



Patient Experience

Feedback received for the 3 months ending March 2016

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

3648

Patients who provided
positive feedback

3451



Patients who did not
provide positive feedback

99



Patients who
were unsure

98

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

etter time feel waiting professional help Excellent **good staff service** experience **friendly**
helpful

You Said:

'Whilst the information given was comprehensive and easy to understand it did not cover what I needed. The general lung information was good and interesting. Well done team'.

We Did:

'We have reviewed the information that we give and we have changed the sessions to incorporate other conditions. The name of the group will be called "Respiratory Conditions".'