



PATIENT EXPERIENCE

2023 – 2024

12-month summary of the National Patient Survey and our patient survey responses over the last 12 months.

NATIONAL SURVEY	
Very good	14%
Good	32%
Neither good nor poor	26%
Poor	20%
Very poor	8%
<i>Number of responses</i>	130

FRIENDS AND FAMILY TEST												
	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Very good	51%	61%	60%	61%	60%	58%	61%	62%	61%	71%	62%	69%
Good	30%	28%	25%	26%	24%	29%	25%	22%	31%	21%	25%	21%
Neither good nor poor	7%	6%	8%	8%	6%	7%	6%	4%	6%	4%	6%	5%
Poor	7%	4%	2%	2%	5%	2%	5%	4%	1%	2%	5%	3%
Very poor	5%	1%	5%	3%	5%	4%	2%	3%	1%	2%	2%	2%
<i>Number of responses</i>	149	141	158	200	201	225	175	191	157	187	202	187