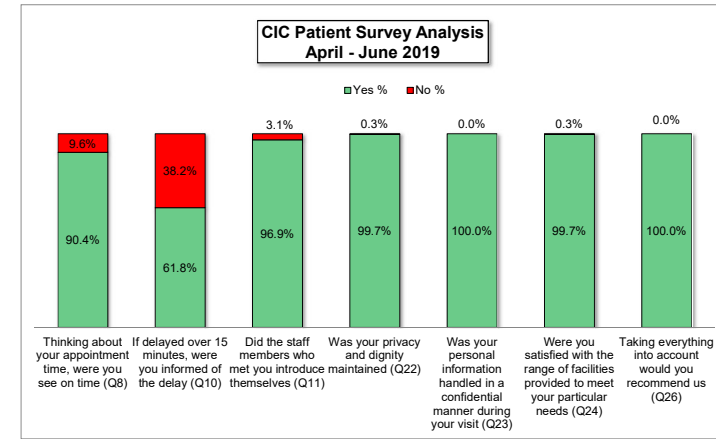
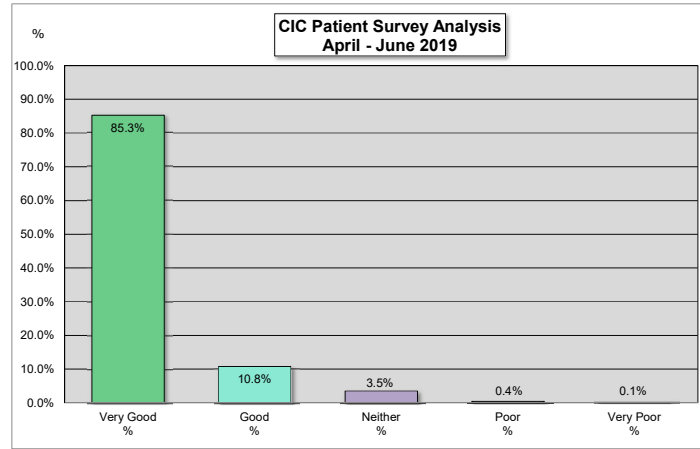


Standard Statement for OCM

Formula: How is this measured?	OCM?
Target	100% for positives
Frequency	Monthly, 3 Monthly 6 Monthly & Yearly
Results (Performance against target)	96.1%
Action Plan, if appropriate	Yes
Presentation:	Chart
Reported to: Who?	Heads of Department
Dissemination to:	All Staff
Data source	Result collation
Responsible Person	KHS/FED
Date to next undertake	Oct-19



Number of Patient Questionnaires distributed	Number of Questionnaires returned	Response Rate %
3674	719	19.6%

	April - June 2019						
	Number of Questionnaires returned with this question answered	Question Response Rate %	Very Good %	Good %	Neither %	Poor %	Very Poor %
Convenience of appointment (Q1)	674	93.7%	89.2%	9.5%	1.2%	0.1%	0.0%
Appointment clearly explained and made in a friendly manner (Q2)	641	89.2%	94.4%	6.9%	0.0%	0.0%	0.0%
Questions answered to your satisfaction (Q3)	638	88.7%	90.6%	8.8%	0.6%	0.0%	0.0%
Greeting on arrival (Q4)	679	94.4%	94.0%	5.4%	0.4%	0.1%	0.0%
Helpfulness of staff (Q5)	389	54.1%	94.7%	4.5%	0.6%	0.2%	0.0%
Staff member helpful and answered any questions (Q12)	654	91.0%	89.3%	9.6%	0.8%	0.3%	0.0%
Courtesy of staff (Q13)	676	94.0%	92.6%	7.1%	0.1%	0.1%	0.0%
Time & attention given (Q14)	670	93.2%	89.7%	9.6%	0.4%	0.1%	0.1%
Examination explained (Q15)	670	93.2%	88.4%	9.3%	1.6%	0.1%	0.6%
Questions answered satisfactorily (Q16)	650	90.4%	88.3%	10.0%	1.7%	0.0%	0.0%
Explanation of how and when you will receive your results (Q17)	670	93.2%	86.1%	11.5%	1.8%	0.4%	0.1%
Level of cleanliness (Q18)	608	84.6%	91.6%	8.1%	0.1%	0.0%	0.1%
The navigation was (Q19)	56	7.8%	48.2%	26.8%	21.4%	3.6%	0.0%
The content was (Q20)	60	8.3%	46.7%	30.0%	21.7%	1.7%	0.0%
Overall rating of care (Q25)	678	94.3%	95.6%	4.3%	0.1%	0.0%	0.0%
Overall average performance %			85.3%	10.8%	3.5%	0.4%	0.1%
			96.1%		3.5%		0.5%

	Apr - Jun 2019			
	Number of Questionnaires returned with this question answered	Question Response Rate %	Yes %	No %
Thinking about your appointment time, were you see on time (Q8)	651	90.5%	90.4%	9.6%
If delayed over 15 minutes, were you informed of the delay (Q10)	35	4.9%	61.8%	38.2%
Did the staff members who met you introduce themselves (Q11)	671	93.3%	96.9%	3.1%
Was your privacy and dignity maintained (Q22)	681	94.7%	99.7%	0.3%
Was your personal information handled in a confidential manner during your visit (Q23)	657	91.4%	100.0%	0.0%
Were you satisfied with the range of facilities provided to meet your particular needs (Q24)	490	68.2%	99.7%	0.3%
Taking everything into account would you recommend us (Q26)	673	93.6%	100.0%	0.0%