

Oxford Radcliffe Hospitals

PATIENT INFORMATION FEEDBACK - 1 July to 31 July 2009

Division A		Division B		Division C	
Total No of Patient feedbacks	60	Total No of Patient feedbacks	67	Total No of Patient feedbacks	42
No. of information requests	15	No. of information requests	23	No. of information requests	16
Negative comments received	24	Negative comments received	36	Negative comments received	13
Positive comments received	21	Positive comments received	8	Positive comments received	13
Issues (in order of frequency)		Issues (in order of frequency)		Issues (in order of frequency)	
<ul style="list-style-type: none"> Medical information /Discharge concerns eg death not recorded on system 		<ul style="list-style-type: none"> Medical/Non medical information feedback eg care home not told about drugs in advance 		<ul style="list-style-type: none"> Non medical information issues eg Churchill map was useless 	
<ul style="list-style-type: none"> Drs/ Nurses - poor communication eg treated like naughty schoolboy attending in A&E 		<ul style="list-style-type: none"> Operations/Appointment cancelled / delayed eg not received new date 		<ul style="list-style-type: none"> Staff attitude poor eg father received court summons for parking when transferring daughter 	
<ul style="list-style-type: none"> Whole Service accolade eg fantastic treatment nothing can be improved 		<ul style="list-style-type: none"> Whole service accolade eg everything went well, staff excellent and caring 		<ul style="list-style-type: none"> Whole service accolade eg care taken to communicate at every opportunity 	
<ul style="list-style-type: none"> Medical care issues eg not happy discharged with same symptoms came in with 		<ul style="list-style-type: none"> Drs/ Nurses/ Staff - poor communication /attitude eg wasn't told who would perform operation 		<ul style="list-style-type: none"> Medical Information/Care issues eg doctor did not take on board concerns raised by midwife 	
<ul style="list-style-type: none"> Quality of Food eg food could be improved 		<ul style="list-style-type: none"> Appointments- follow up eg difficulty contacting Eye Hospital 		<ul style="list-style-type: none"> Poor communication eg told can't wait on site, felt discharged too soon 	

