

## PATIENT SURVEY RESULTS 2017

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

- Overall **98%** of patients rated the service **Good/Excellent**
- Response: **49%**

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?	79%	19%	1%	0%	0%	0%
Was the nurse empathetic and respectful throughout the course of your call?	93%	7%	0%	0%	0%	0%
Did you feel you were being listened to?	92%	7%	0%	0%	0%	0%
Were you able to express and discuss the problems that were most important to you?	85%	12%	2%	0%	0%	1%
Were you given useful information and/or appropriate guidance on how to resolve any difficulties or concerns?	81%	17%	2%	0%	0%	1%
Did you feel that you had enough ongoing contact and support?	85%	13%	0%	0%	0%	1%
<b>Total</b>	<b>86%</b>	<b>12%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>
<b>2016</b>	<b>89%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

	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*



*“ Adding real value with a unique, practical and caring service. ”*