

PATIENT SURVEY RESULTS 2016

I am delighted to confirm the results of our annual survey:

- Overall **98%** of patients rated the service **Good/Excellent**
- Response: **52%**

With **utilisation** rates consistently over **85%** this reinforces and demonstrates the real value that RedArc adds.

| | Excellent | Good | Satisfied | Fair | Poor | No Response |
|---|------------|-----------|-----------|-----------|-----------|-------------|
| During your initial call, was our service fully explained to you in an understandable way? | 85% | 12% | 3% | 0% | 0% | 0% |
| Was the nurse empathetic and respectful throughout the course of your call? | 95% | 3% | 0% | 0% | 0% | 1% |
| Did you feel you were being listened to? | 94% | 5% | 0% | 0% | 0% | 1% |
| Were you able to express and discuss the problems that were most important to you? | 90% | 9% | 1% | 0% | 0% | 0% |
| Were you given useful information and/or appropriate guidance on how to resolve any difficulties or concerns? | 84% | 13% | 2% | 0% | 0% | 0% |
| Did you feel that you had enough ongoing contact and support? | 88% | 10% | 0% | 1% | 0% | 0% |
| Total | 89% | 9% | 1% | 0% | 0% | 0% |
| 2015 | 86% | 11% | 2% | 1% | 0% | 0% |

| | Yes | No |
|--|-----|----|
| Has your experience of being supported by your Personal Nurse Adviser enhanced your view of your scheme? | 96% | 4% |

Christine Husbands
MANAGING DIRECTOR

All data independently verified