



# Patient Experience

The feedback received for October, November and December 2017.



## Solent NHS Trust

At Solent NHS Trust we want to provide the best possible experience we can for the people who use our services and their relatives and carers.

Your feedback is extremely important to us as it lets us know what we are doing well and helps us understand any changes we may need to make.

Number of surveys returned by patients during the last 3 months

# 4868

Patients who provided positive feedback

4670



Patients who did not provided positive feedback

67



Patients who were unsure

131

Word clouds: The most frequently used words in the free text comments



If you wish to leave positive feedback, raise a concern or make a complaint please contact us on:

0800 013 2319 or email [snhs.solentfeedback@nhs.net](mailto:snhs.solentfeedback@nhs.net)