

PATIENT SURVEY RESULTS 2015

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

- For 3rd year: **97%** of patients rated the service **Good/Excellent**
- **Response: 60% +**

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

	Good/ Excellent	Satisfied	Fair	Poor	No Response
During your initial call, was our service fully explained to you in an understandable way?	95%	4%	1%	0%	0%
Was the nurse empathetic and respectful throughout the course of your call?	100%	0%	0%	0%	0%
Did you feel that you were being listened to?	98%	2%	0%	0%	0%
Were you able to express and discuss the problems that were most important to you?	97%	2%	0%	0%	0%
Were you given useful information and/or appropriate guidance on how to resolve any difficulties or concerns?	96%	2%	0%	0%	1%
Did you feel you had enough ongoing contact and support?	97%	1%	2%	0%	1%
Total	97%	2%	1%	0%	0%
<i>2014</i>	<i>97%</i>	<i>1%</i>	<i>0%</i>	<i>1%</i>	<i>1%</i>

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

All data independently verified