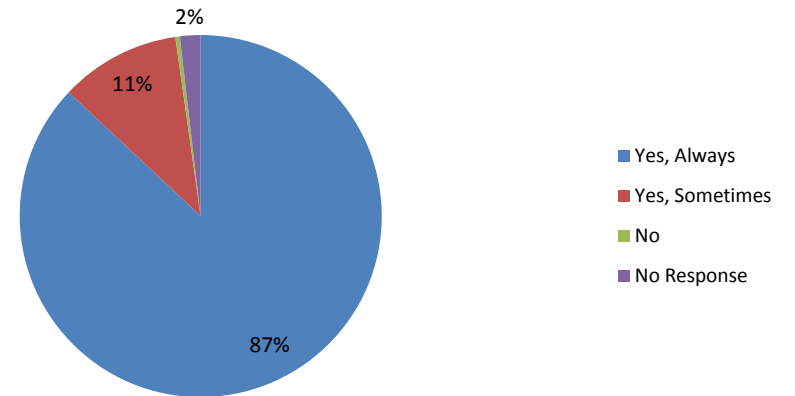
Q2 - As far as you know, did nurses wash or clean their hands between touching patients?



Q3 - Would you describe the appearance of staff members as professional (smart and tidy) in their uniforms?



Q4 - Were you involved as much as you wanted to be in decisions about your care and treatment?



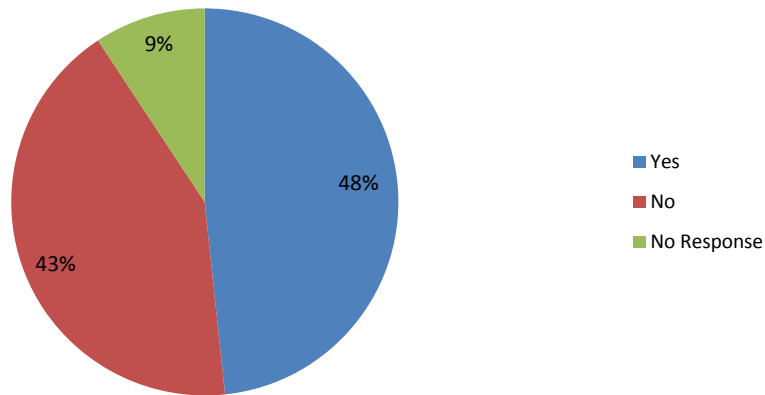
MediHome Patient Satisfaction Report



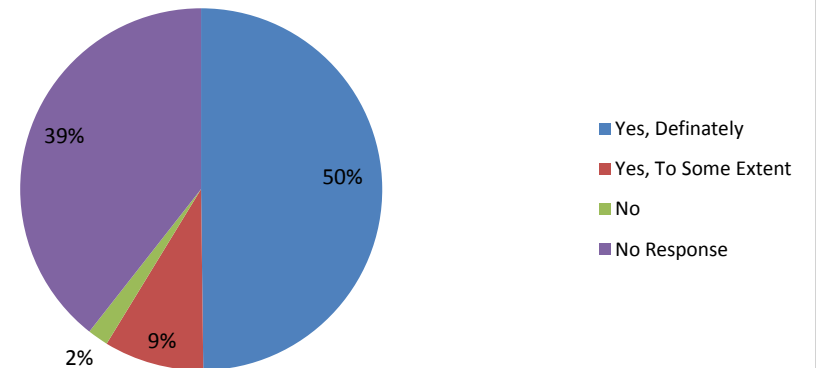
Site/s ALL SITES
 Date Type Date Received

Date From 01/04/2009 Date To 30/09/2009

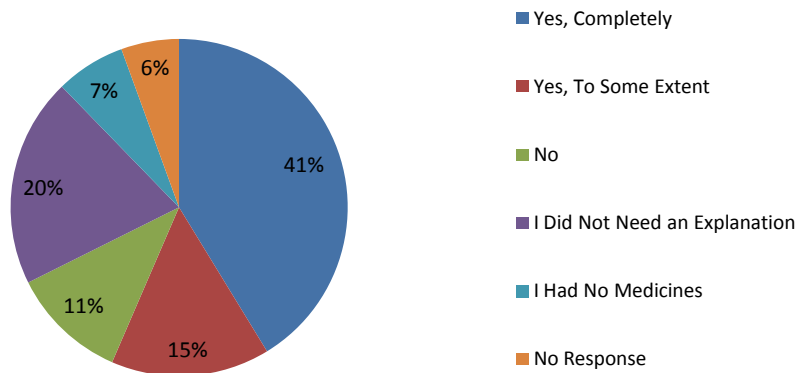
Q5 - Were you ever in any pain?



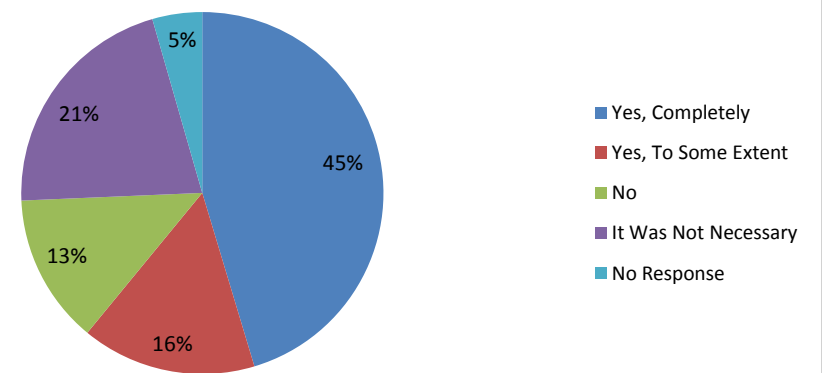
Q6 - Do you think the Medihome staff did everything they could to help control your pain?



Q7 - Did a MediHome nurse explain the purpose of the medicines you were given to take at home in a way you could understand, including what side effects you might experience?



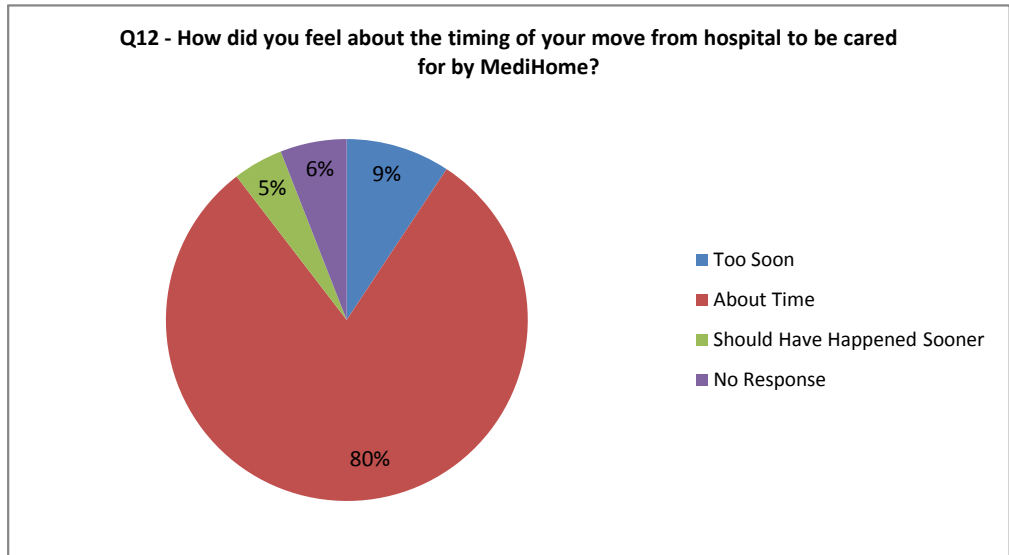
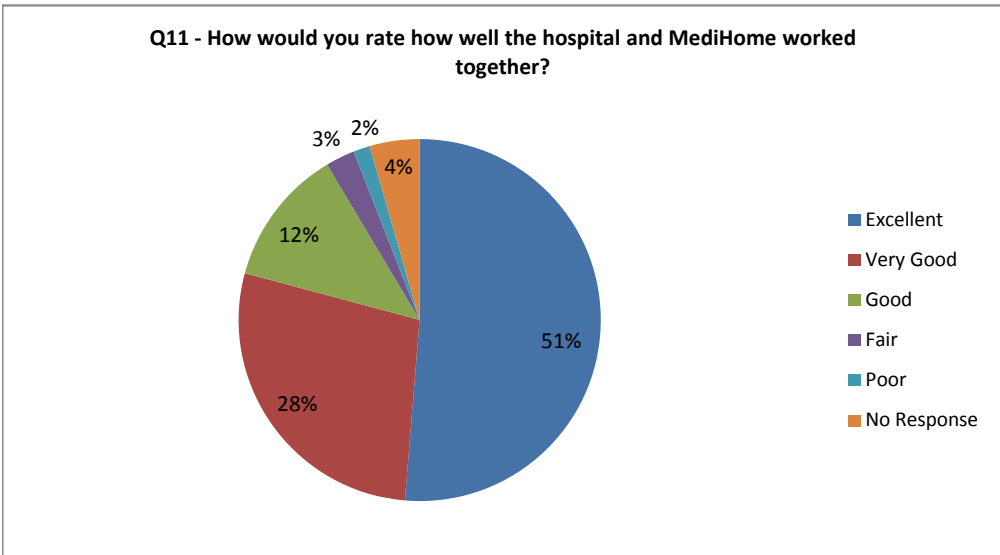
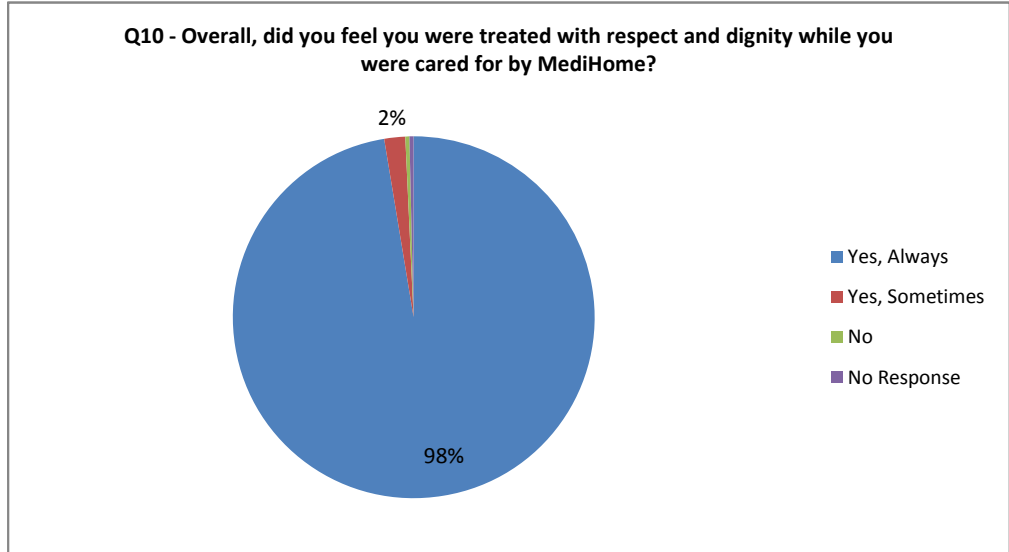
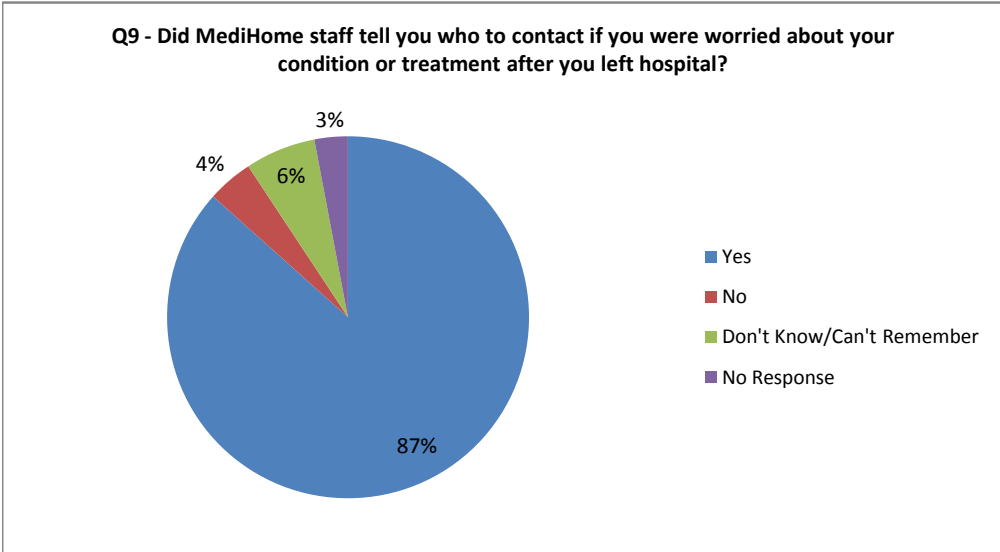
Q8 - Did a member of staff tell you about any danger signals you should watch for after you went home?



MediHome Patient Satisfaction Report



Site/s ALL SITES
 Date Type Date Received
 Date From 01/04/2009 Date To 30/09/2009

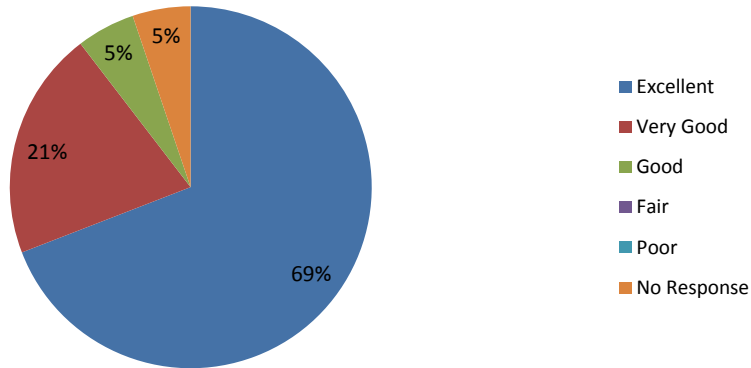


MediHome Patient Satisfaction Report

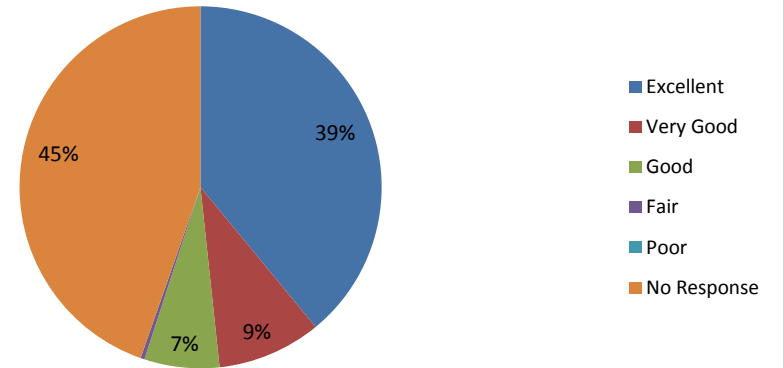


Site/s ALL SITES
Date Type Date Received
Date From 01/04/2009 **Date To** 30/09/2009

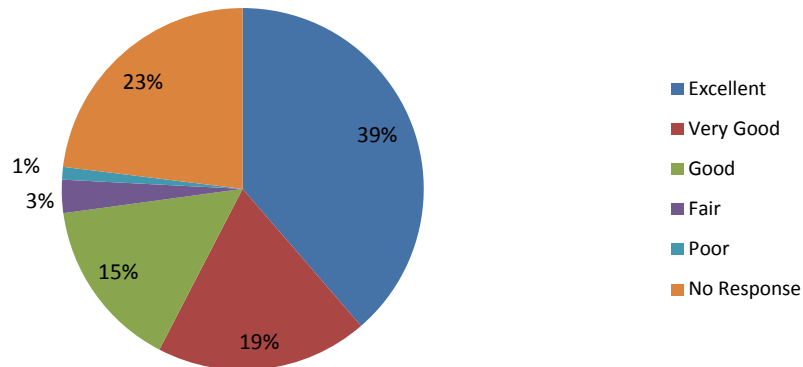
Q13 - Overall, how would you rate the care you received from MediHome nurses?



Q14 - Overall, how would you rate the care you received from MediHome physios?



Q15 - Overall, how would you rate the telephone service you received from MediHome office staff?



Q16 - Would you choose to be cared for at home by MediHome again if you were ill in a similar way?

