Coronary Care Unit

Received between: July – September 2016

Top scores: patient survey results

- 96% of patients said their call bell was answered in a timely manner
- 95% of patients said they were given enough privacy when discussing their condition or treatment
- 95% of patients said their pain was adequately controlled

What you liked:

- Staff were always helpful and attentive and made me feel safe and comfortable
- I would give 12 out of 10 for the way I have been cared for. Thank you all very much
- Well looked after by all members of staff on this ward

What you said:

1. Food sometimes not too special, the pork was tough
2. Night noise level on ward, you should ban use of mobile phones after 10pm
3. Named staff gave me excellent care

What we did

1. Got in touch with kitchen and passed on comments
2. Have asked patients to have mobile phones on silent
3. Clinical lead praised staff for doing a good job

Friends and Family Test Results - ‘How likely are you to recommend our ward to friends and family if they needed similar care or treatment?’

<table>
<thead>
<tr>
<th>CCU</th>
<th>Number of Responses</th>
<th>Extremely likely</th>
<th>Likely</th>
<th>Neither likely nor unlikely</th>
<th>Unlikely</th>
<th>Extremely unlikely</th>
<th>% Recommended</th>
<th>% Not Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2016</td>
<td>27</td>
<td>27</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100.0%</td>
<td>0.0%</td>
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<tr>
<td>August 2016</td>
<td>27</td>
<td>26</td>
<td>1</td>
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<td>0</td>
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<td>100.0%</td>
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<tr>
<td>September 2016</td>
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<td>20</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

If you would like any further information or would like to comment please contact Charge Nurse – Steve Morris on ext. 4516.

- This information is updated every three months
- * Calculated using the proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent.