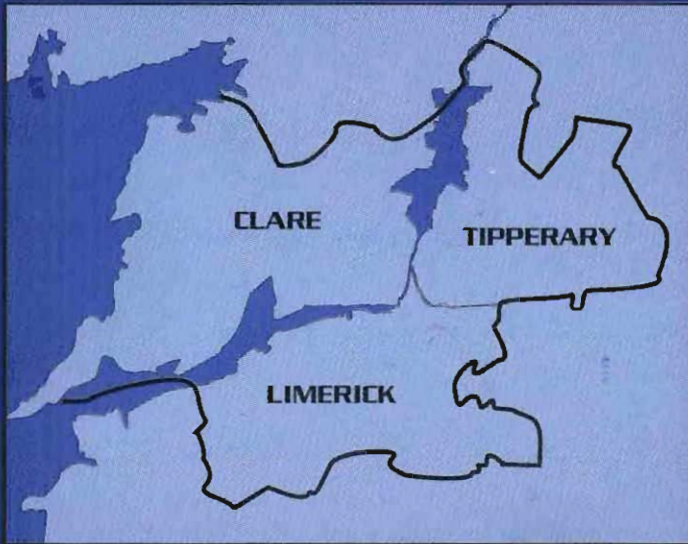


MID WESTERN HEALTH BOARD



PATIENT SATISFACTION SURVEY

July 1995

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1 JUL 2001

MID WESTERN HEALTH BOARD



PATIENT SATISFACTION ACUTE HOSPITALS

July 1995

FOREWORD

The National Health Strategy - “**Shaping a Healthier Future**” - proposes that services be directed towards achieving **health gain** and **social gain**. The key principles underpinning the Strategy are equity, quality and accountability.

Quality of services is to be assessed in a number of ways, including patient/client satisfaction with services provided. This report represents the first comprehensive study of consumer satisfaction undertaken in the Board’s acute hospitals and covers a wide range of issues relating to both in-patient and out-patient hospital services.

Results are generally extremely satisfactory and where shortfalls are identified, action will be taken to secure improvements. Overall, the good results obtained are a tribute to the staff in the hospitals concerned:- **Ennis General Hospital, Nenagh General Hospital, Regional Orthopaedic Hospital, Regional Maternity Hospital and Regional Hospital Limerick.**



D.J. DOHERTY
CHIEF EXECUTIVE OFFICER
MID-WESTERN HEALTH BOARD

JULY 1995

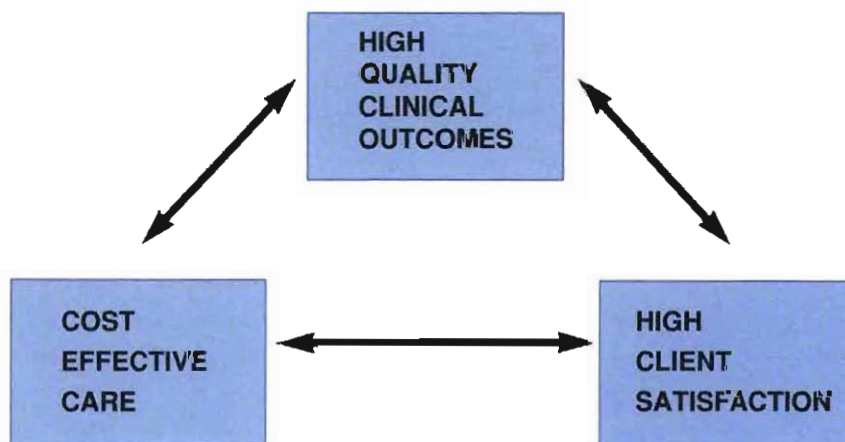
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	Catering Questionnaire	
	Day Ward Questionnaire	
	Paediatric Questionnaire	

EXECUTIVE SUMMARY

INTRODUCTION AND BACKGROUND

The publication of “**The Charter of Rights for Hospital Patients**” (Department of Health, 1994) is generally regarded as the first step in setting out the need for hospitals to actively consider the views of attending patients with regard to service provision. The National Health Strategy “**Shaping a Healthier Future**” (Department of Health, 1994) further emphasised this requirement when it identified that acute hospitals must be able to provide measurable cost effective, high quality clinical outcomes combined with a high level of client or patient satisfaction in an integrated framework. (Table 1).

Table 1

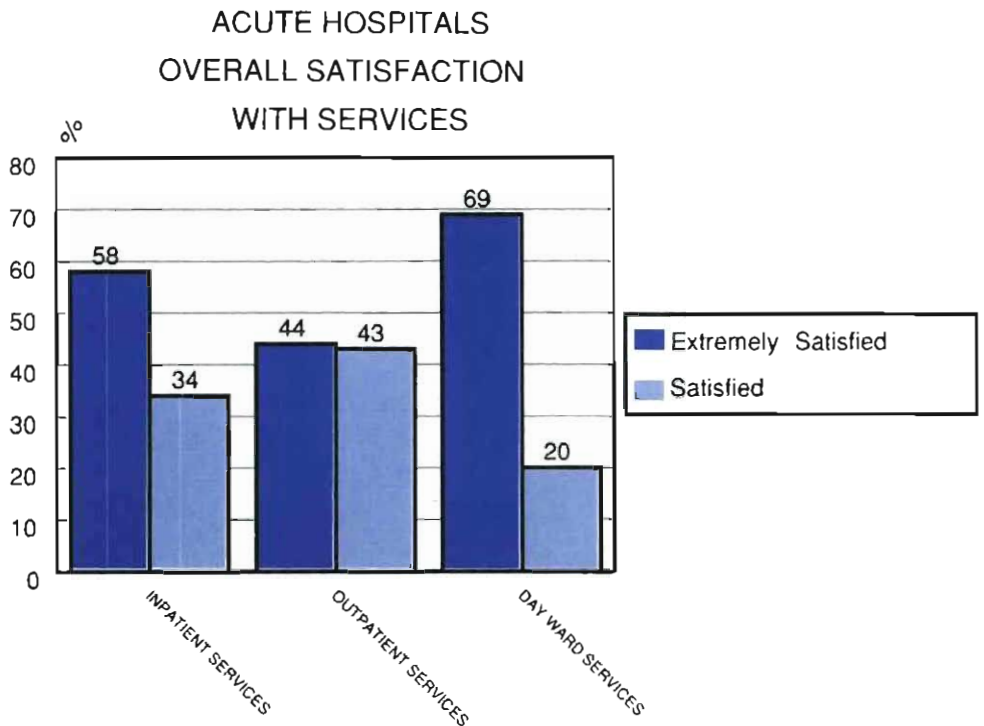


The purpose of this paper is to examine existing patients' perceptions of the five acute hospitals and firstly identify areas of excellence that should be encouraged and secondly areas that may require improvement either structurally or organisationally.

The results of the survey (Chapter 2) are based on five separate questionnaires completed by patients attending **Ennis General Hospital, Nenagh General Hospital, Regional Maternity Hospital, Regional Orthopaedic Hospital** and the **Regional Hospital, Limerick**. In total 2081 questionnaires were completed during the survey period.

Overall the results of this survey are extremely positive (Table 2) and clearly reflect the continuing high standard of care currently provided by all staff working either directly or indirectly with attending patients within each of the five hospitals.

Table 2



Specific areas requiring further examination (Chapter 3) have been identified and these will be discussed with the concerned staff in order to develop appropriate structures or mechanisms that will enable the actualisation of optimum client/patient satisfaction. The survey will be repeated in six months and particular emphasis will be given to areas such as the Accident & Emergency Department, not yet studied and specific areas that have been identified in the first study as requiring development.

IAN CARTER
GENERAL MANAGER
GENERAL HOSPITALS PROGRAMME

CHAPTER ONE

SURVEY METHODOLOGY

1.0. Methodology and Contents of Survey

The questionnaire was based on a previous format used at the Regional Hospital Limerick in 1993/1994. From this prototype five specific questionnaires were developed to examine the following areas: **Out-Patients Department, In-Patient (Ward Area), In-Patient (Day Ward), In Patient (Paediatric Ward) and Catering Services.**

1.1. The questionnaires were designed to elicit patients views on three key aspects of the specific departments or service. (**Appendix 1**)

Structure e.g. ward layout and decoration

Organisation e.g. waiting time for out-patient appointments

Direct Care e.g. control of pain.

1.2. The questionnaires used a relatively simple "tick-box" approach allowing the patient to record a degree of satisfaction from "**extremely satisfied**" to "**extremely dissatisfied**" with specific services. Questionnaires were handed to the patient either on their arrival to the Out-Patients Department or during their admission to the ward and clearly identified as being confidential.

2.0. A total of 2081 patient satisfaction questionnaires were completed during the survey period in March and April 1995 (**Table 3**).

Table 3

HOSPITAL SITE	OUT-PATIENT QUESTIONNAIRE	IN-PATIENT QUESTIONNAIRE	CATERING QUESTIONNAIRE	DAY WARD QUESTIONNAIRE	PAEDIATRIC QUESTIONNAIRE	TOTAL
ENNIS GENERAL HOSPITAL	151	110	106	75	-	442
NENAGH GENERAL HOSPITAL	101	60	-	40	-	201
REGIONAL MATERNITY HOSPITAL	123	134	96	45	46	444
REGIONAL ORTHOPAEDIC HOSPITAL	102	117	89	35	-	343
REGIONAL HOSPITAL LIMERICK	217	169	100	90	75	651
SUB-TOTAL	694	590	391	285	121	2081

2.1. The sample group in comparison to actual clinical activity for this period is identified in the following table.

ENNIS GENERAL HOSPITAL	ACTUAL ACTIVITY	SURVEY	% REP.
Out-Patient	1259	151	12%
In-Patient	398	110 in-patient	26%
		106 catering	25%
Day Ward	251	75	29%

NENAGH GENERAL HOSPITAL	ACTUAL ACTIVITY	SURVEY	% REP
Out-Patient	907	101	11%
In-Patient	511	60 in-patient	12%
		catering not undertaken	
Day Ward	186	40	22%

REGIONAL MATERNITY HOSPITAL	ACTUAL ACTIVITY	SURVEY	% REP.
Out-Patient	890	123	14%
In-Patient	470	134 In-patient	28%
		96 catering	20%
Day Ward	285	45	15%
Paediatric	169	46	26%

REGIONAL ORTHOPAEDIC HOSPITAL	ACTUAL ACTIVITY	SURVEY	% REP
Out-Patient	721	102	14.0%
In-Patient	425	117 in-patient	27%
		89 catering	21%
Day Ward	192	35	18%
Paediatric		not undertaken	

REGIONAL HOSPITAL LIMERICK	ACTUAL ACTIVITY	SURVEY	% REP.
Out-Patient	3971	217	6%
In-Patient	1432	169 inpatient	11%
		100 catering	7%
Day Ward	365	90	24%
Paediatric	285	75	26%

ALL HOSPITAL SITES	ACTUAL ACTIVITY	SURVEY	% REP
Out-Patient	7748	694	9%
In-Patient	3236	590 in-patient	18%
		381 catering	12%
Day Ward	1279	285	22%
Paediatric	454	121	26%

CHAPTER TWO

RESULTS OF SURVEY

**PATIENT SATISFACTION SURVEY
ACUTE HOSPITALS MID-WESTERN HEALTH BOARD**

2.0. The following graphs illustrate the response from attending patients to the five questionnaires for the following hospitals:

Ennis General Hospital,

Nenagh General Hospital,

Regional Maternity Hospital,

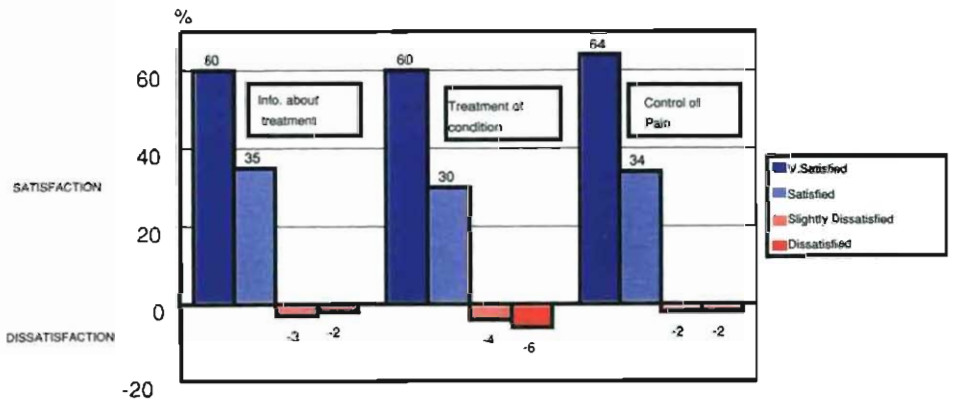
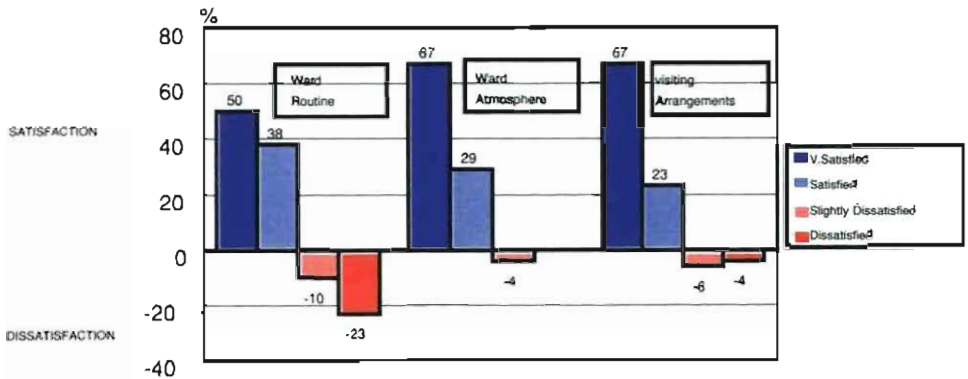
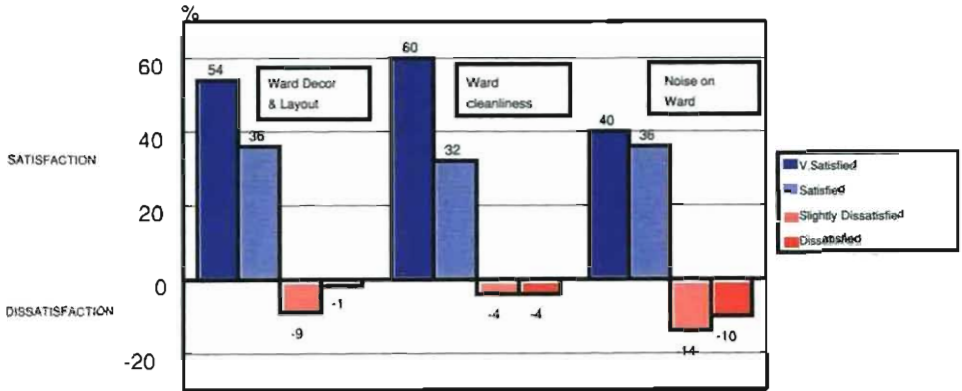
Regional Orthopaedic Hospital,

Regional Hospital, Limerick.

Given the comparatively low number of paediatric attendances at Ennis General Hospital, Nenagh General Hospital and Regional Orthopaedic Hospital the paediatric questionnaire was not used in these hospitals.

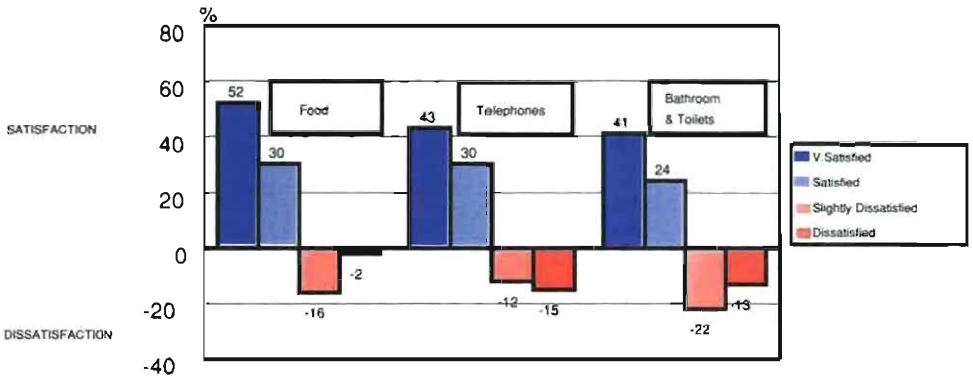
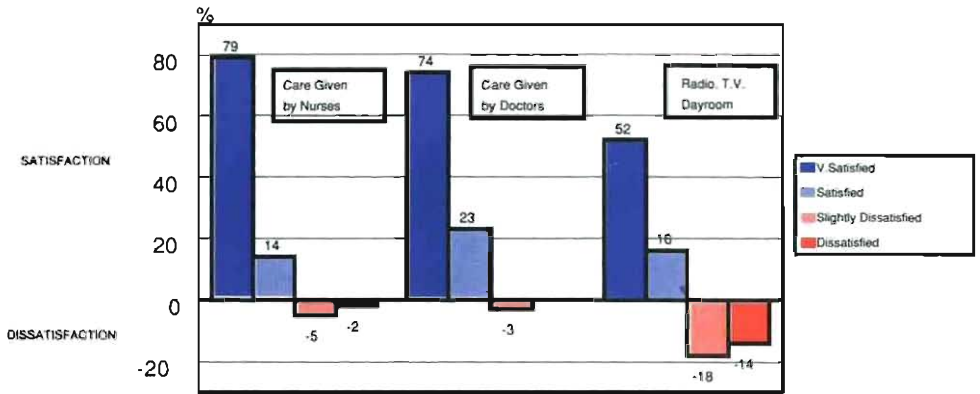
ENNIS GENERAL HOSPITAL

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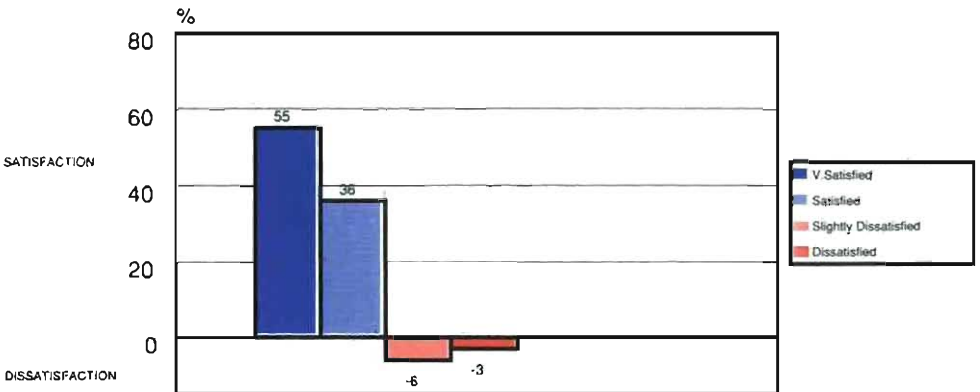


ENNIS GENERAL HOSPITAL

INPATIENT (N=110)

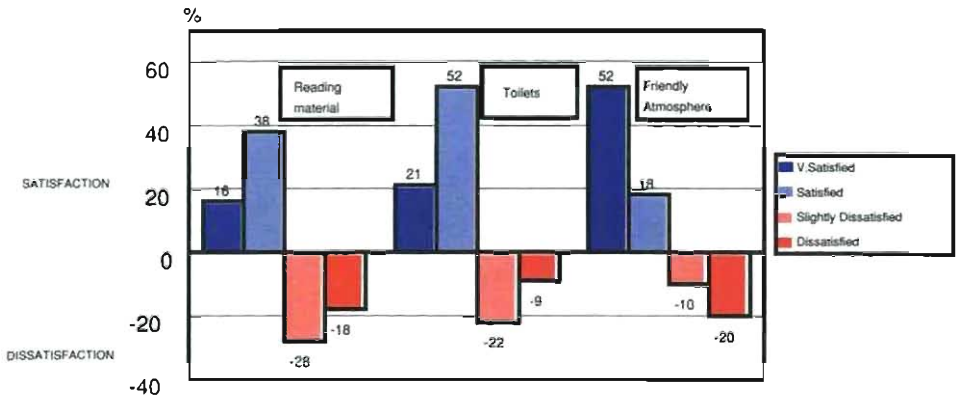
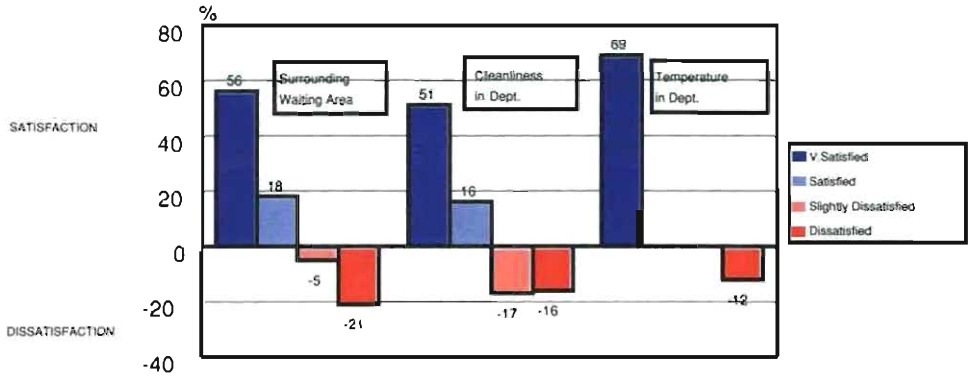
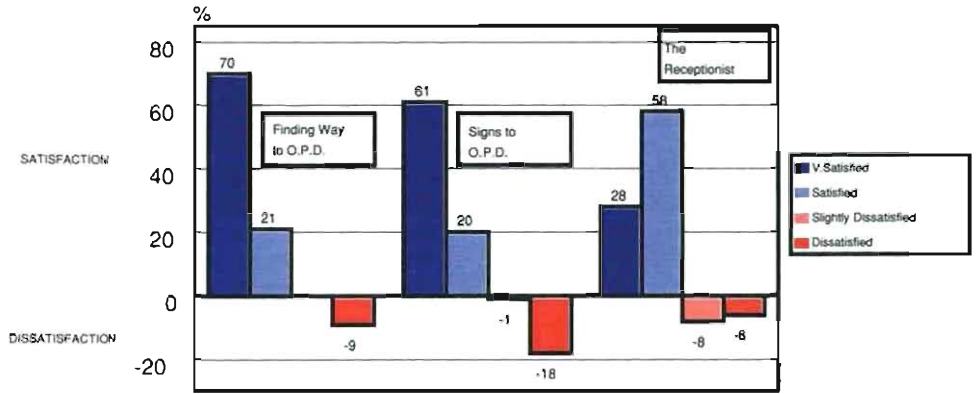


OVERALL SATISFACTION



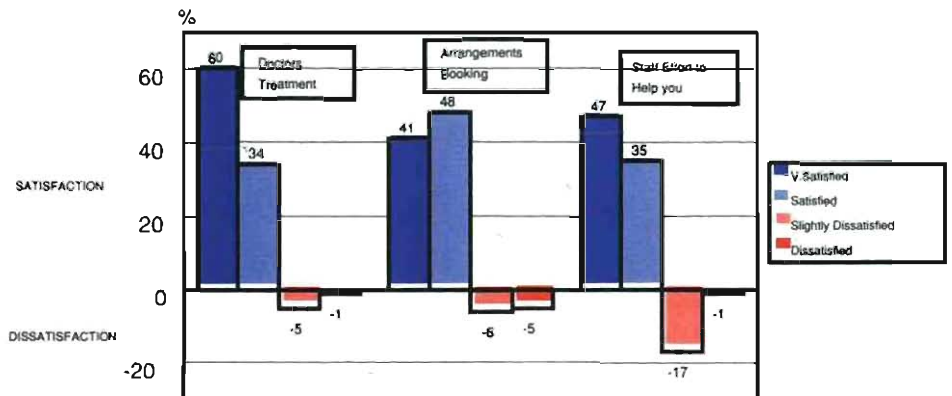
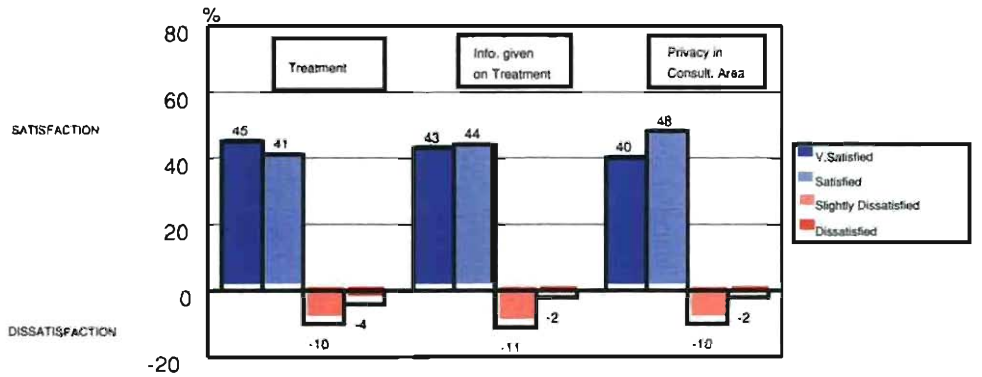
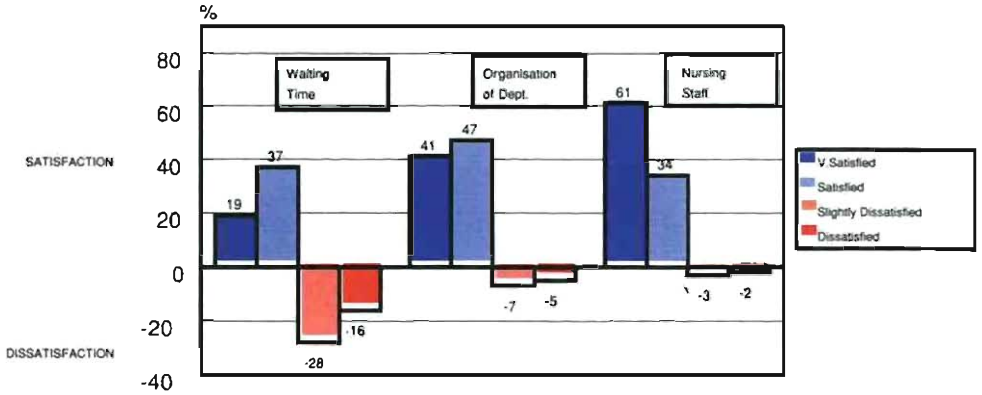
ENNIS GENERAL HOSPITAL

OUTPATIENTS (N=151)



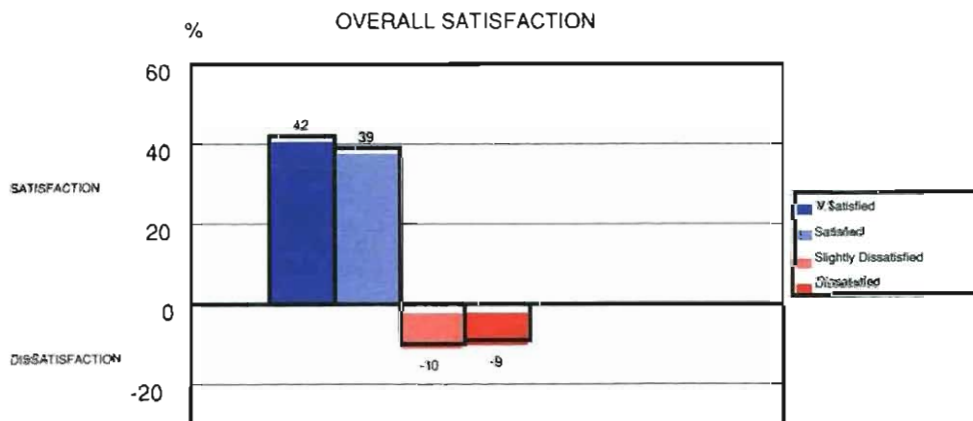
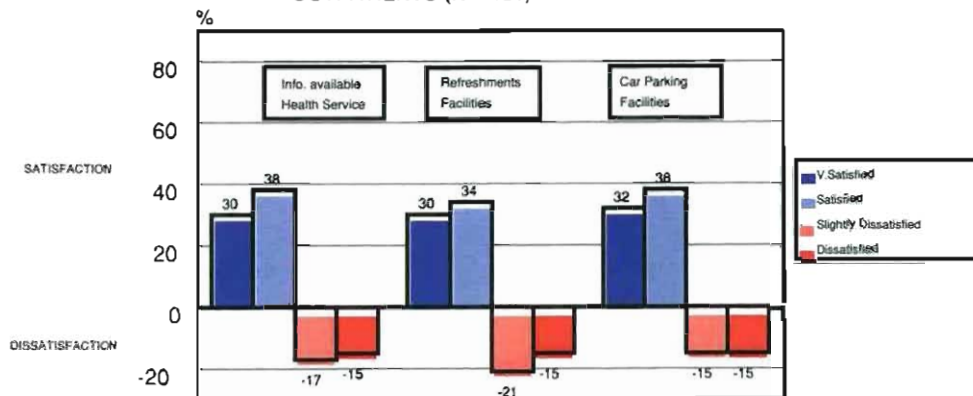
ENNIS GENERAL HOSPITAL

OUTPATIENTS (N=151)



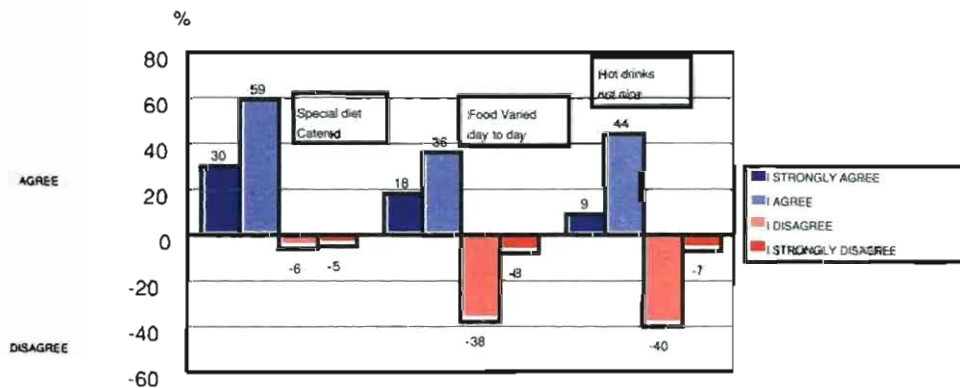
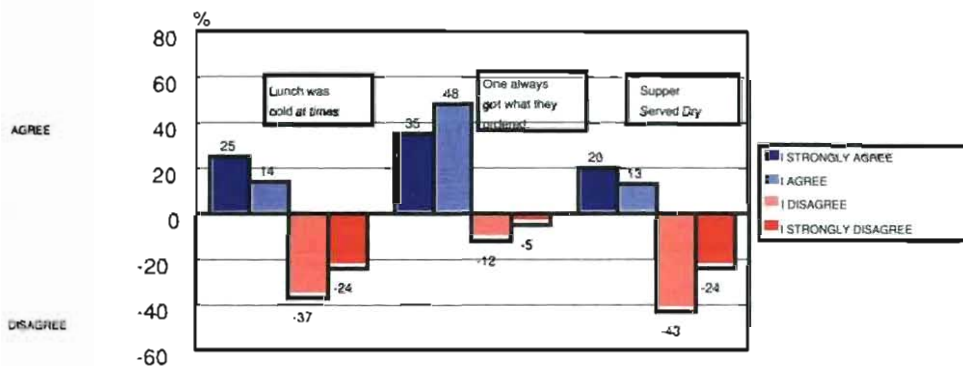
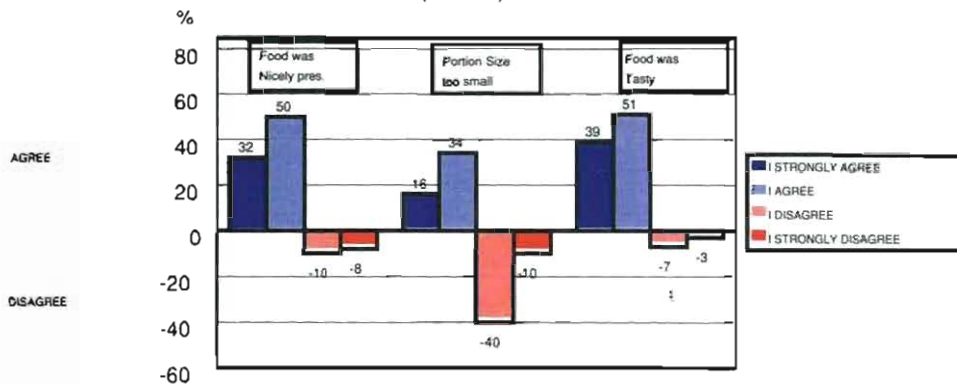
ENNIS GENERAL HOSPITAL

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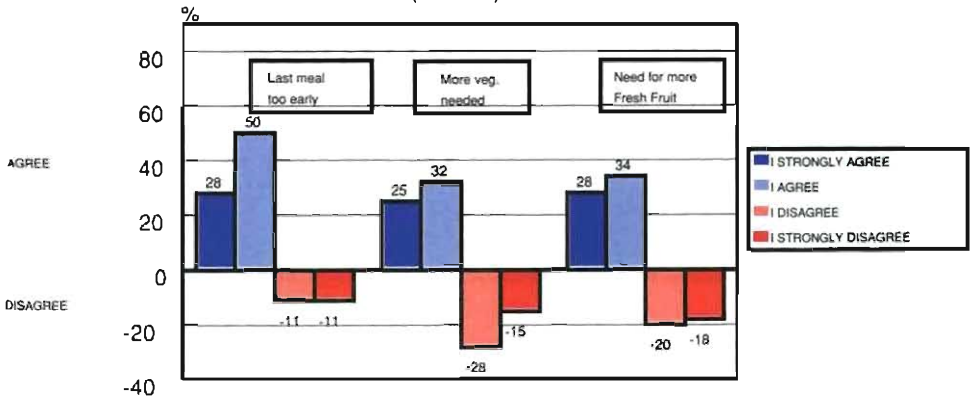
ENNIS GENERAL HOSPITAL

CATERING (N = 106)



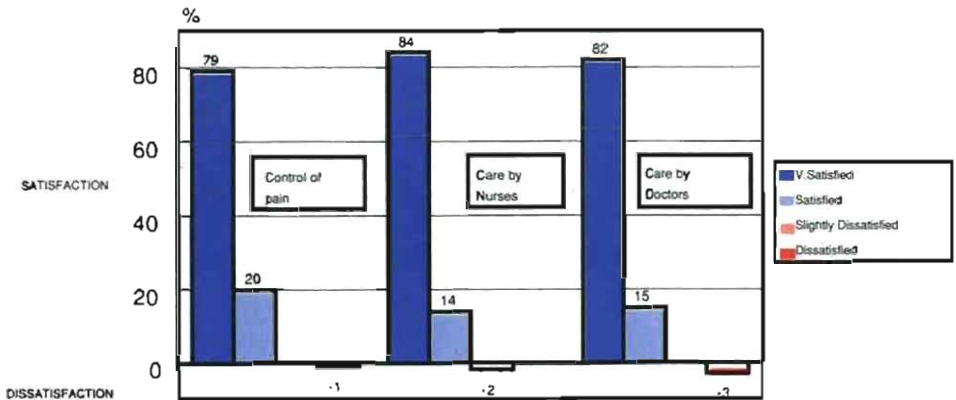
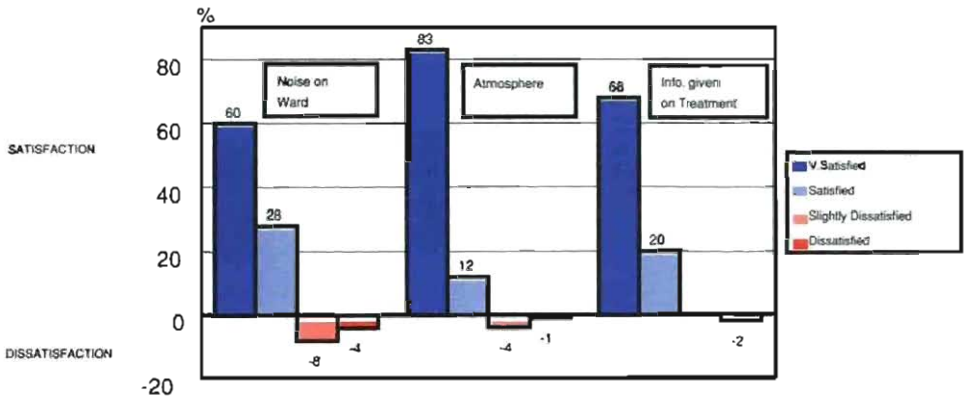
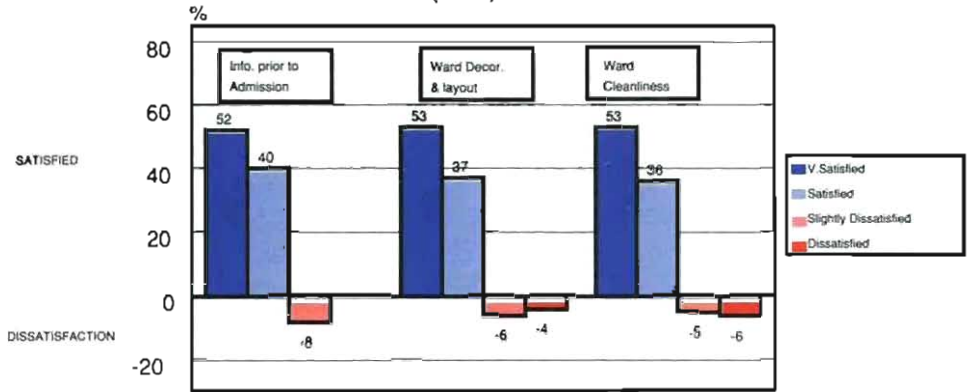
ENNIS GENERAL HOSPITAL

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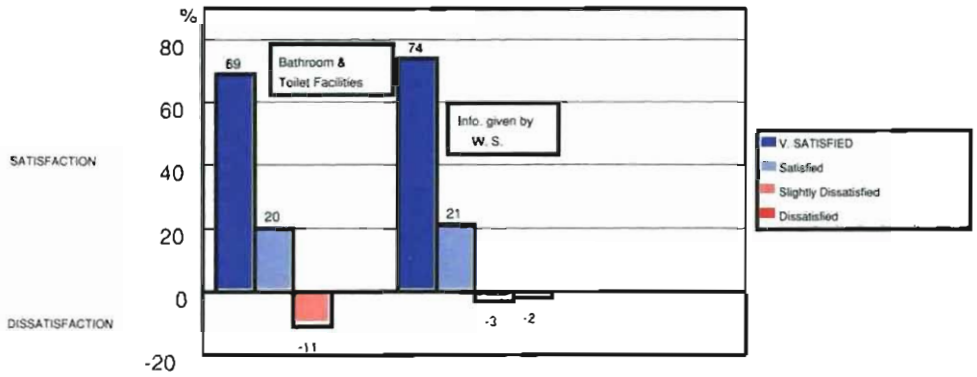
ENNIS GENERAL HOSPITAL

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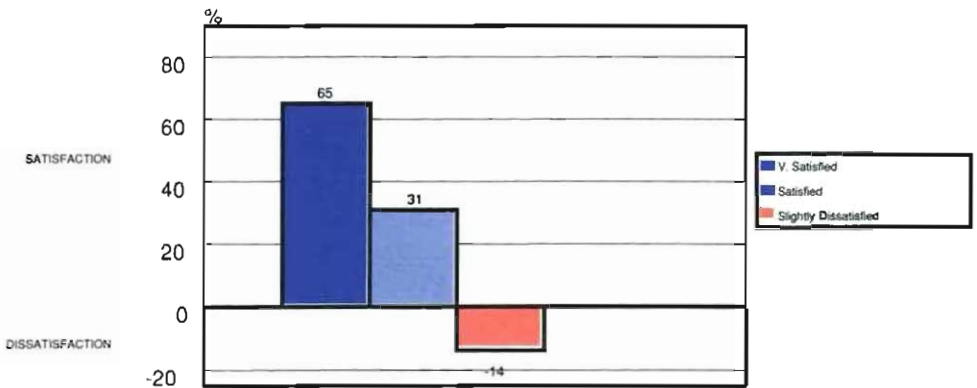


ENNIS GENERAL HOSPITAL

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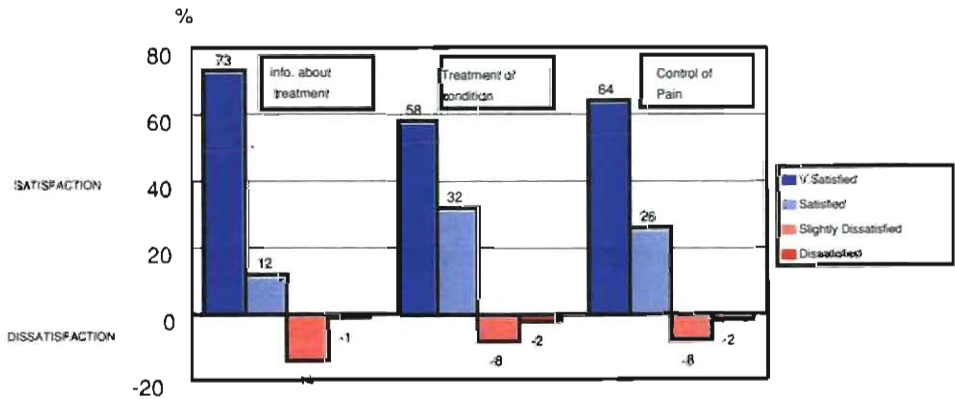
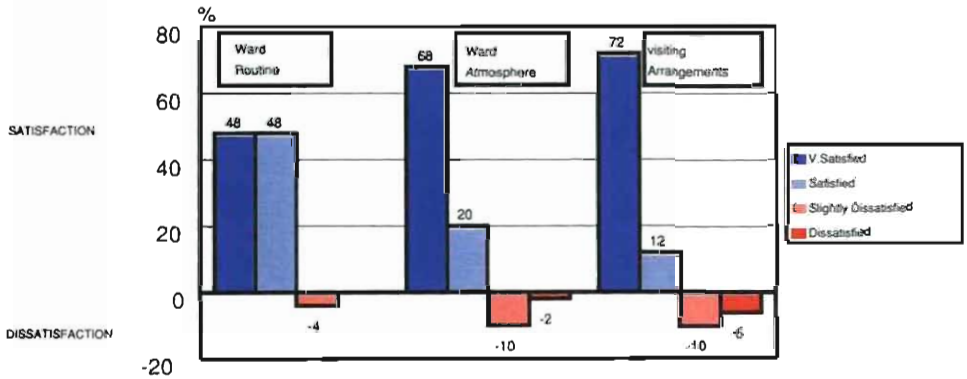
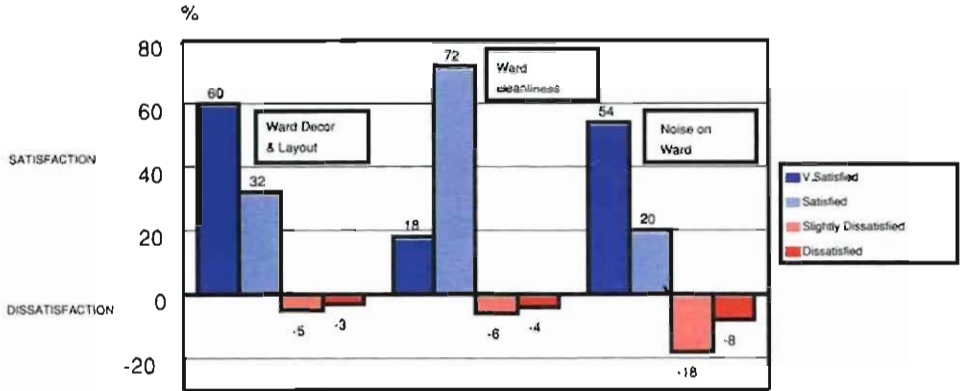


OVERALL SATISFACTION



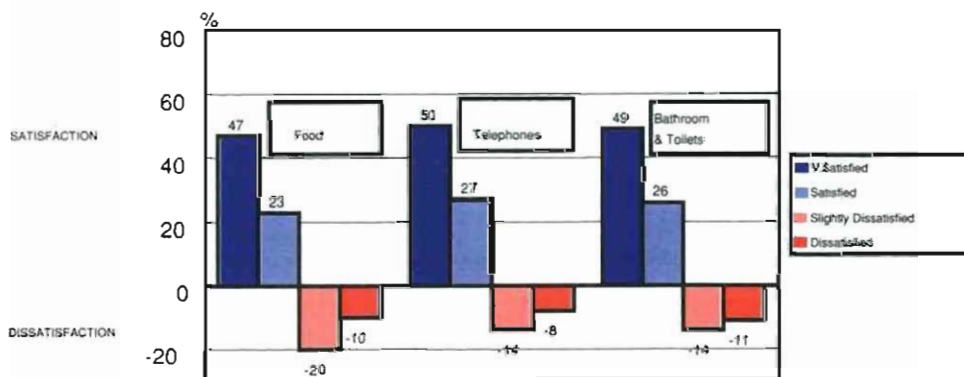
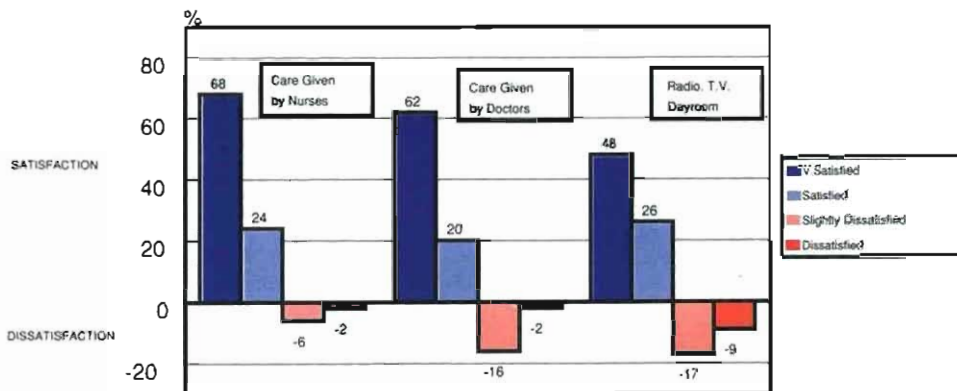
NENAGH GENERAL HOSPITAL

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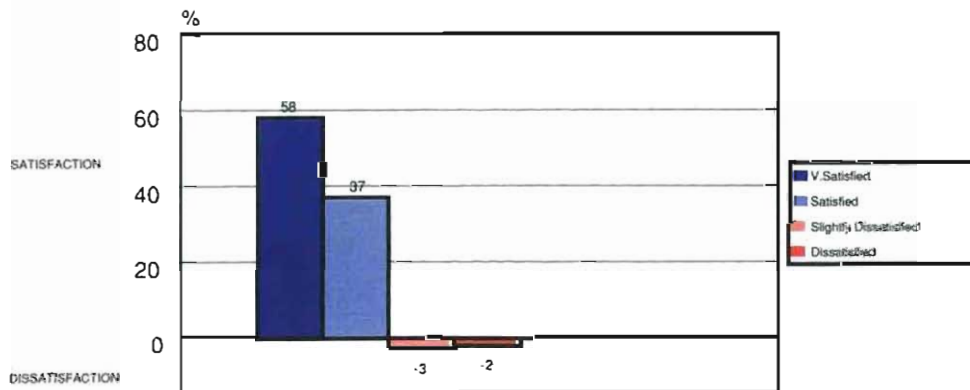


NENAGH GENERAL HOSPITAL

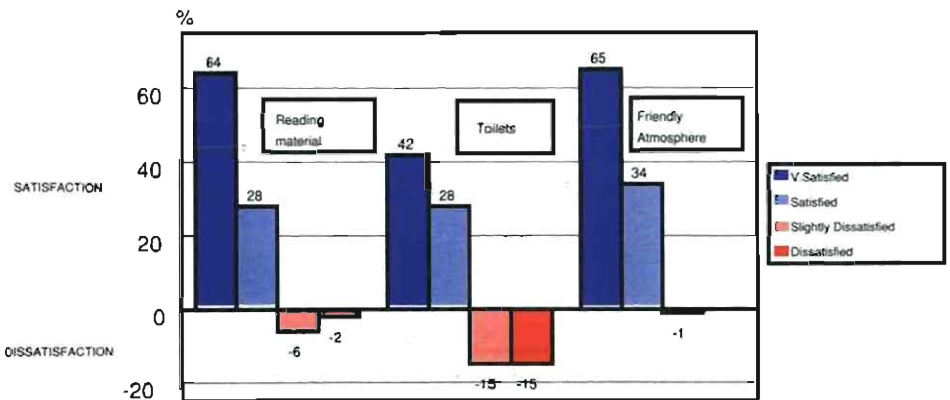
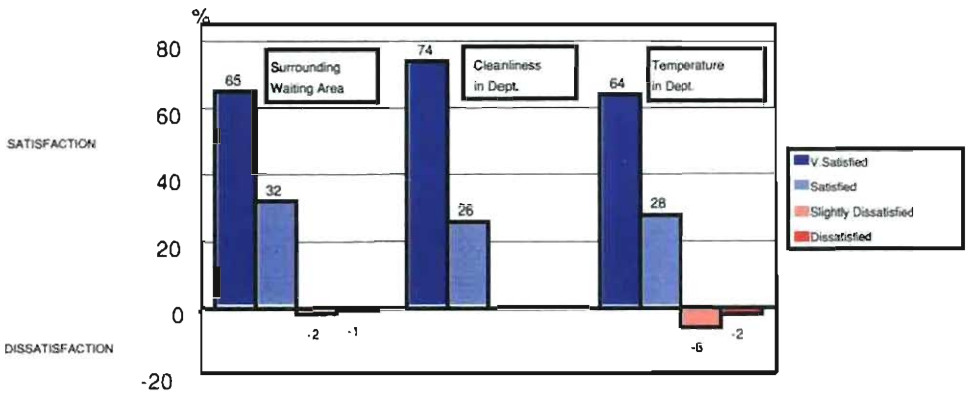
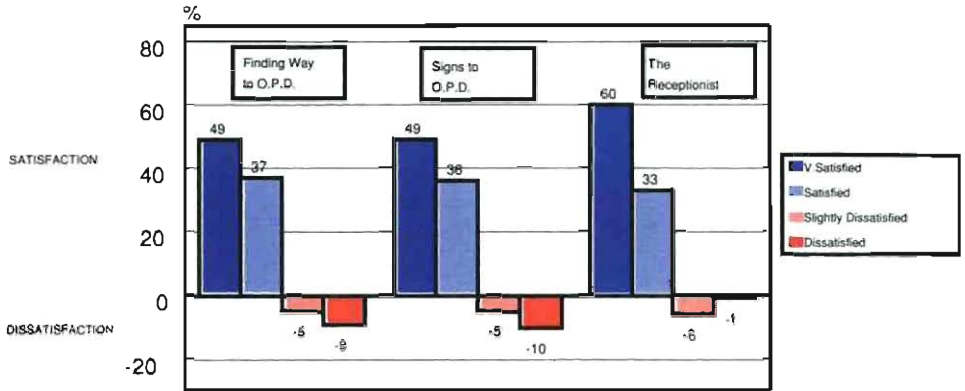
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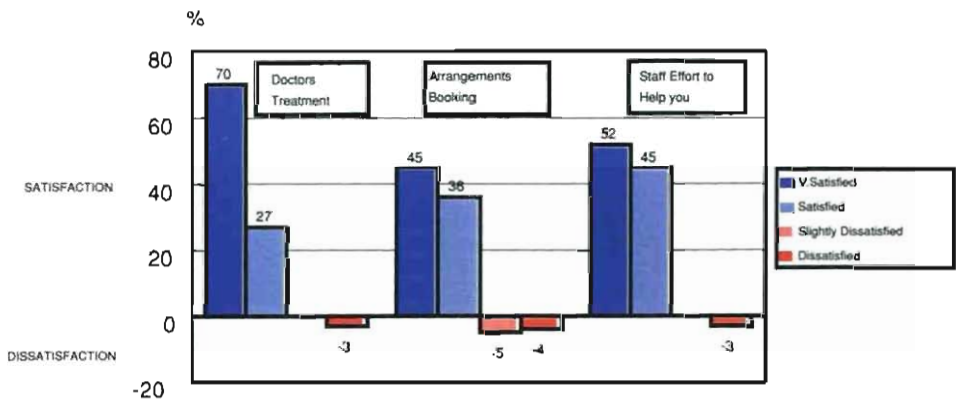
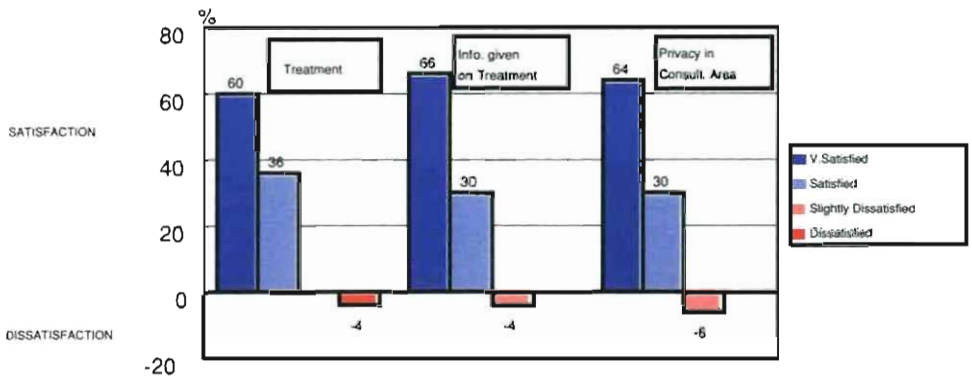
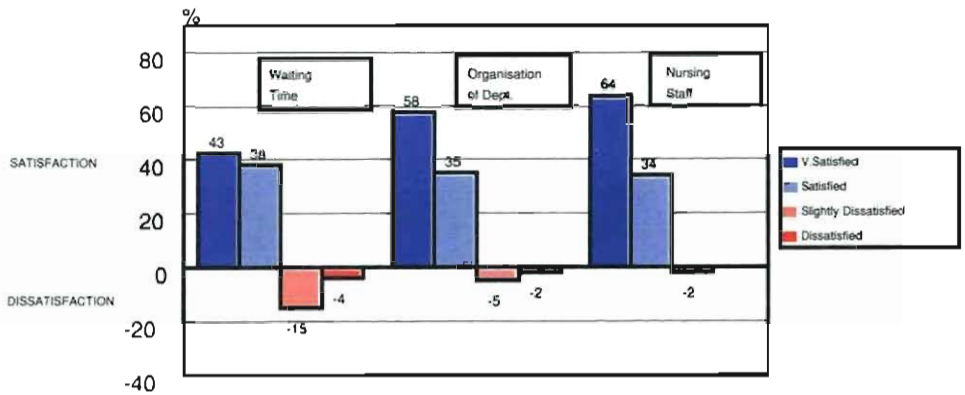
OVERALL SATISFACTION



NENAGH GENERAL HOSPITAL
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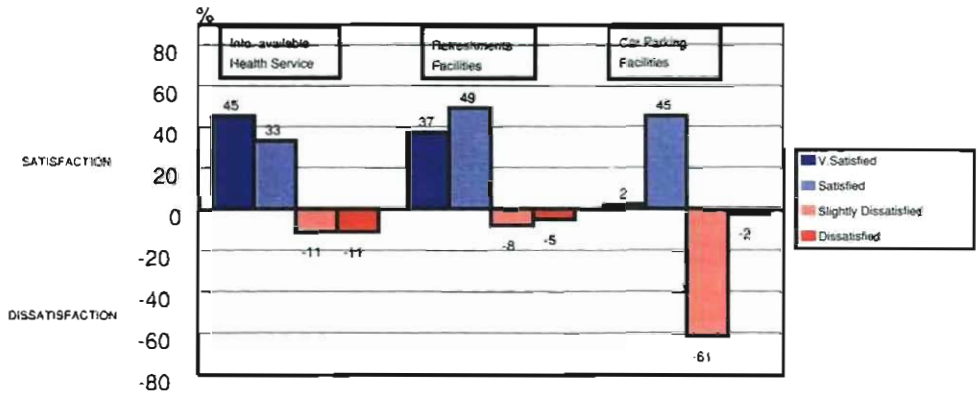


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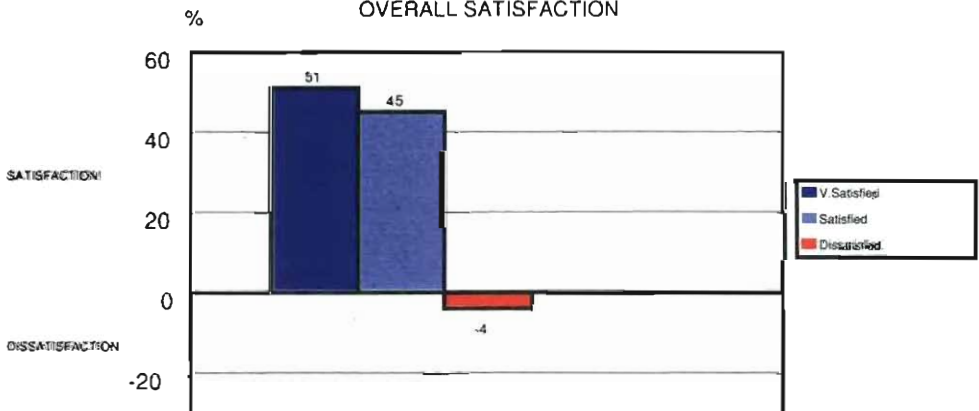


NENAGH GENERAL HOSPITAL

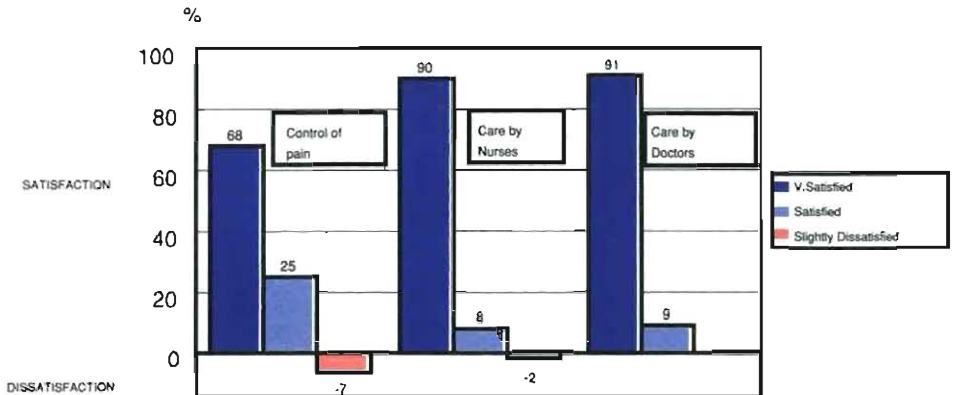
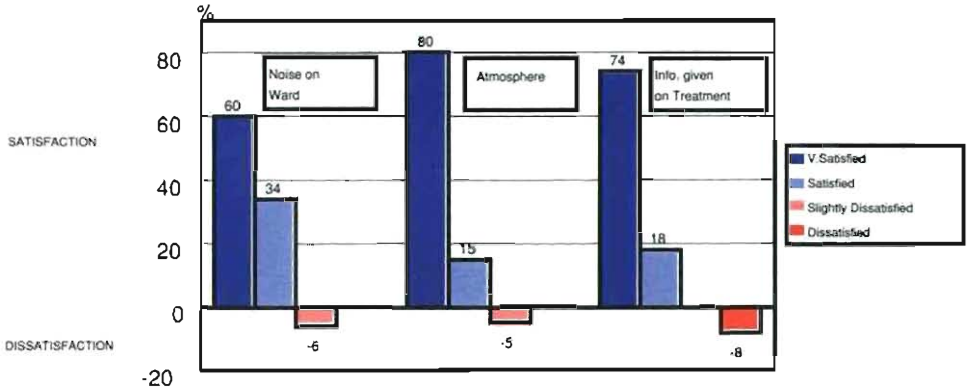
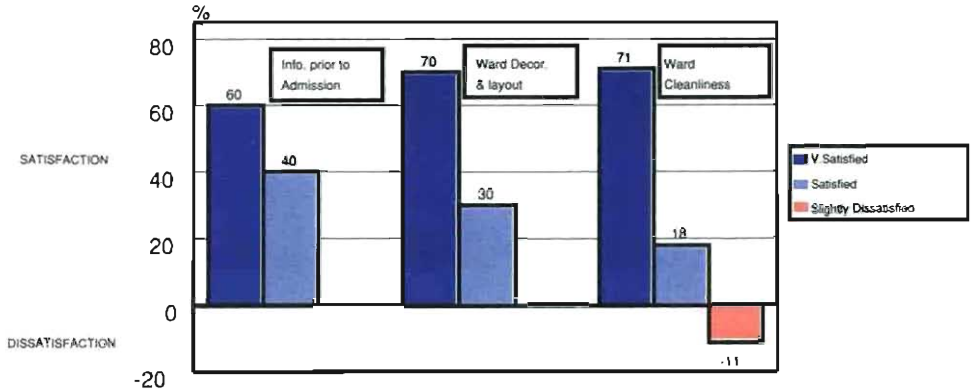
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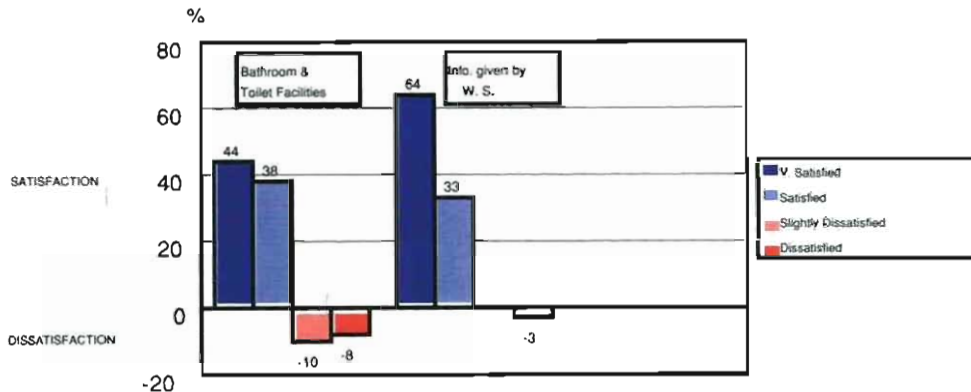


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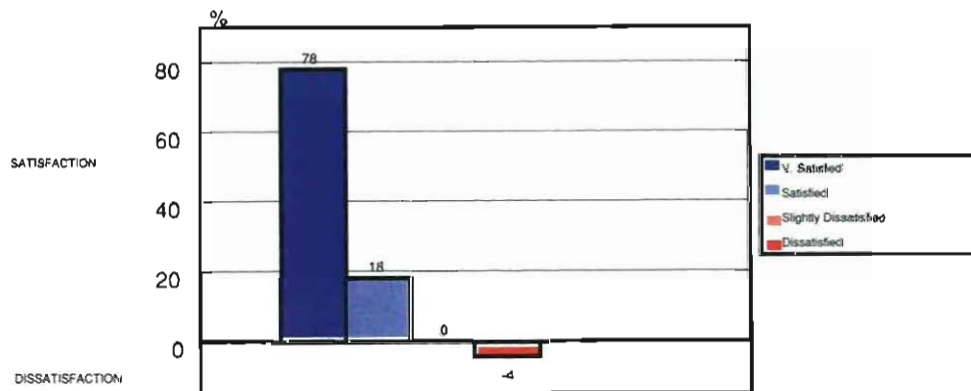


NENAGH GENERAL HOSPITAL

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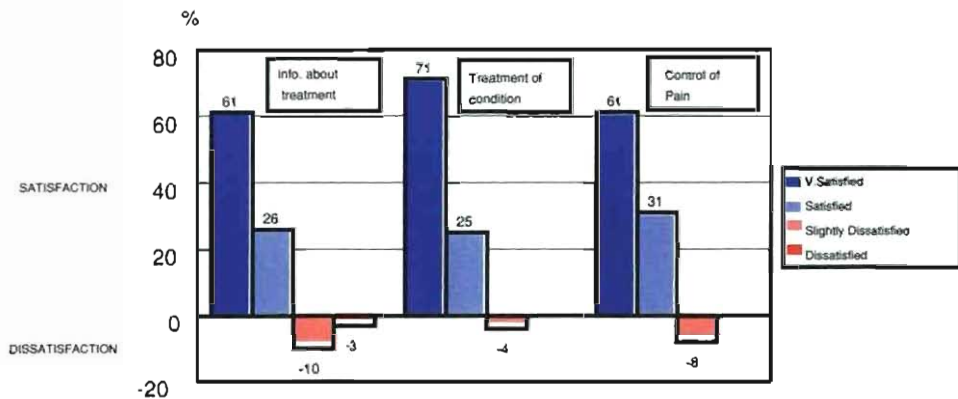
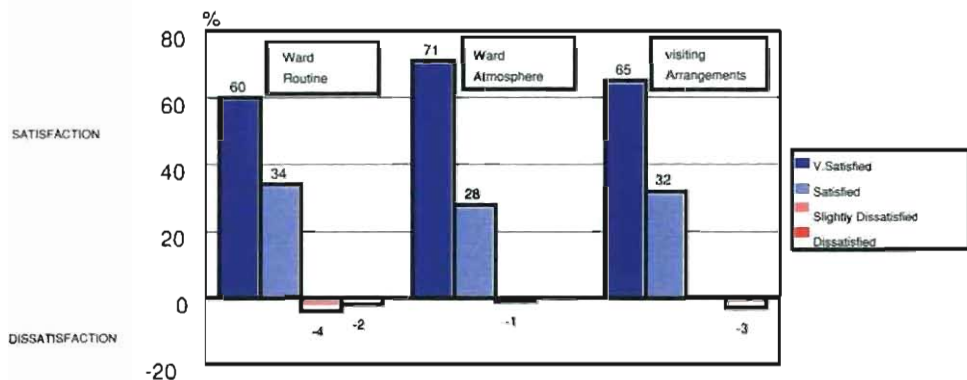
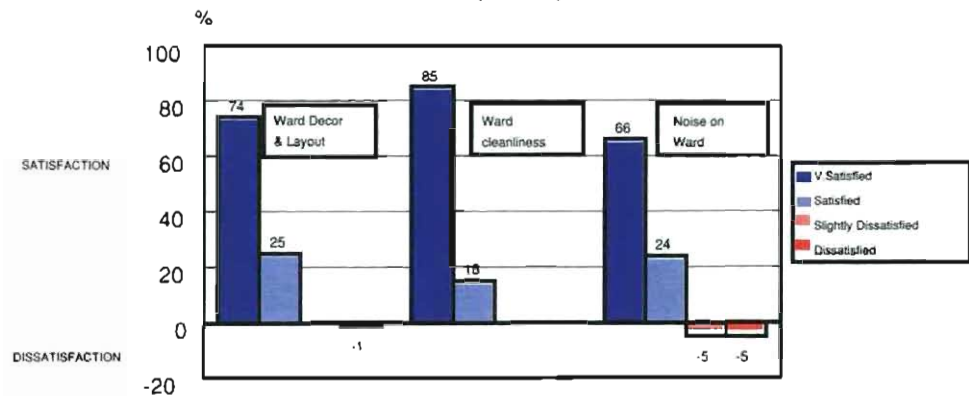


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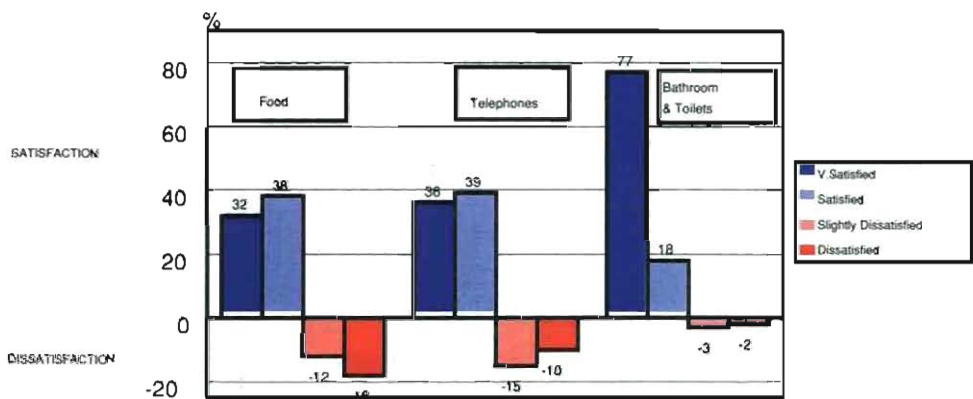
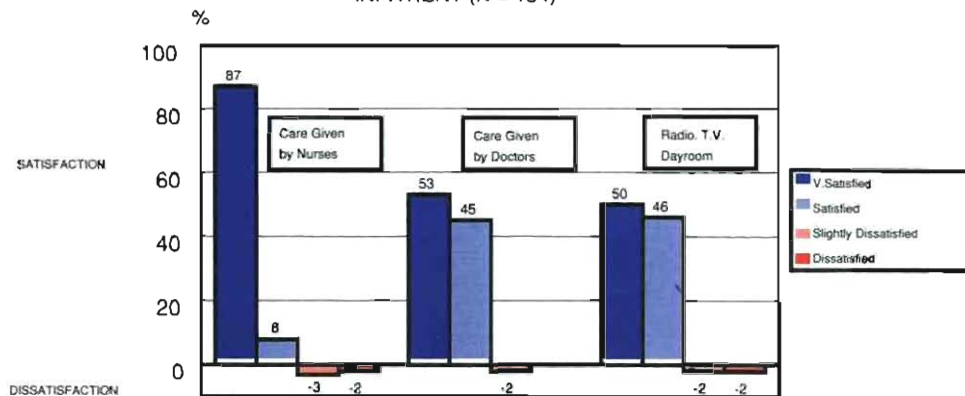
REGIONAL MATERNITY HOSPITAL

INPATIENT (N = 134)

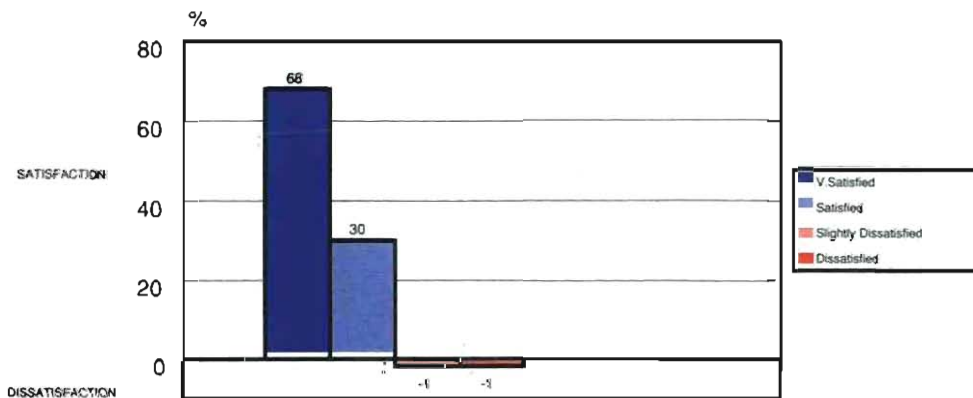


REGIONAL MATERNITY HOSPITAL

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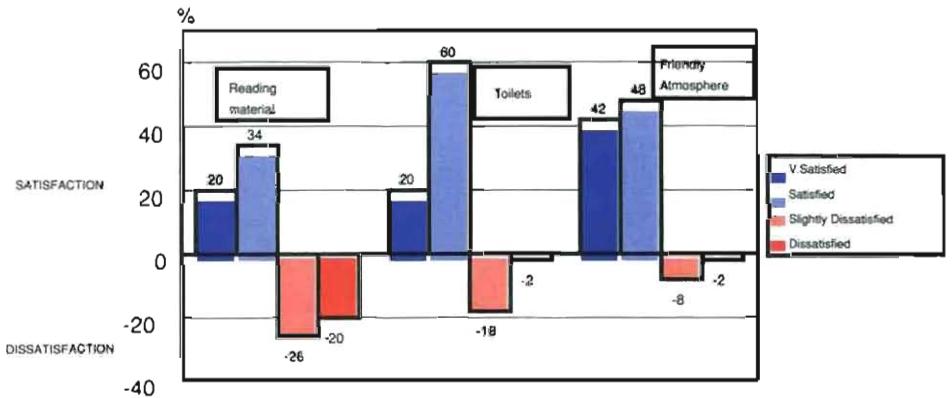
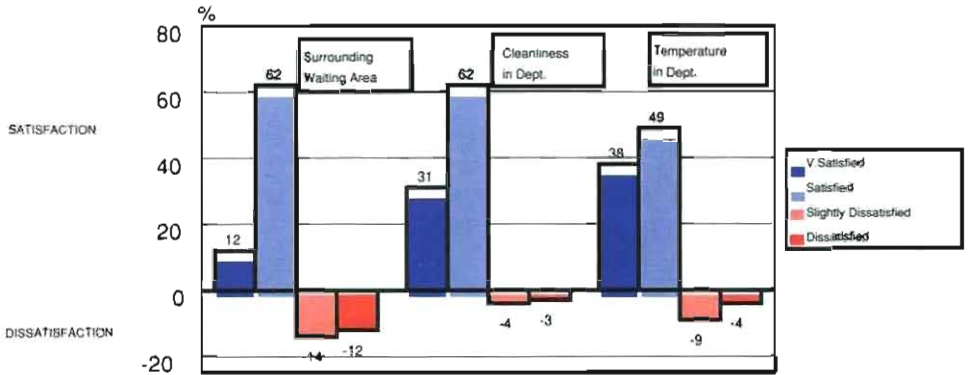
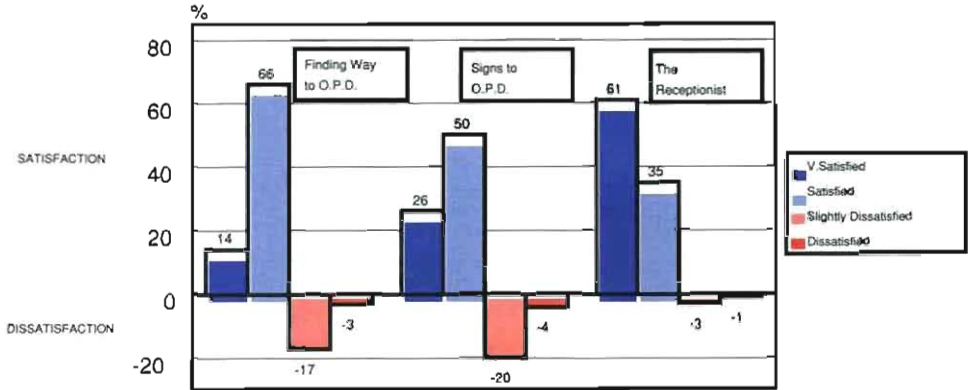


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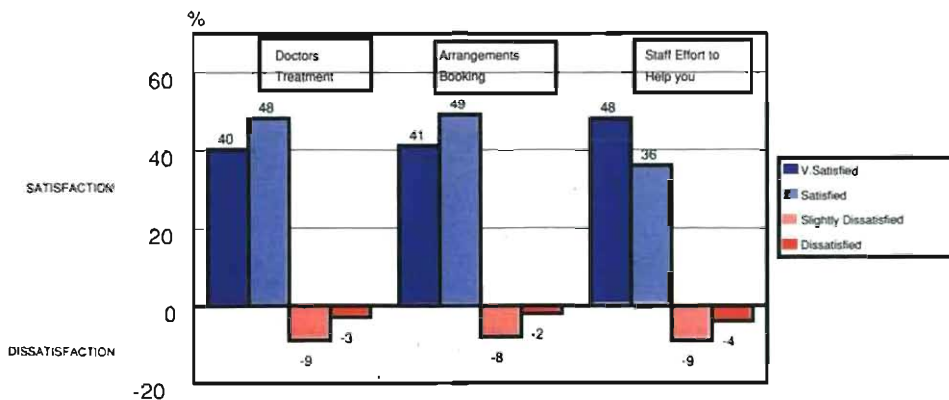
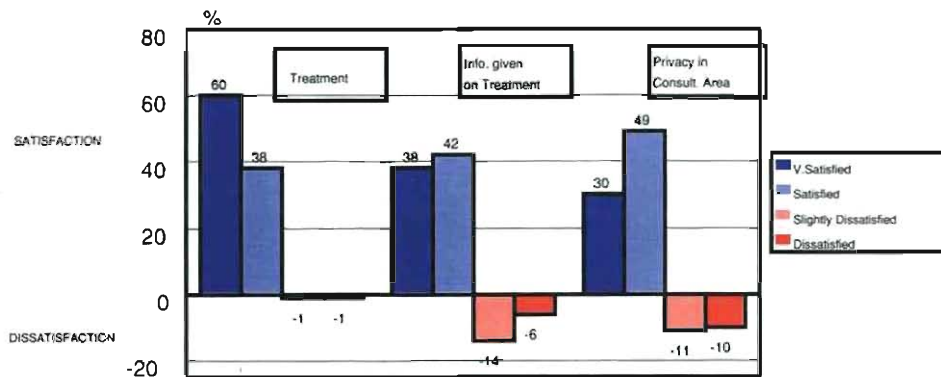
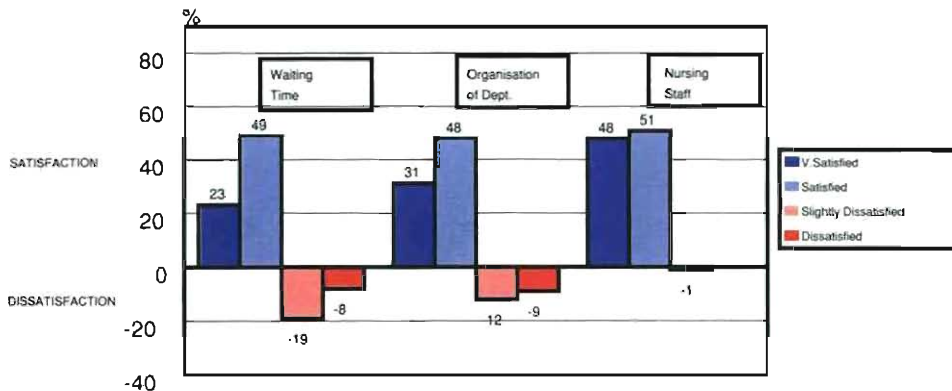
REGIONAL MATERNITY HOSPITAL

OUTPATIENTS (N = 123)



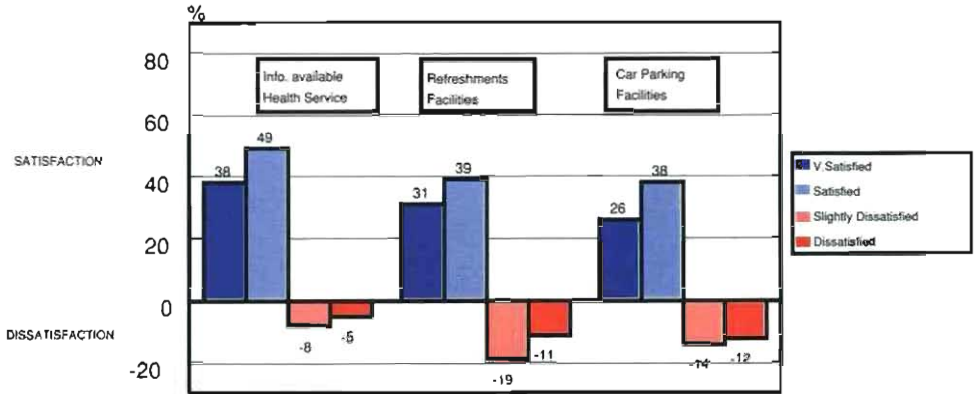
REGIONAL MATERNITY HOSPITAL

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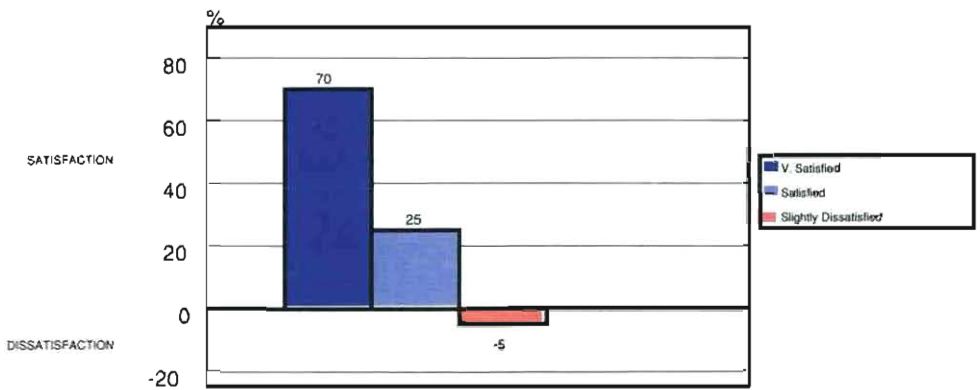


REGIONAL MATERNITY HOSPITAL

OUTPATIENTS (N = 123)

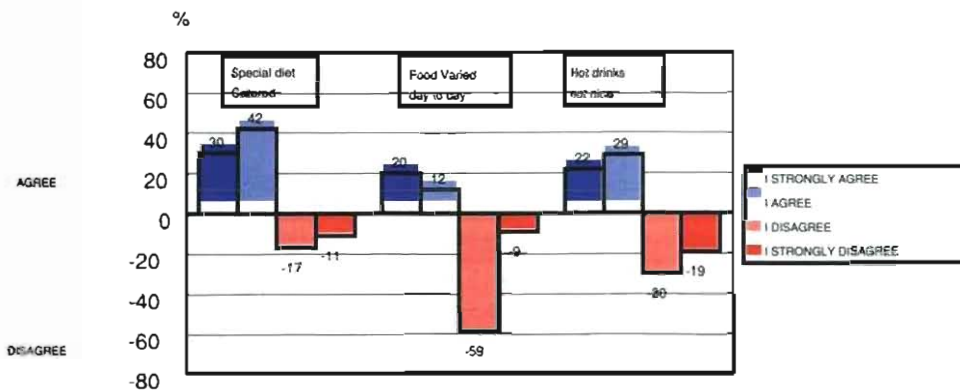
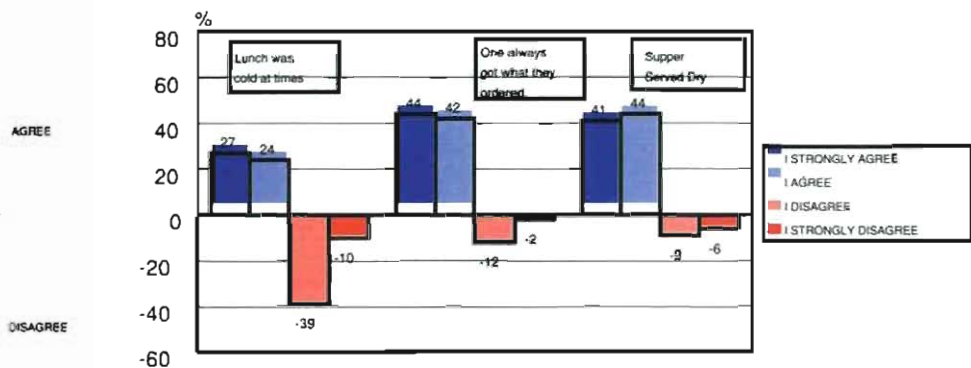
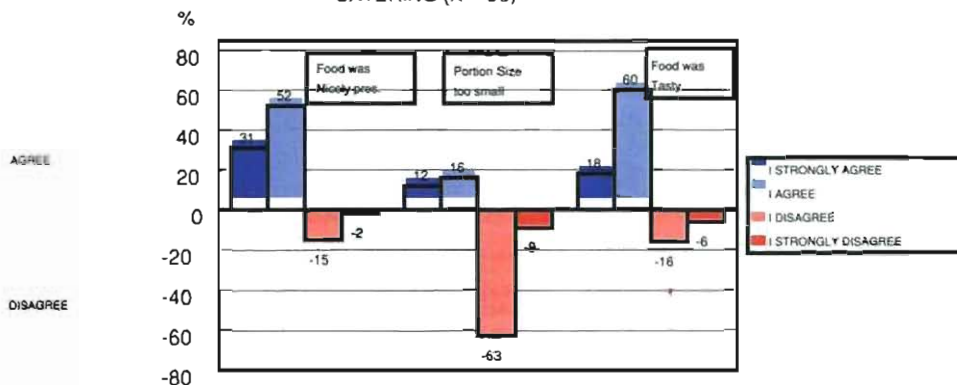


OVERALL SATISFACTION



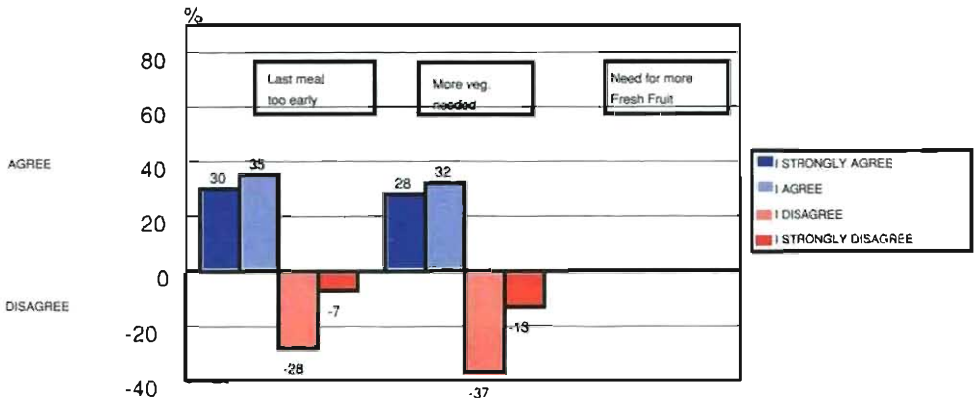
REGIONAL MATERNITY HOSPITAL

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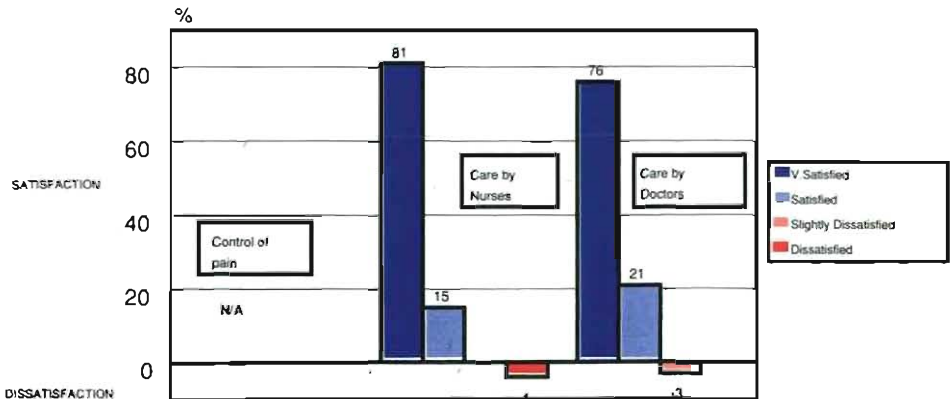
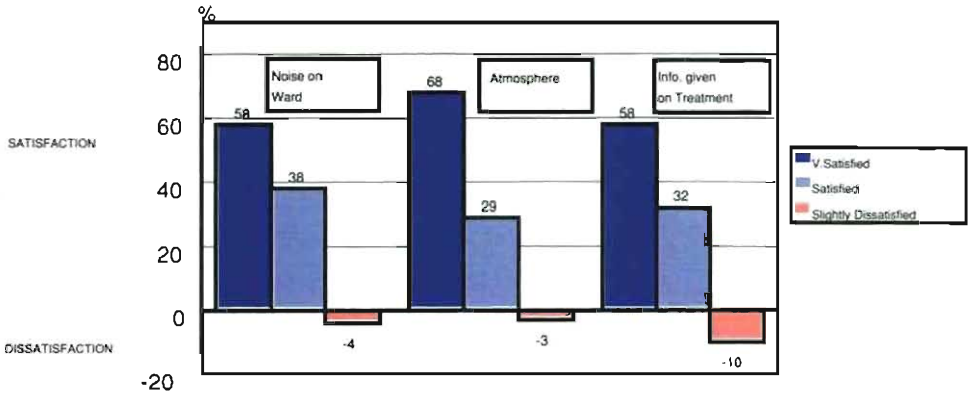
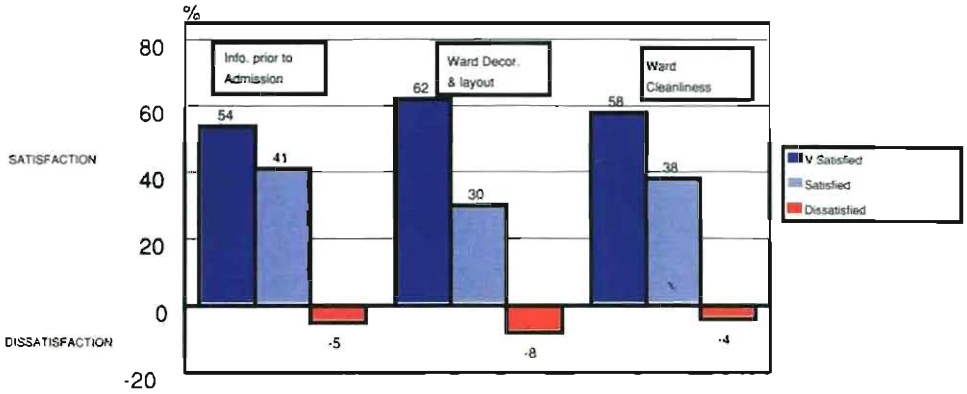


REGIONAL MATERNITY HOSPITAL

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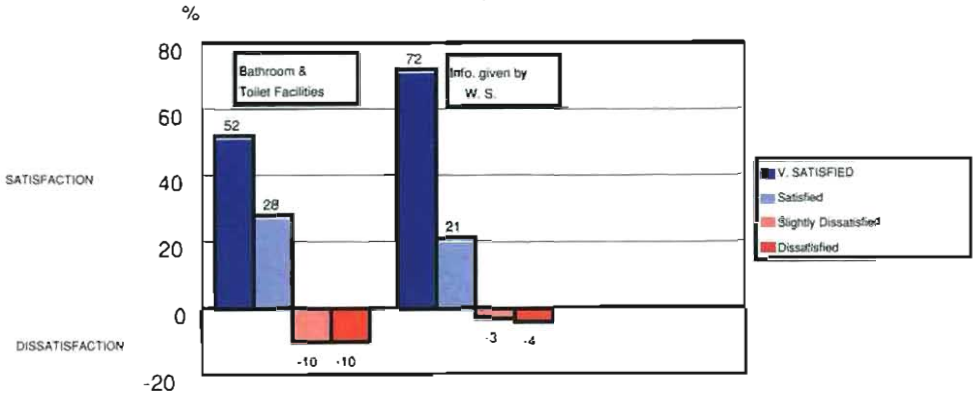


REGIONAL MATERNITY HOSPITAL
DAY WARD (N = 45)

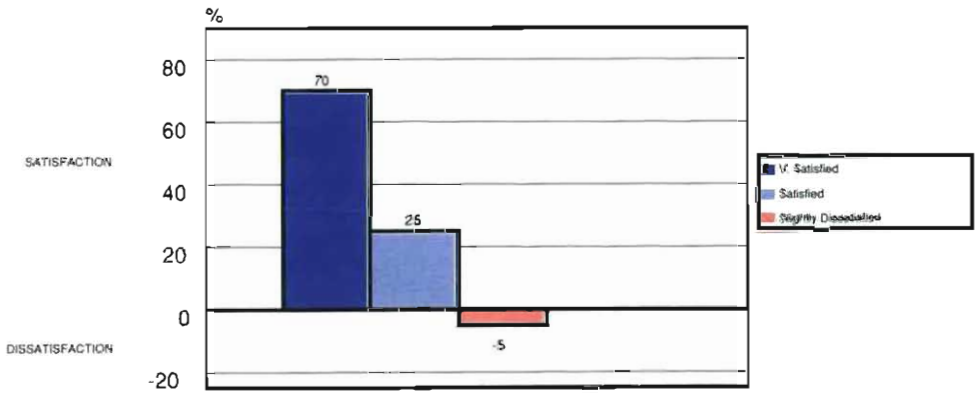


REGIONAL MATERNITY HOSPITAL

DAY WARD (N = 45)

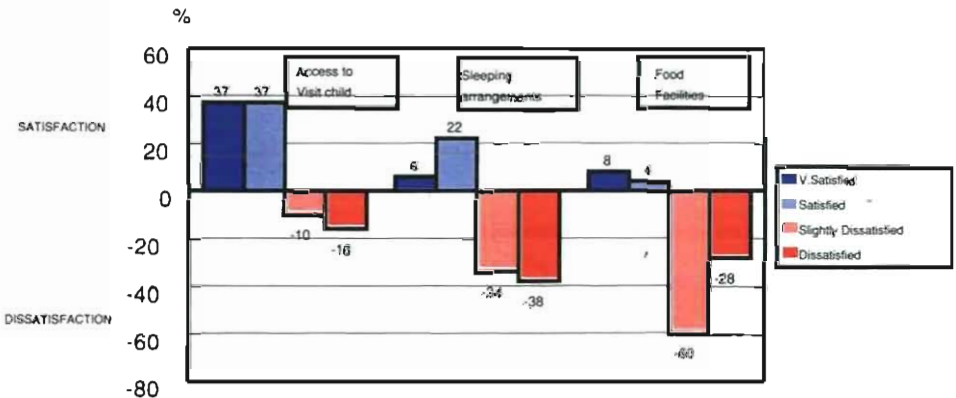
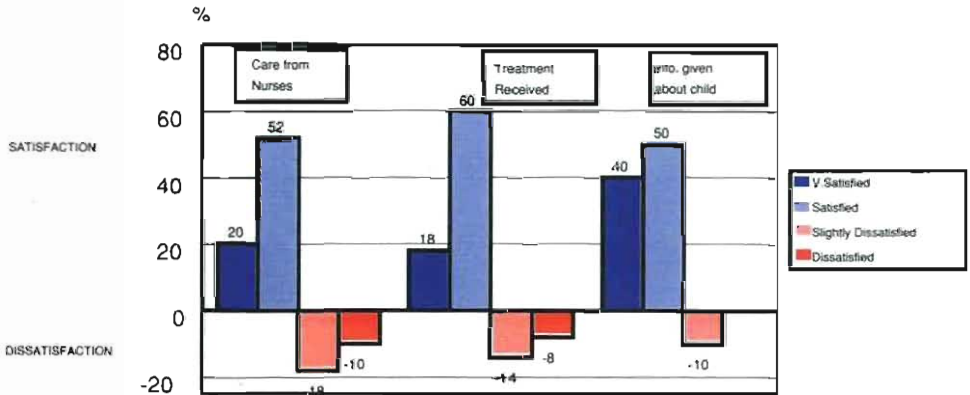
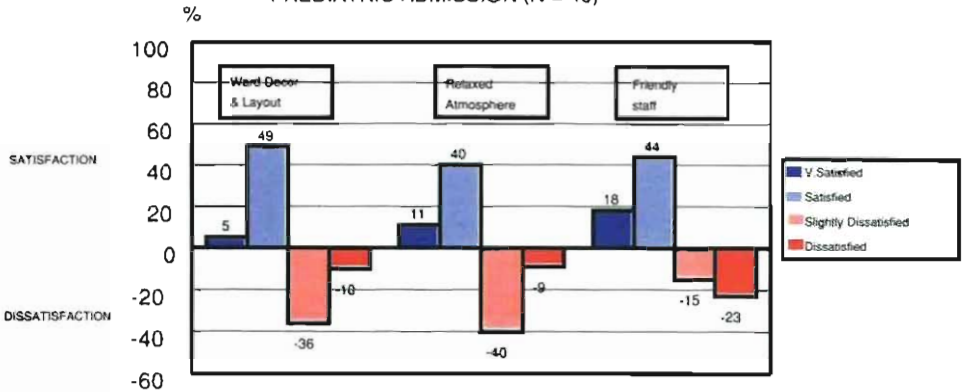


OVERALL SATISFACTION



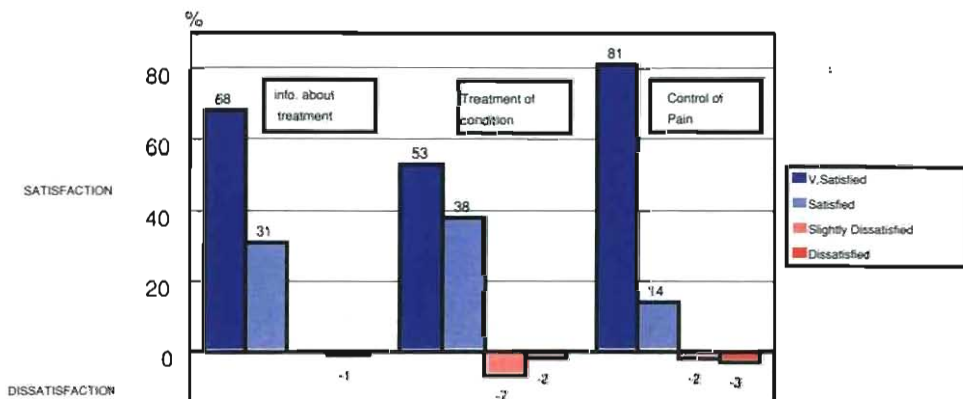
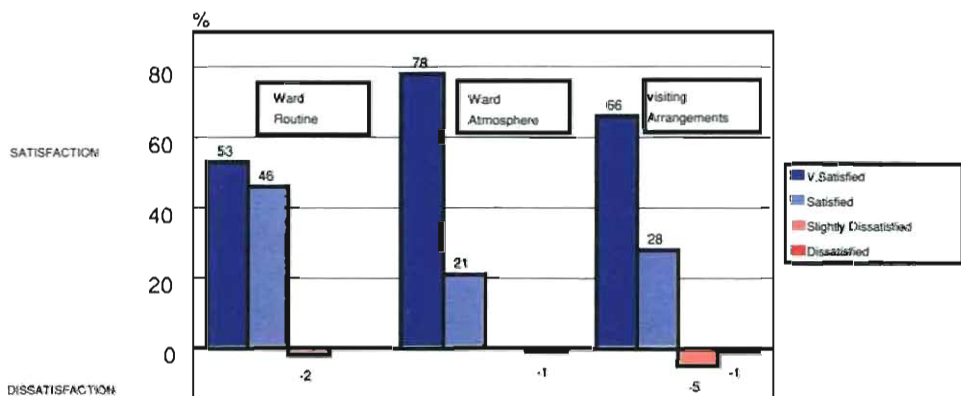
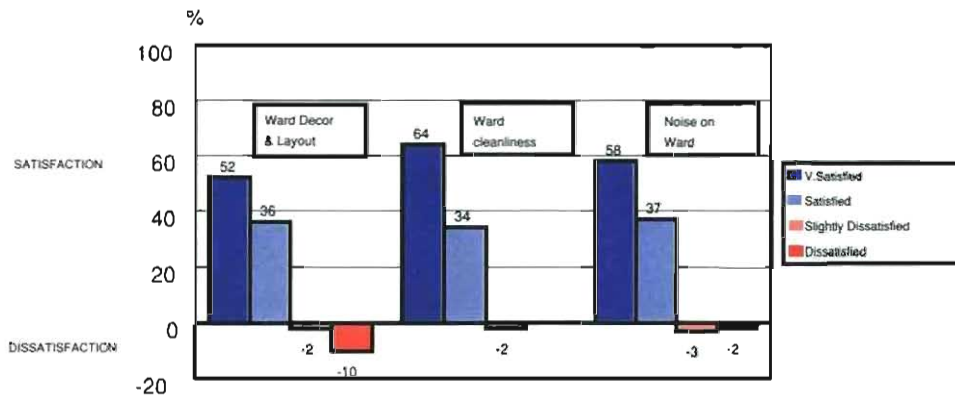
REGIONAL MATERNITY HOSPITAL

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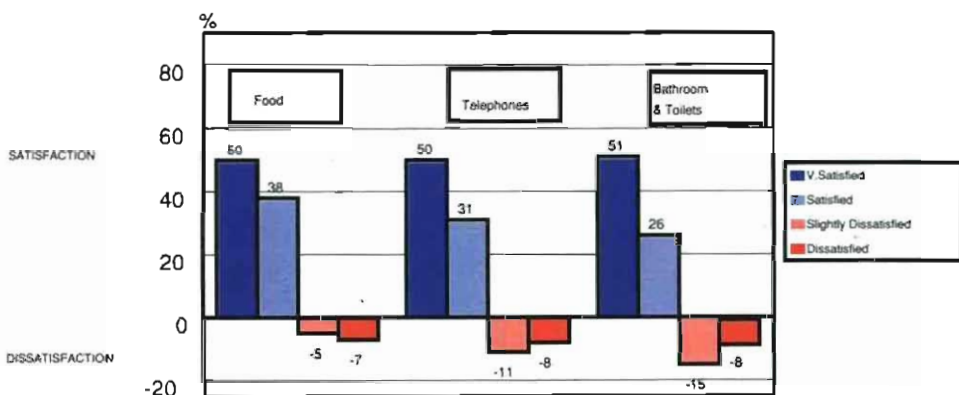
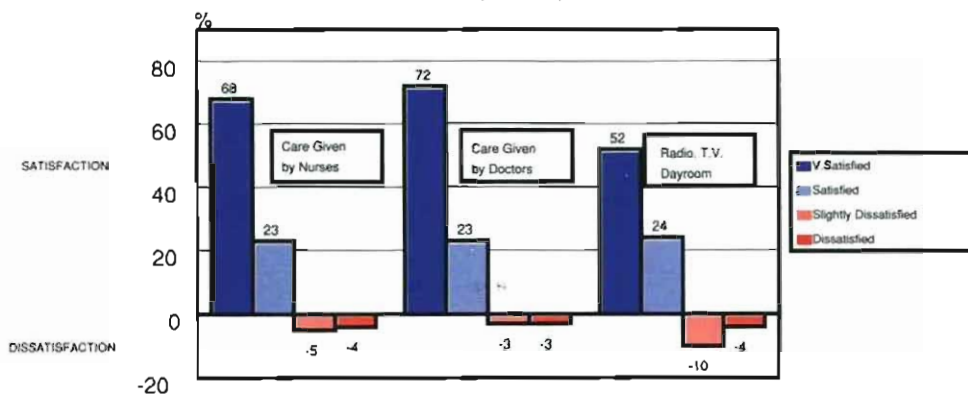
REGIONAL ORTHOPAEDIC HOSPITAL

INPATIENT (N = 117)

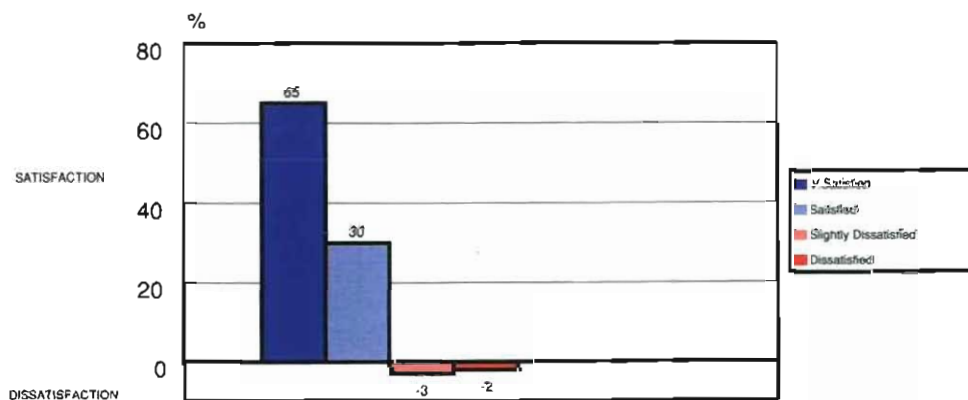


REGIONAL ORTHOPAEDIC HOSPITAL

INPATIENT (N = 117)

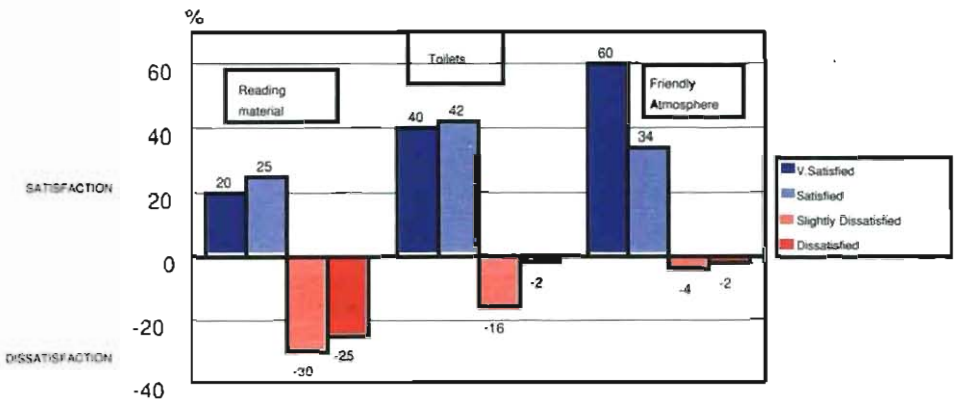
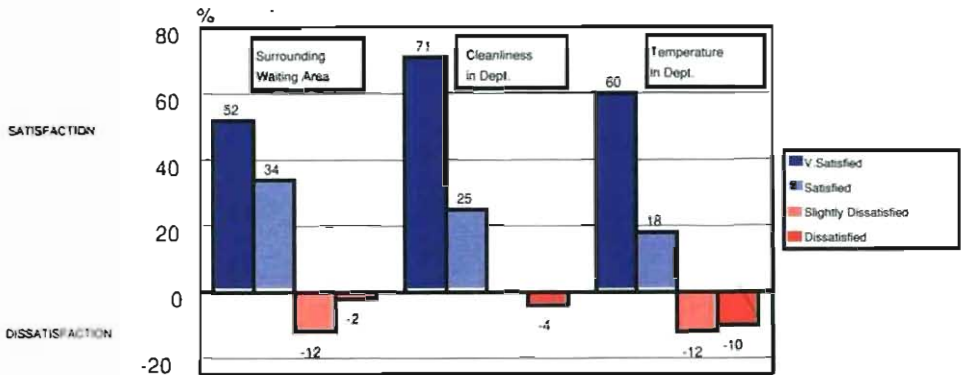
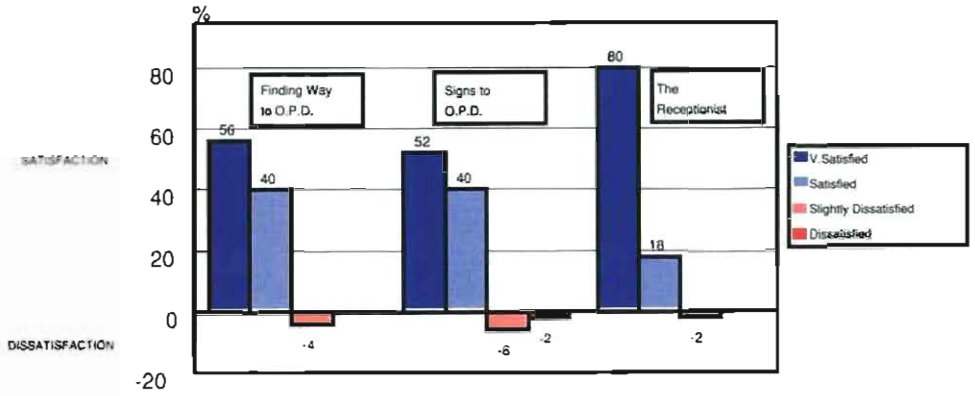


OVERALL SATISFACTION



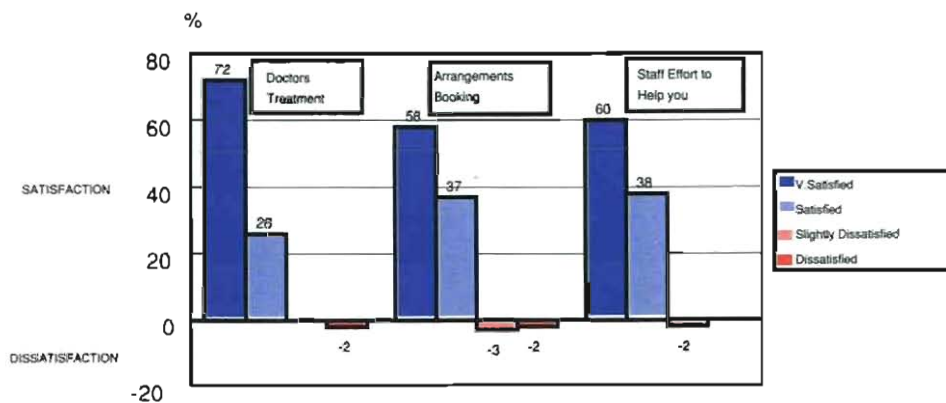
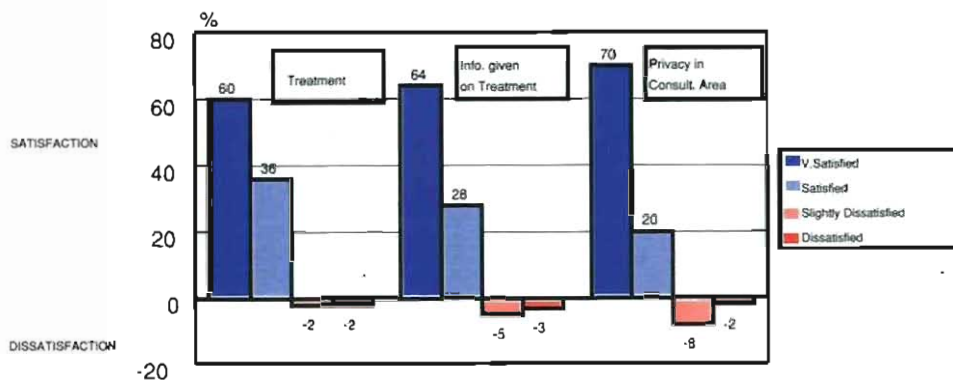
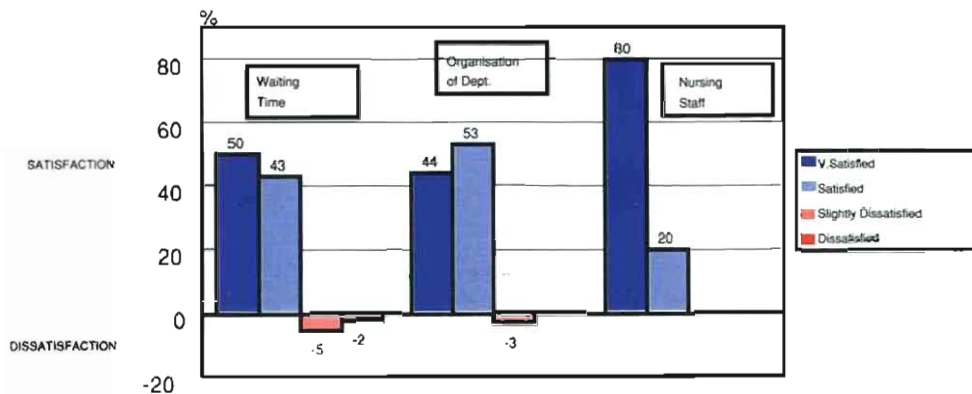
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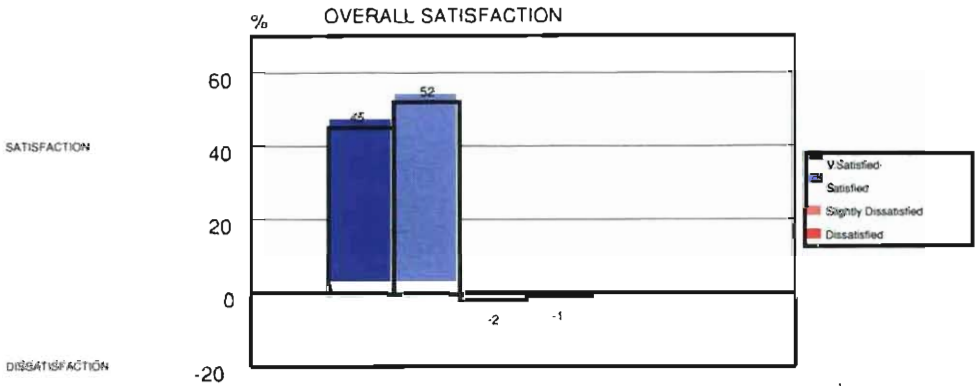
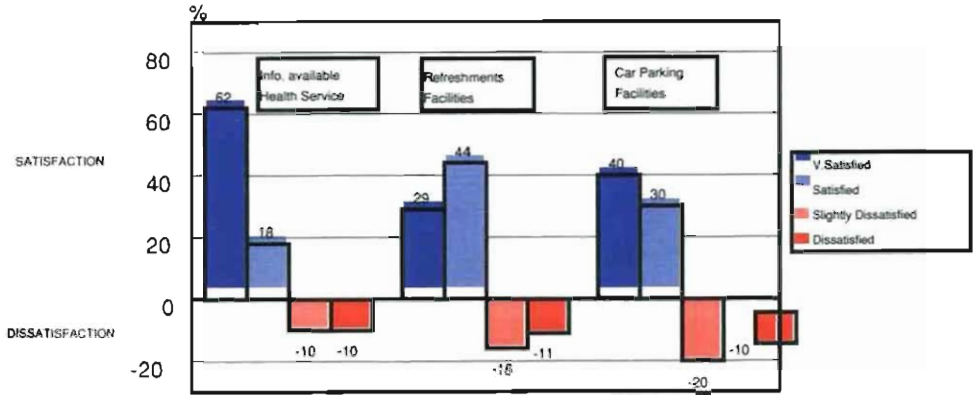
REGIONAL ORTHOPAEDIC HOSPITAL

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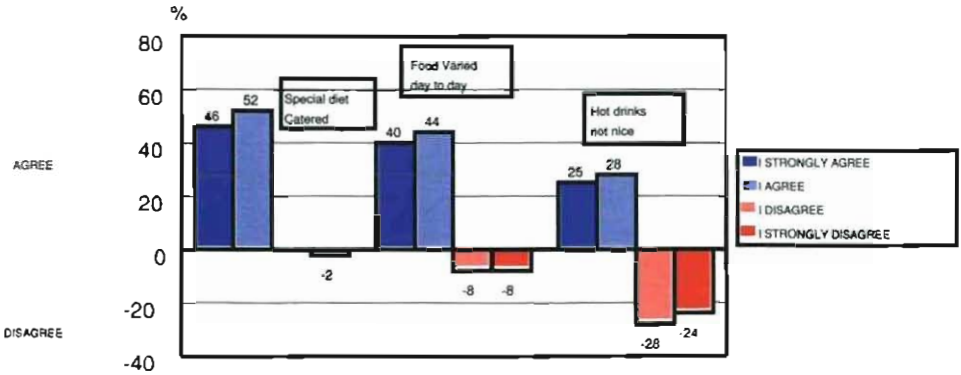
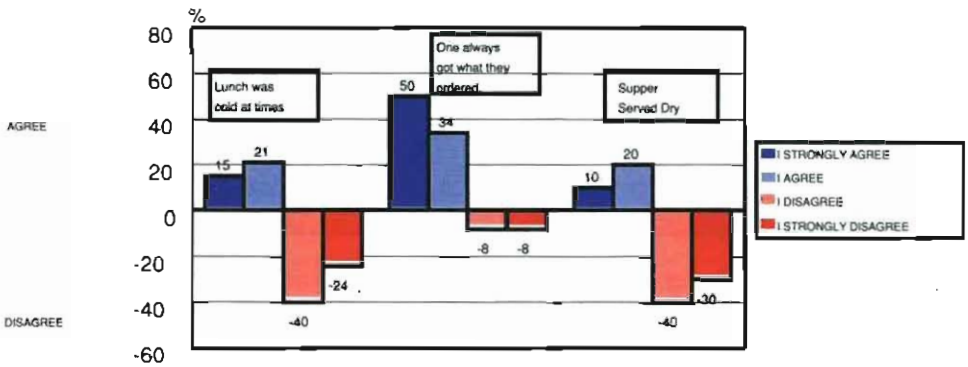
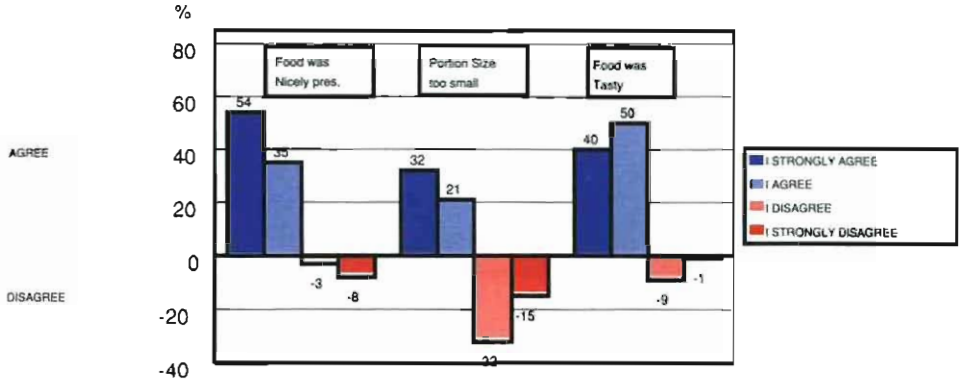
REGIONAL ORTHOPAEDIC HOSPITAL

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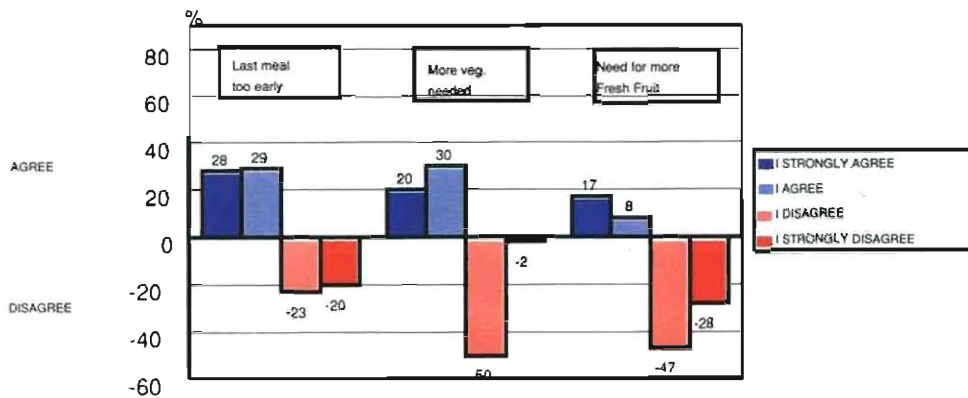
REGIONAL ORTHOPAEDIC HOSPITAL

CATERING (N = 89)



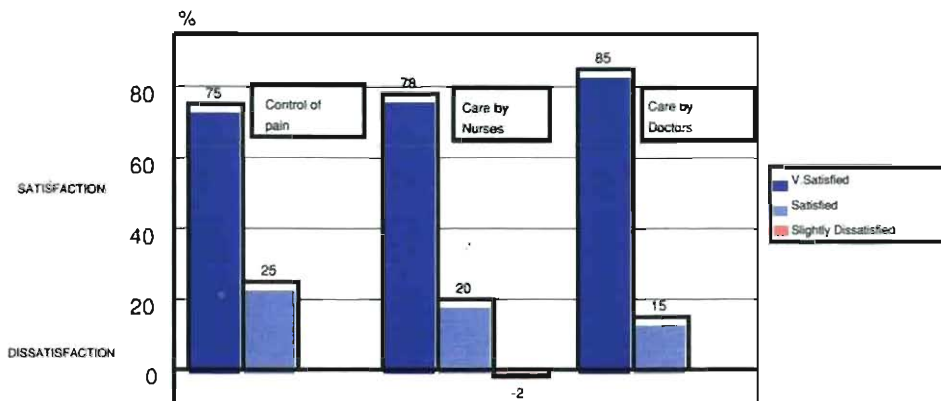
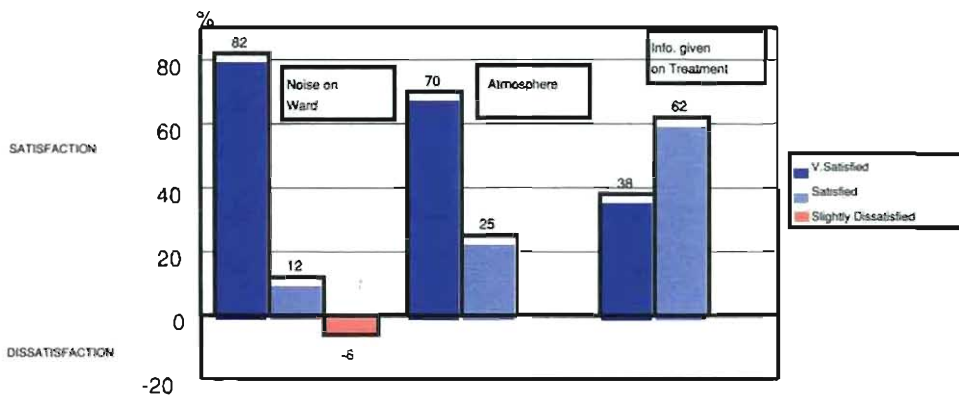
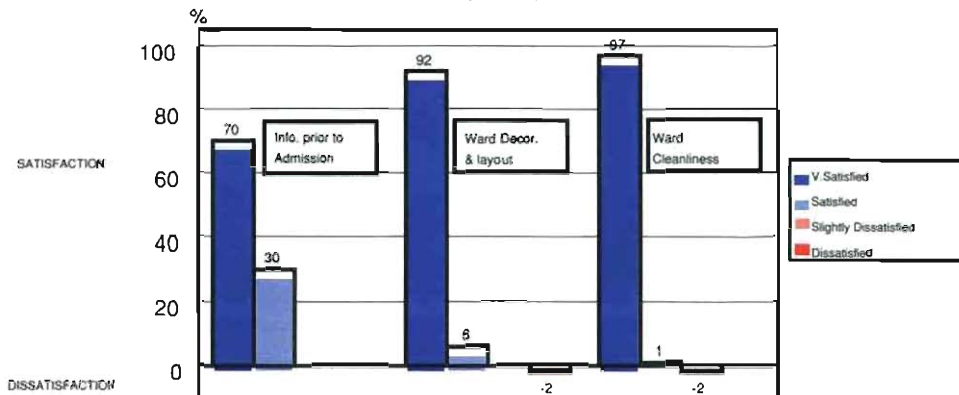
REGIONAL ORTHOPAEDIC HOSPITAL

CATERING (N = 89)



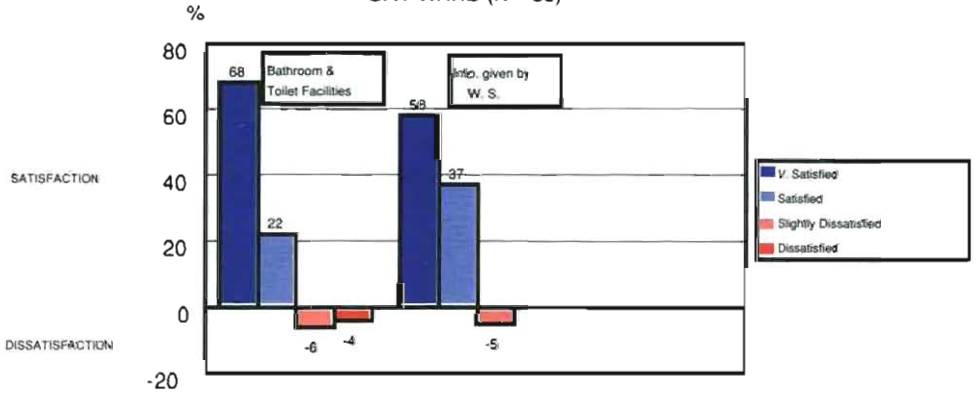
REGIONAL ORTHOPAEDIC HOSPITAL

DAY WARD (N = 35)

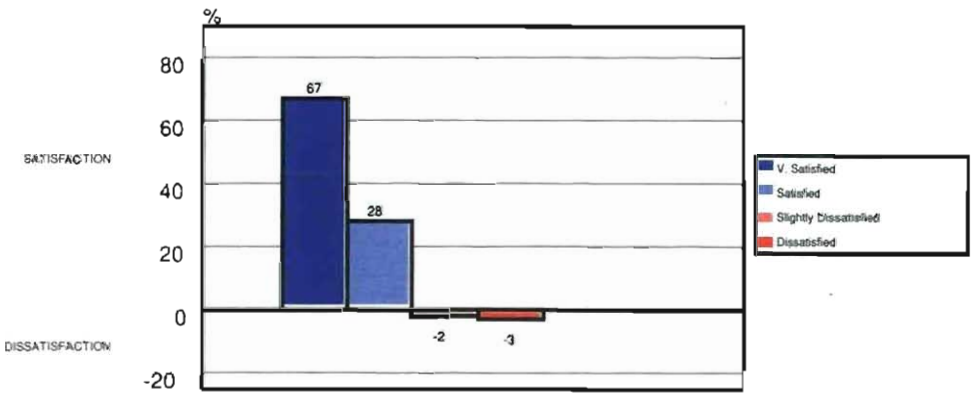


REGIONAL ORTHOPAEDIC HOSPITAL

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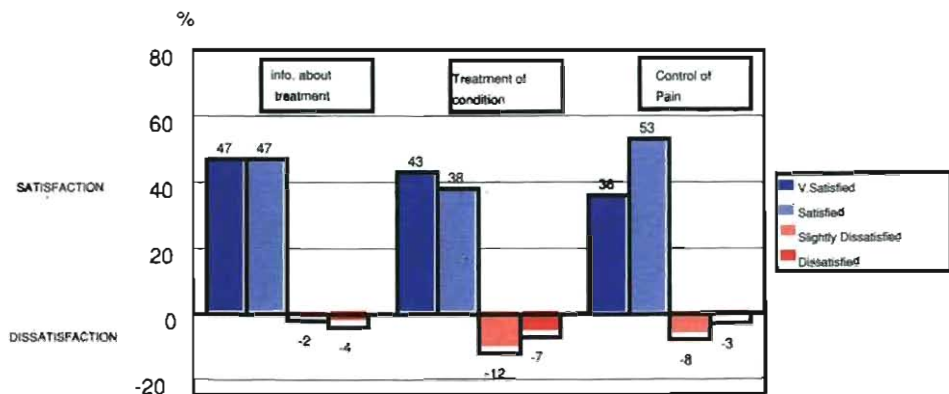
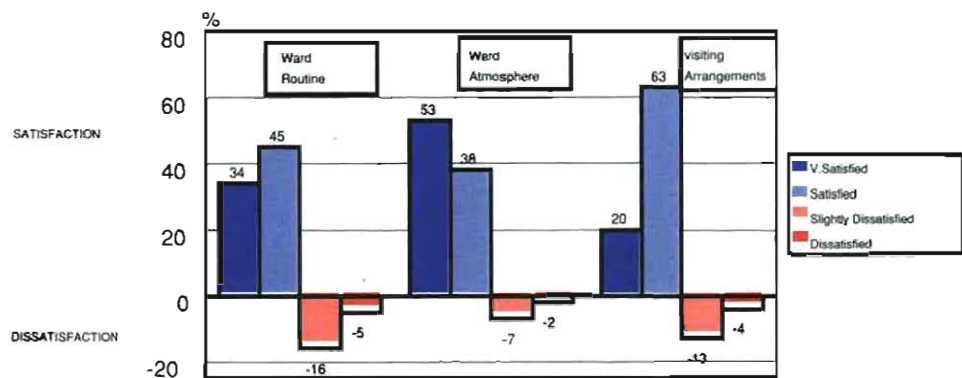
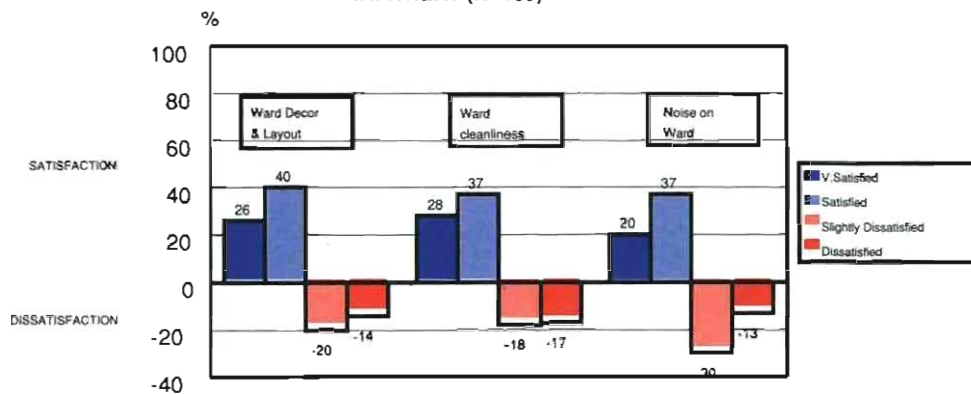


OVERALL SATISFACTION



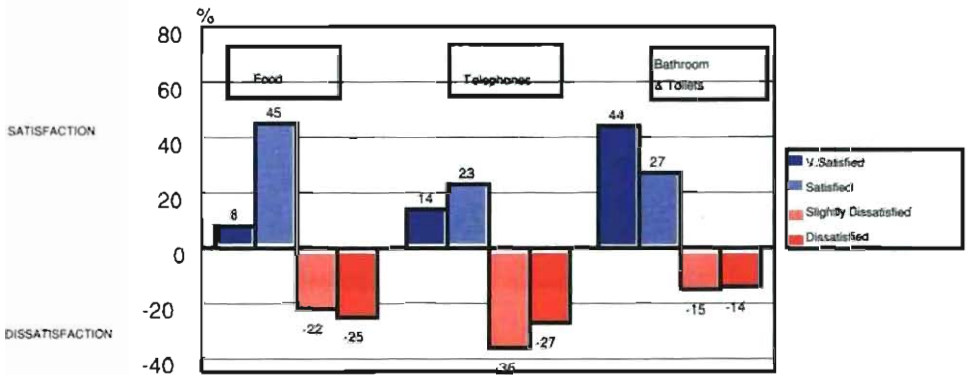
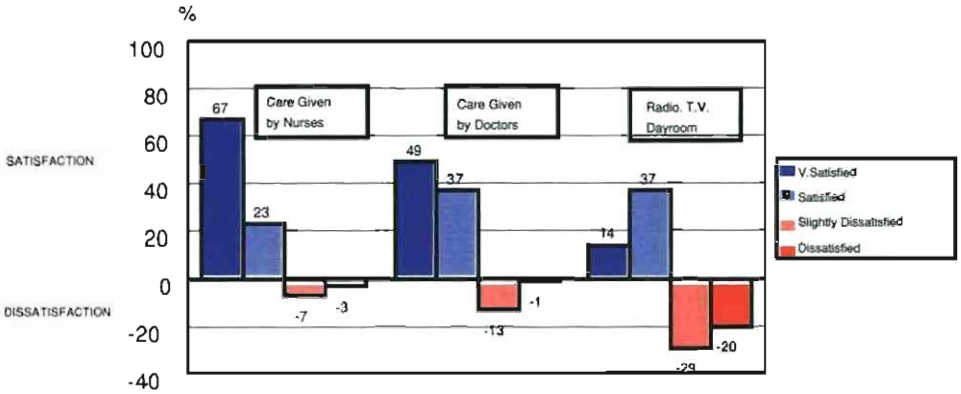
REGIONAL HOSPITAL LIMERICK

INPATIENT (N=169)

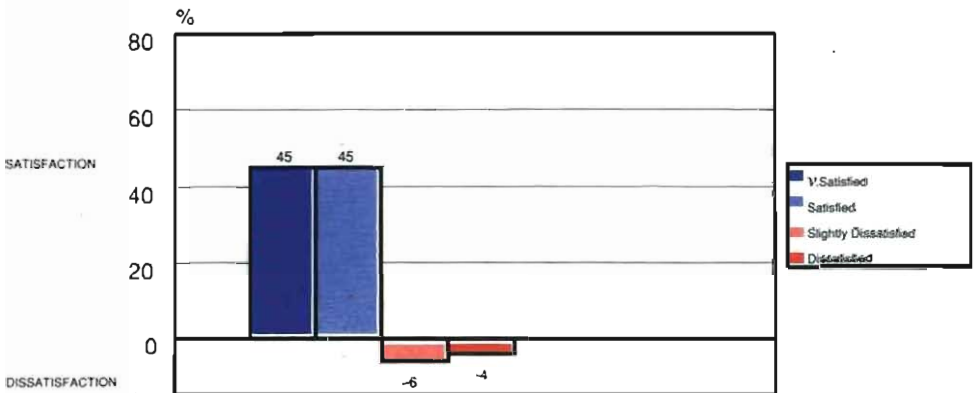


REGIONAL HOSPITAL LIMERICK

INPATIENT (N = 169)

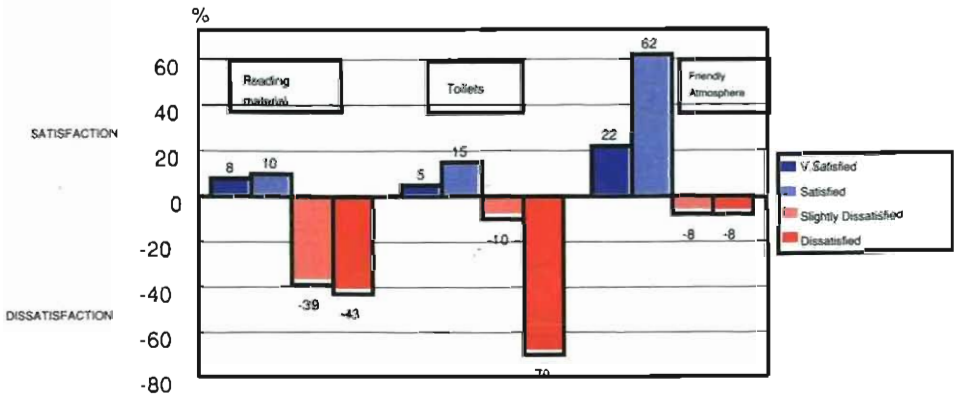
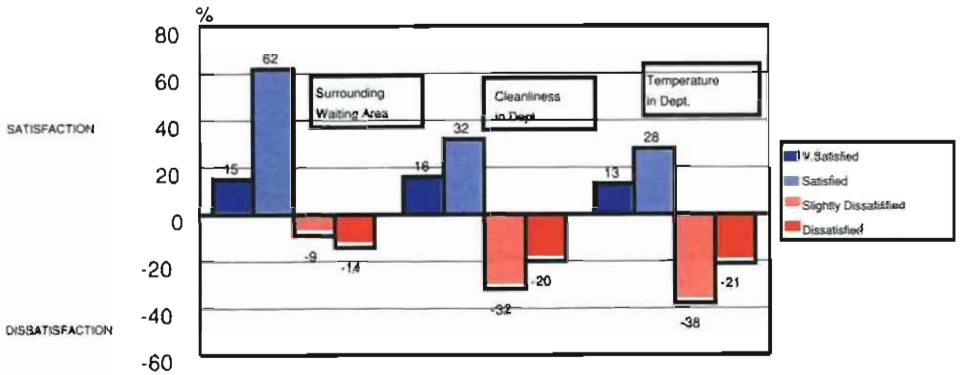
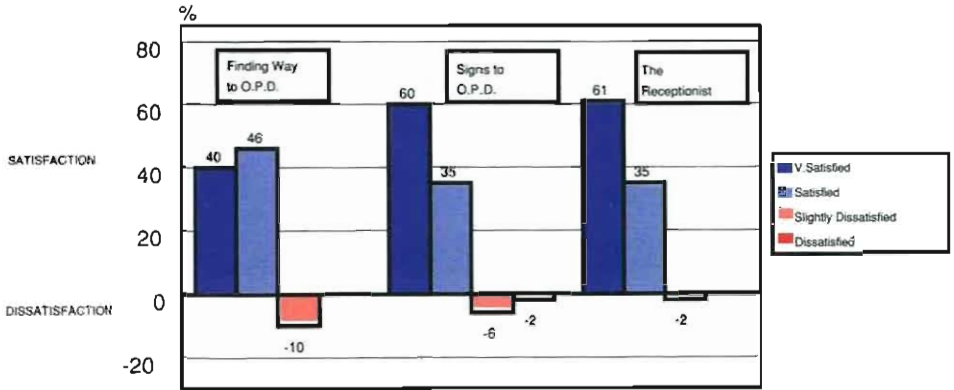


OVERALL SATISFACTION



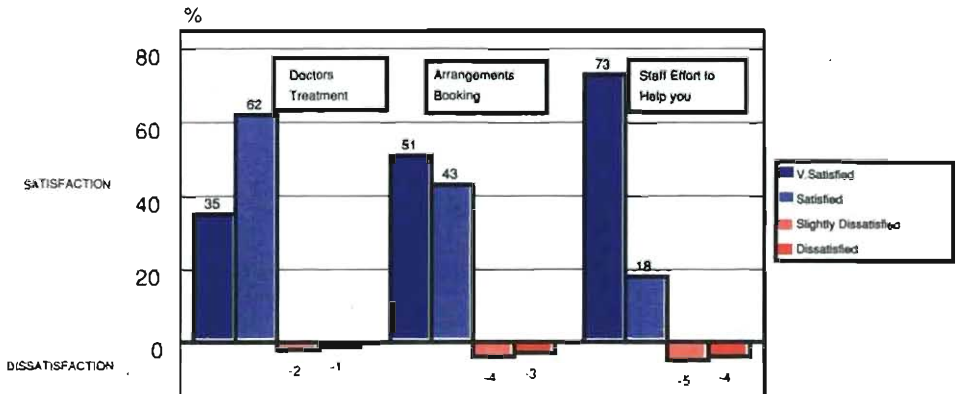
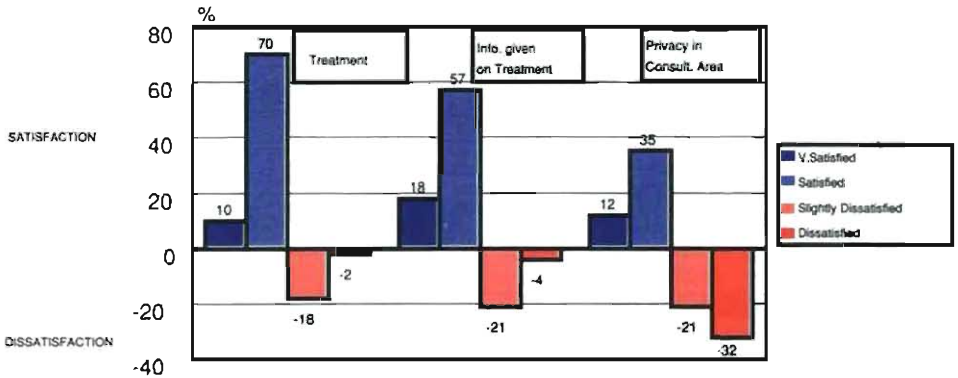
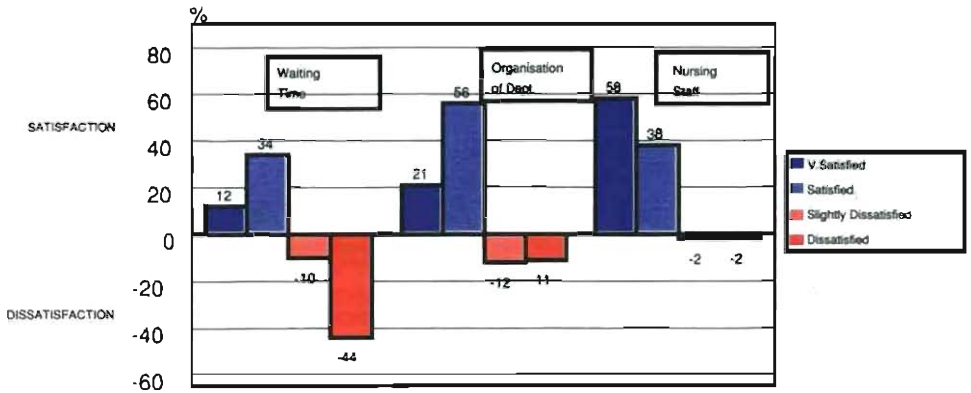
REGIONAL HOSPITAL LIMERICK

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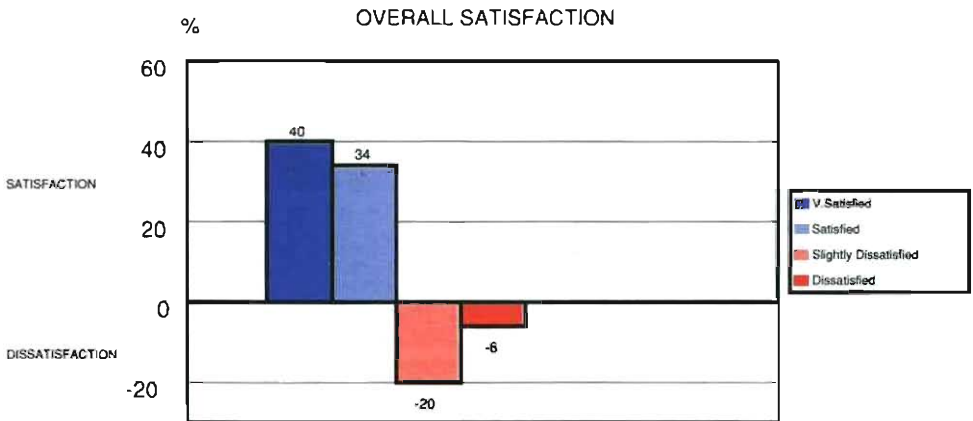
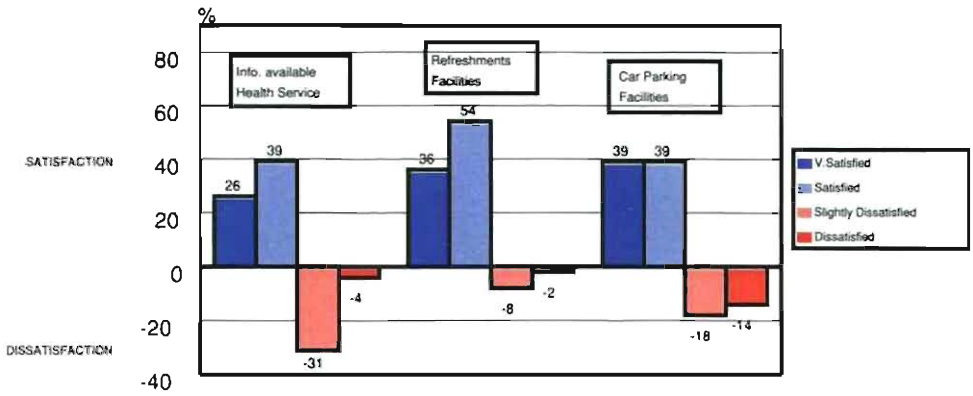
REGIONAL HOSPITAL LIMERICK

OUTPATIENTS (N = 217)



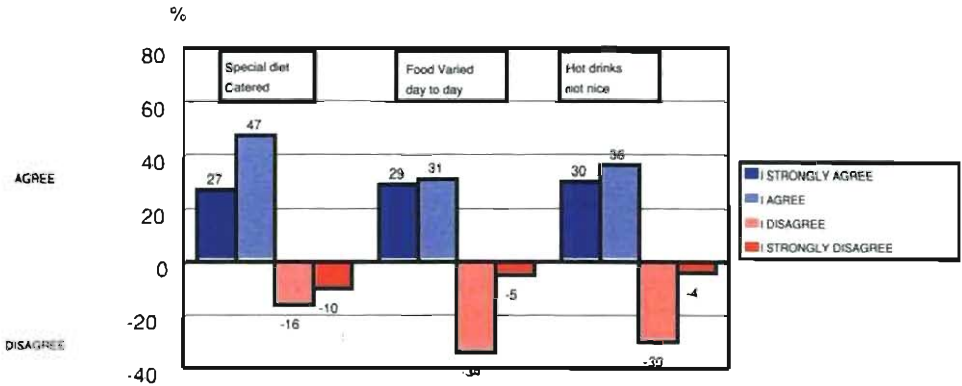
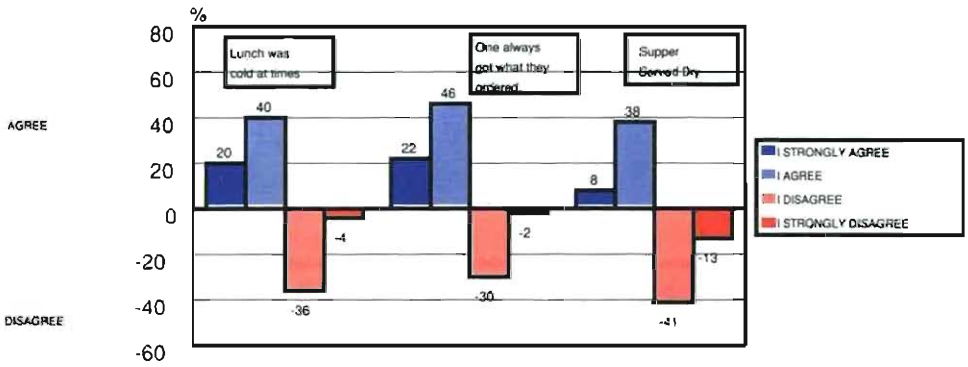
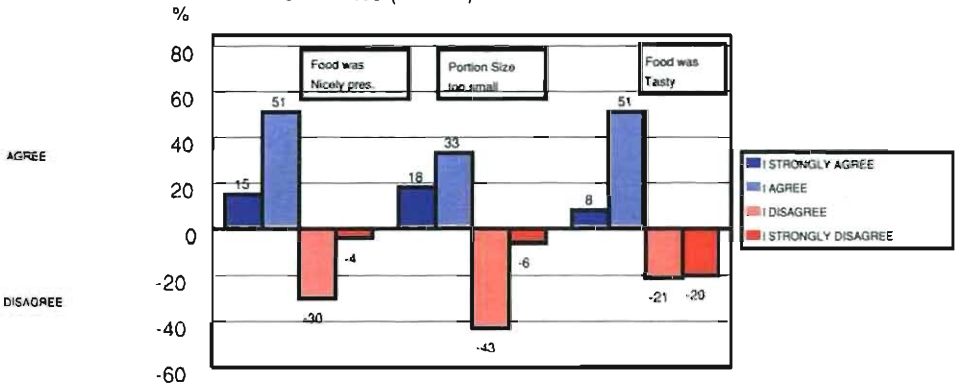
REGIONAL HOSPITAL LIMERICK

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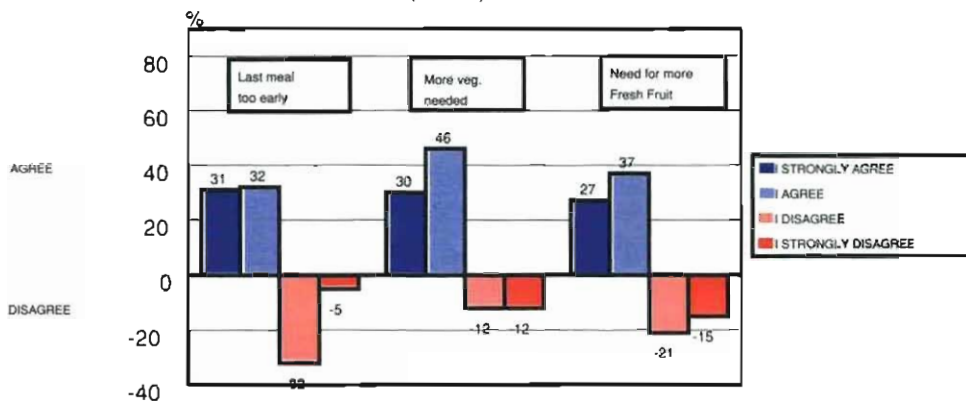
REGIONAL HOSPITAL LIMERICK

CATERING (N = 100)



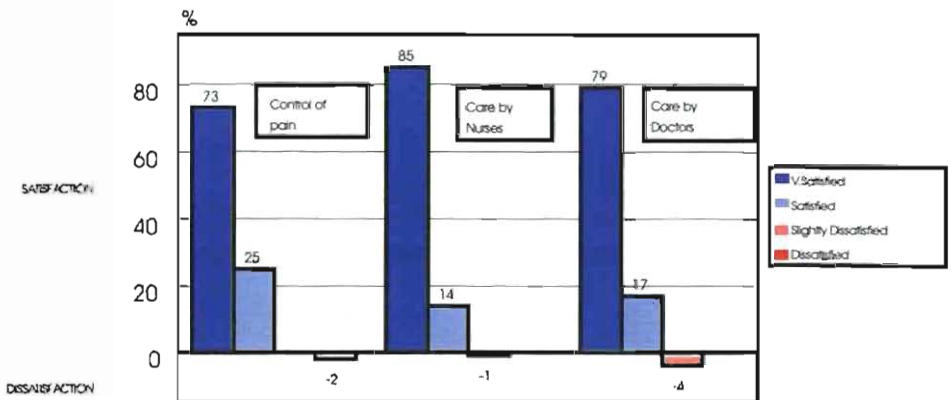
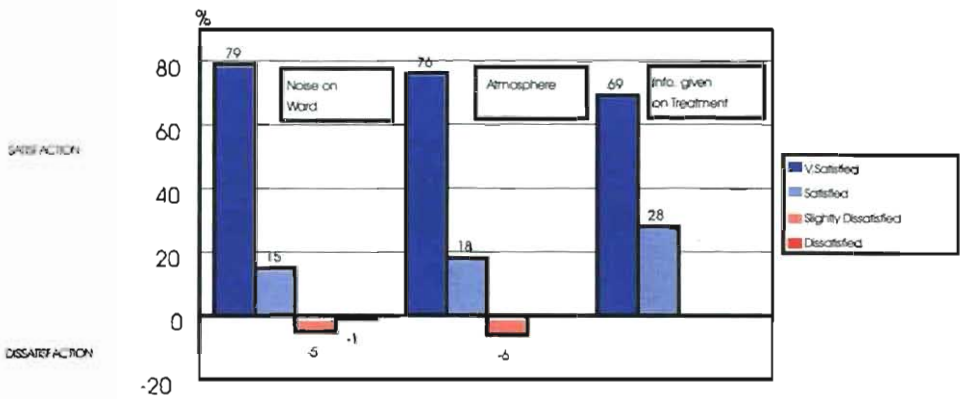
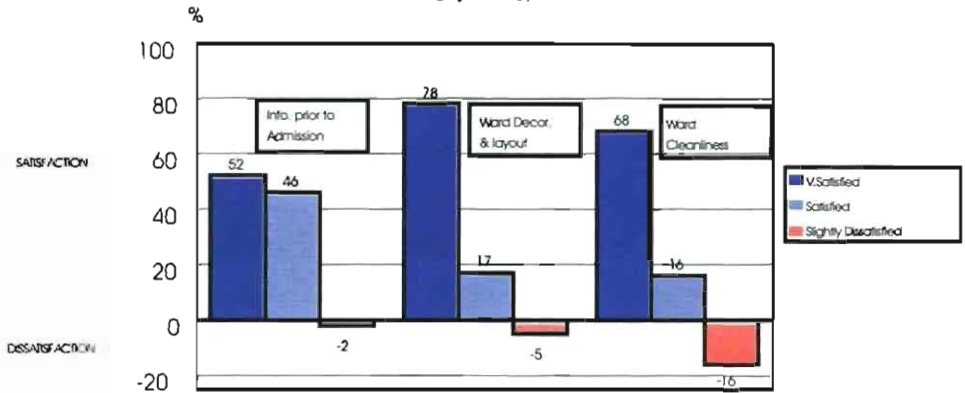
REGIONAL HOSPITAL LIMERICK

CATERING (N=100)



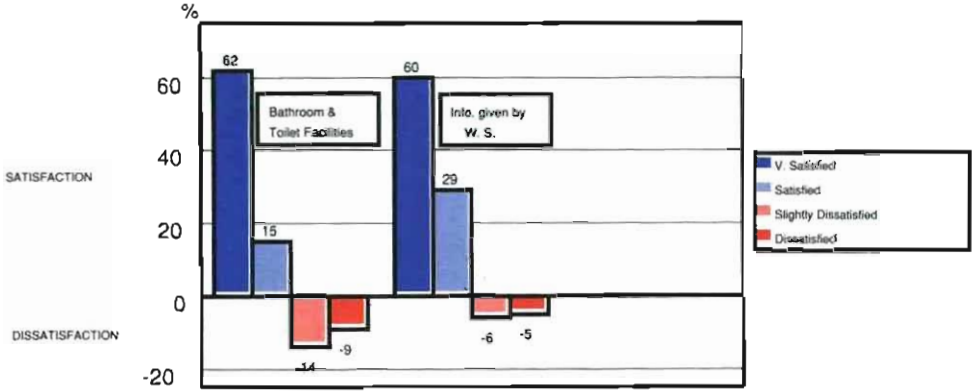
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DAY WARD (N = 90)

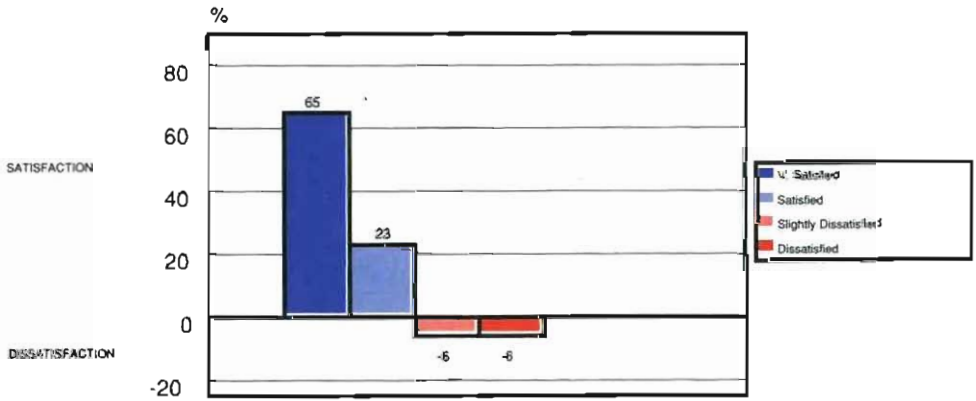


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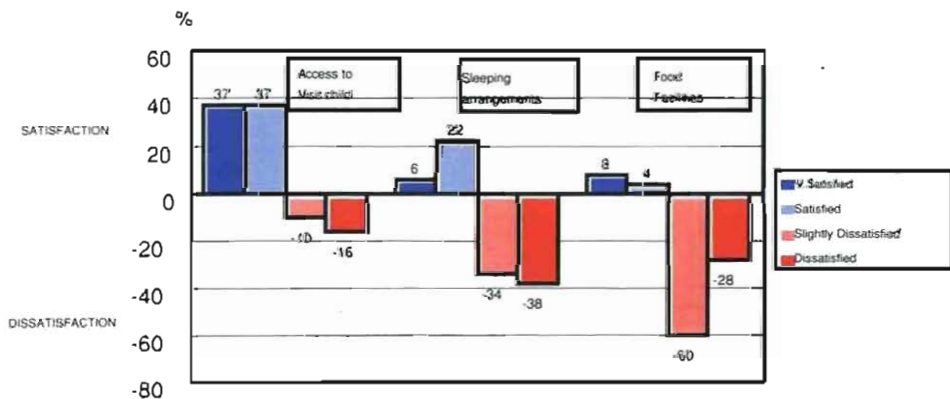
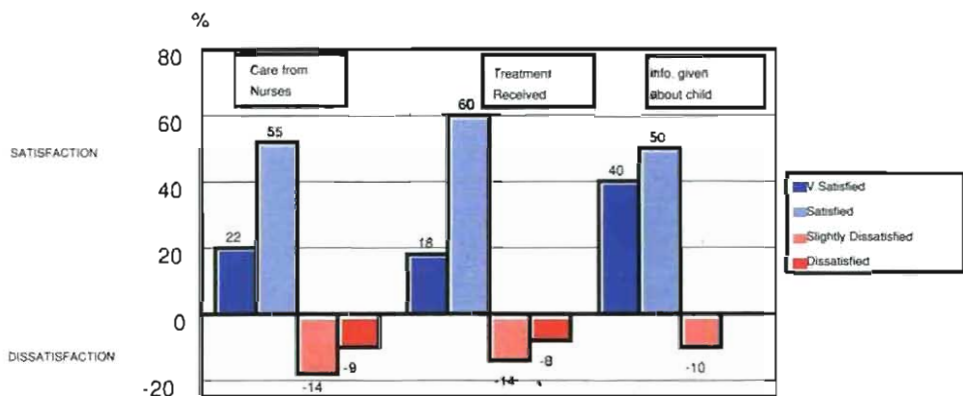
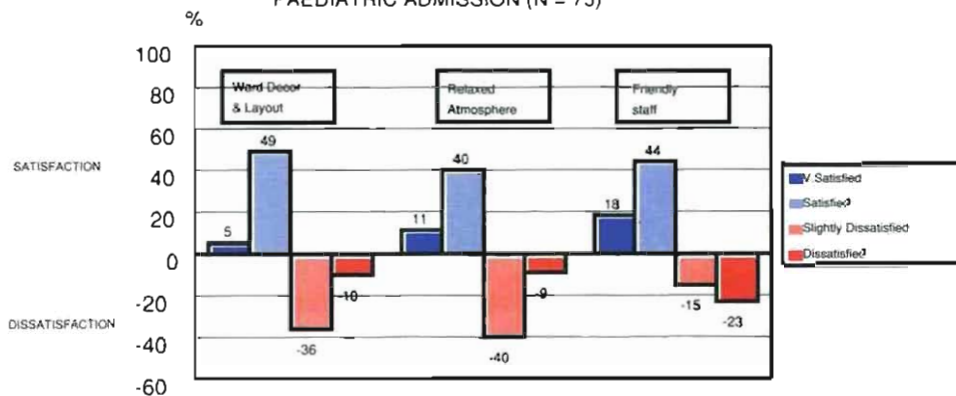


OVERALL SATISFACTION



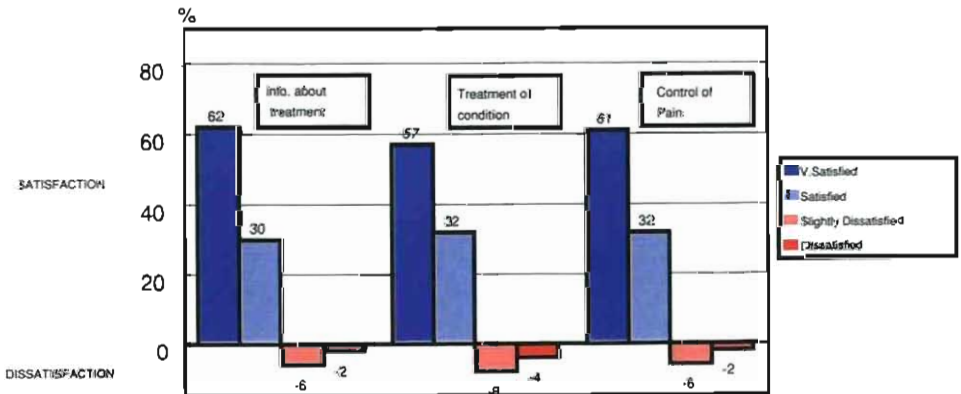
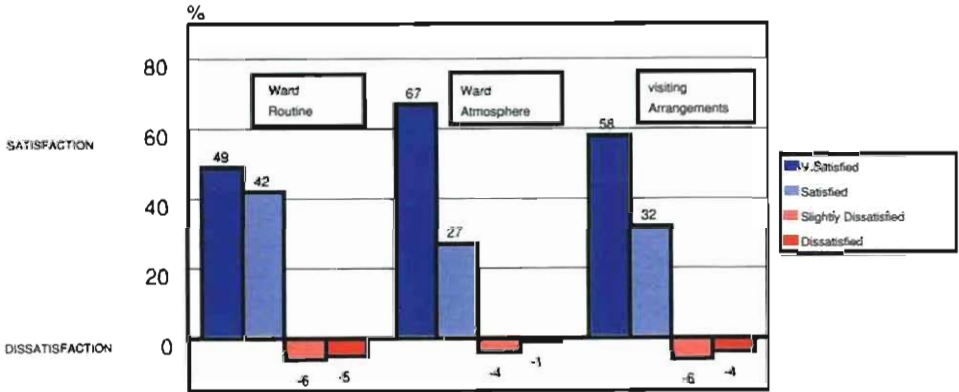
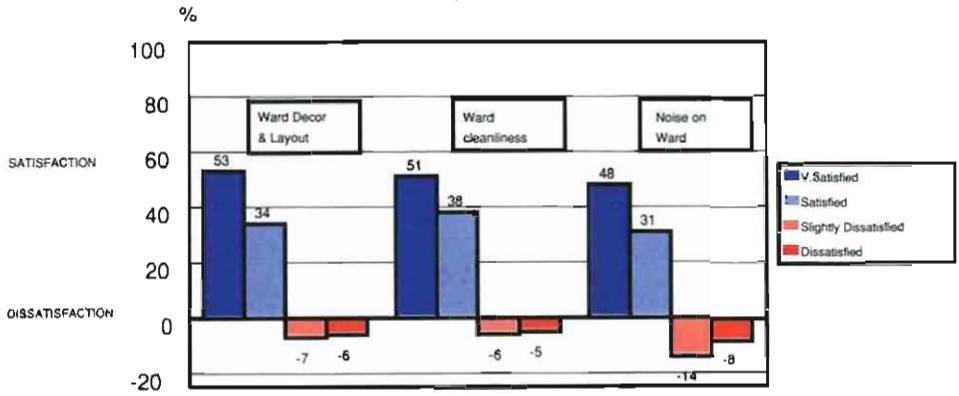
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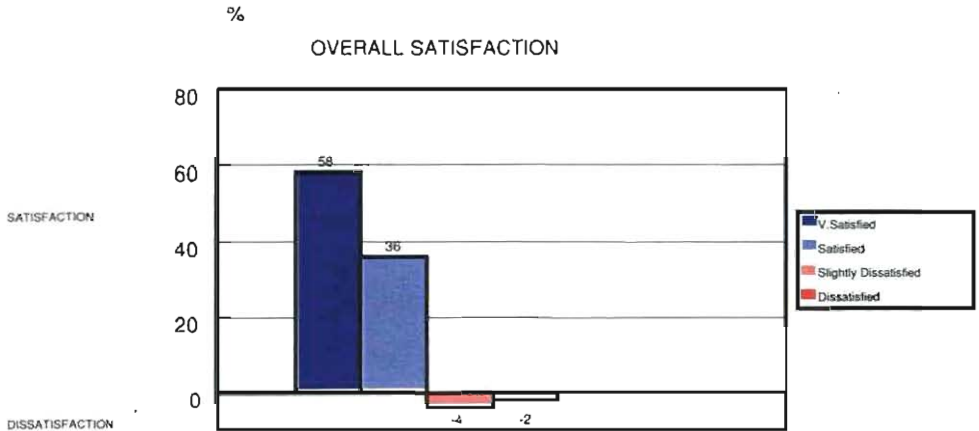
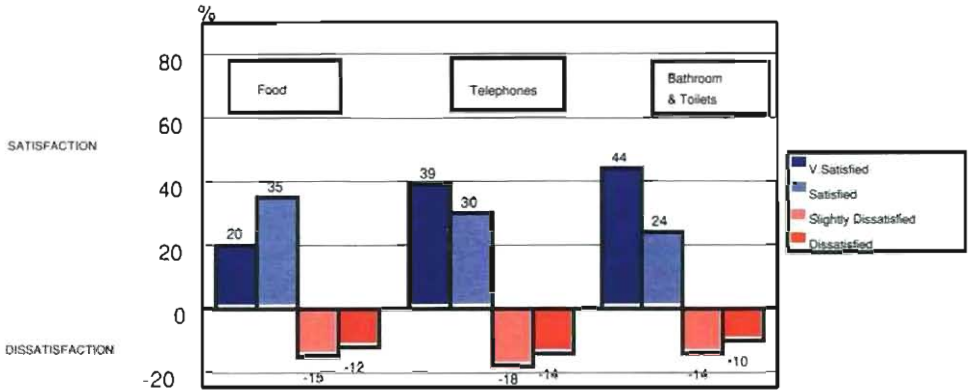
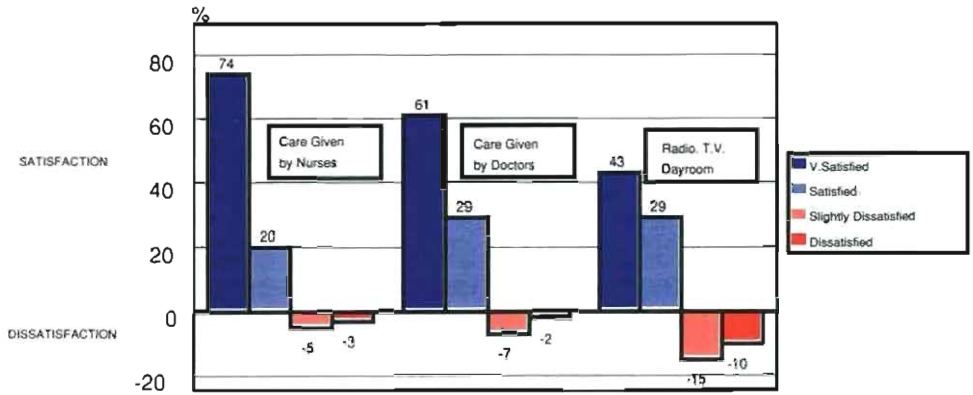
COMBINED HOSPITALS

INPATIENT (N = 590)



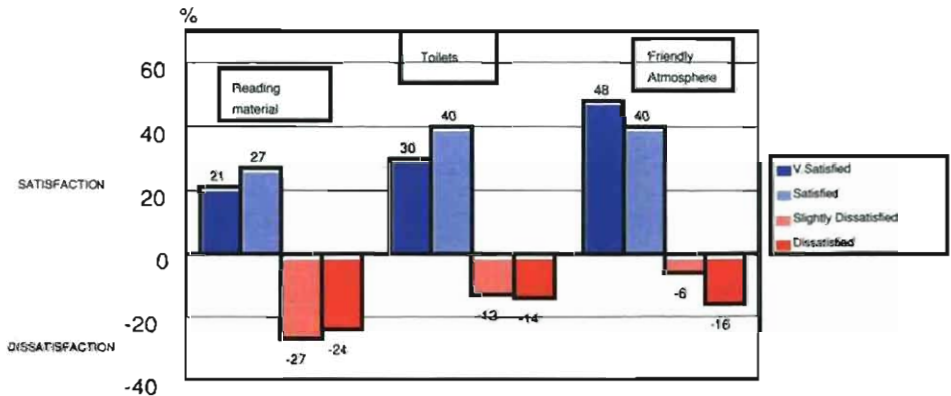
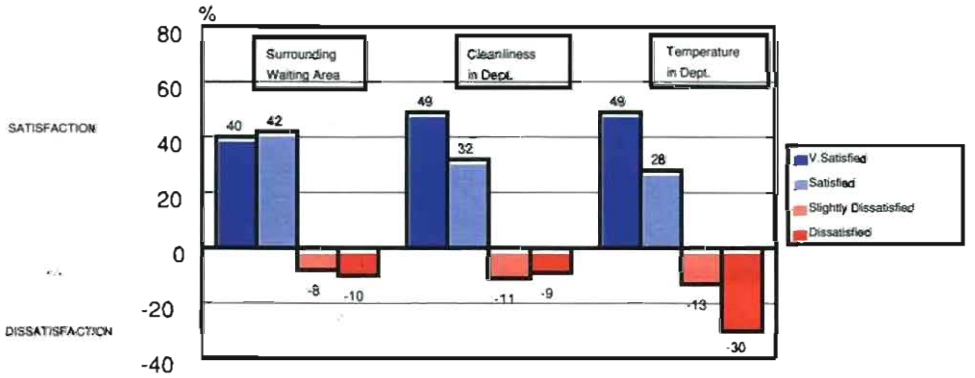
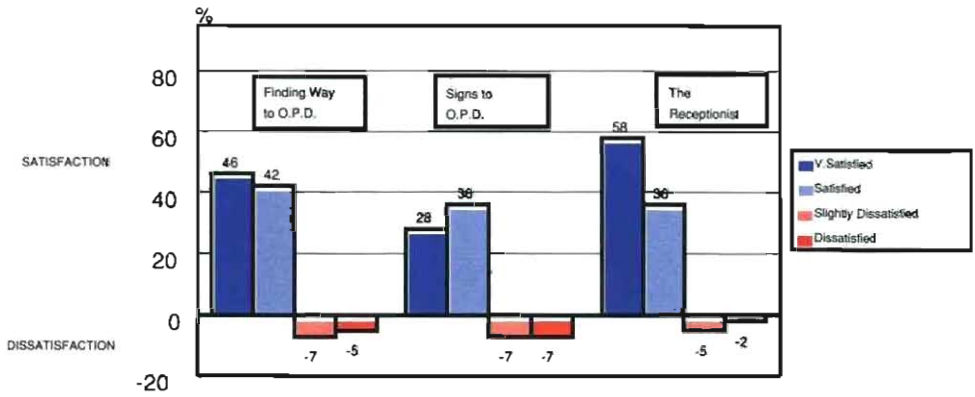
COMBINED HOSPITALS

INPATIENT (N = 590)



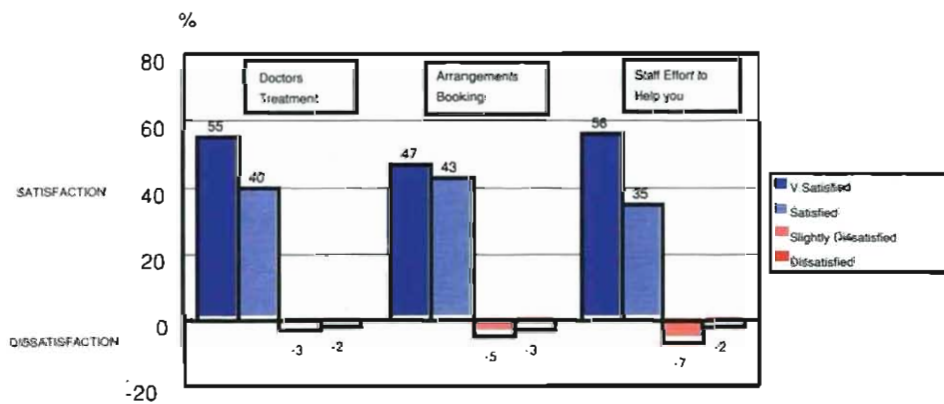
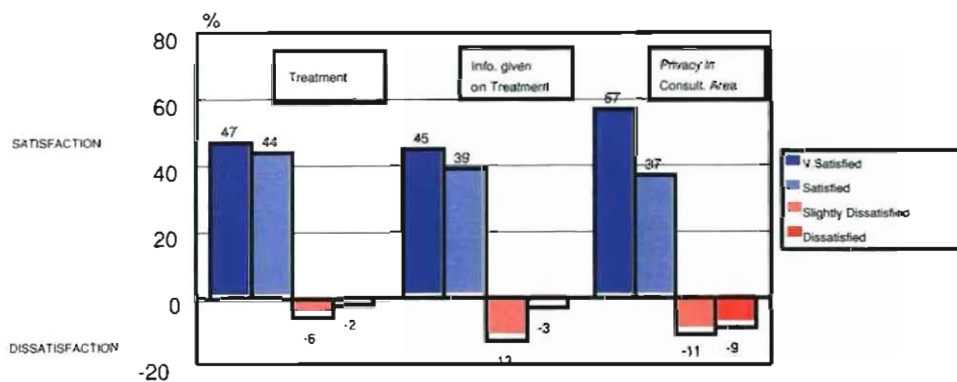
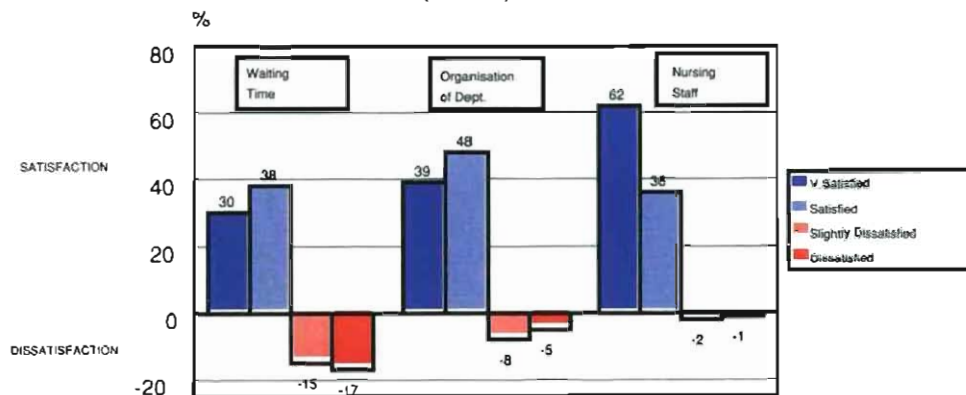
COMBINED HOSPITALS

OUTPATIENTS (N = 694)

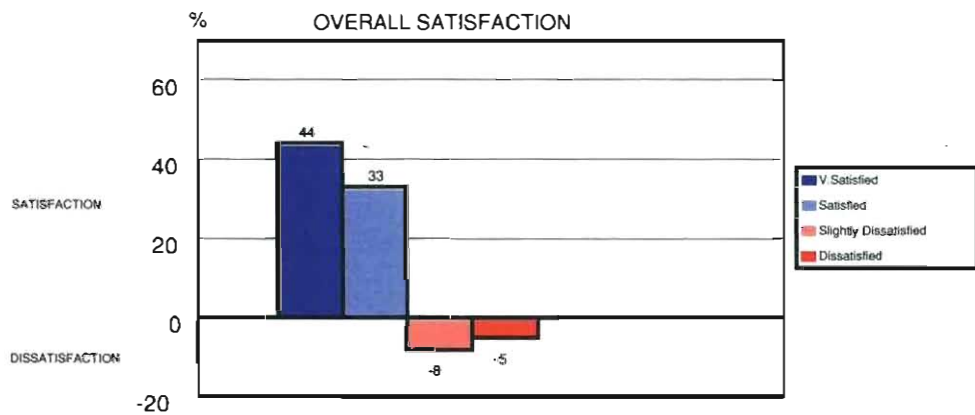
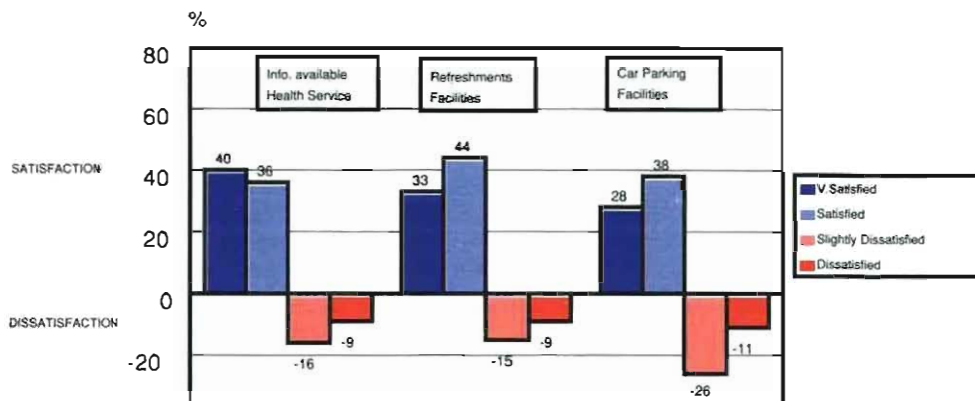


COMBINED HOSPITALS

OUTPATIENTS (N = 694)

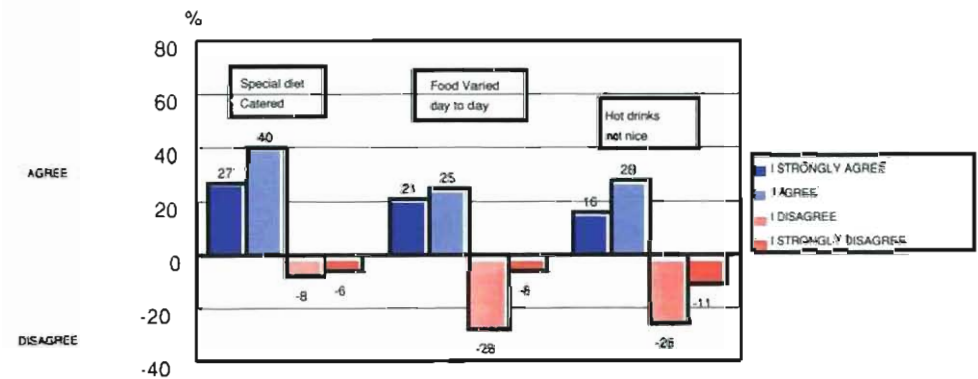
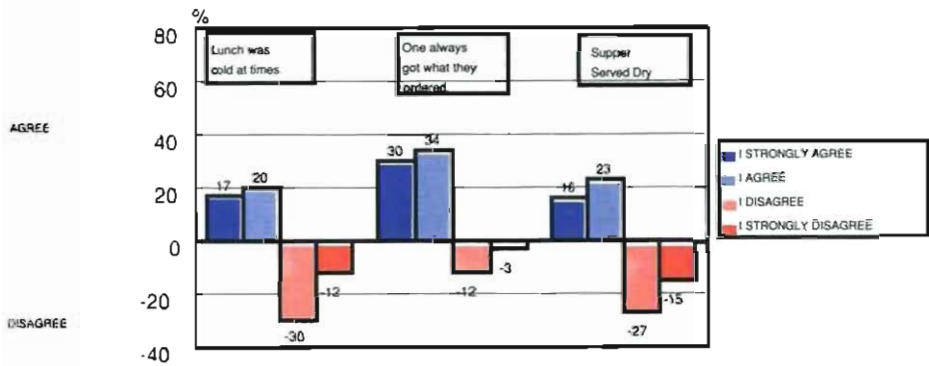
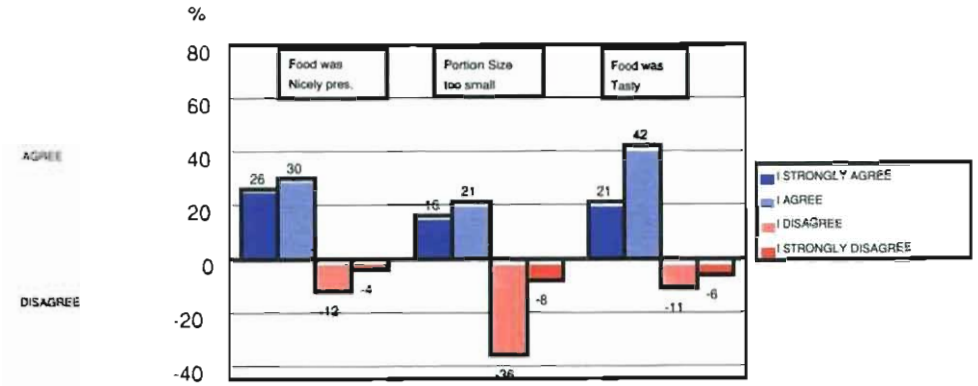


COMBINED HOSPITALS
OUTPATIENTS (N = 694)



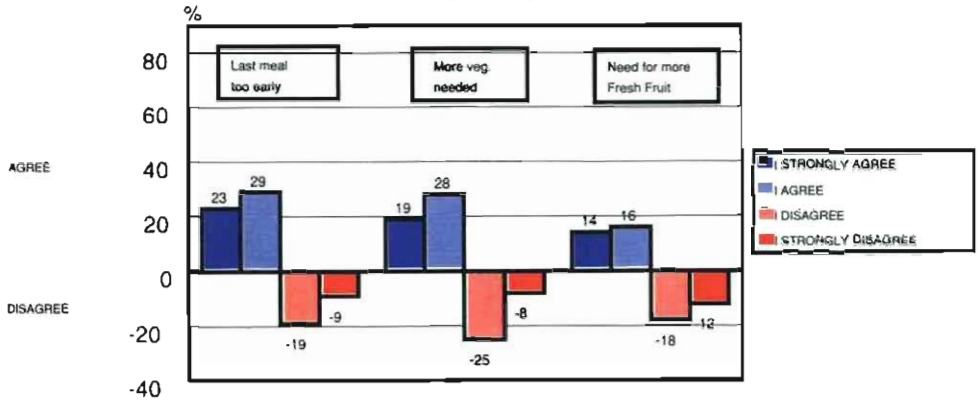
COMBINED HOSPITALS

CATERING (N = 391)



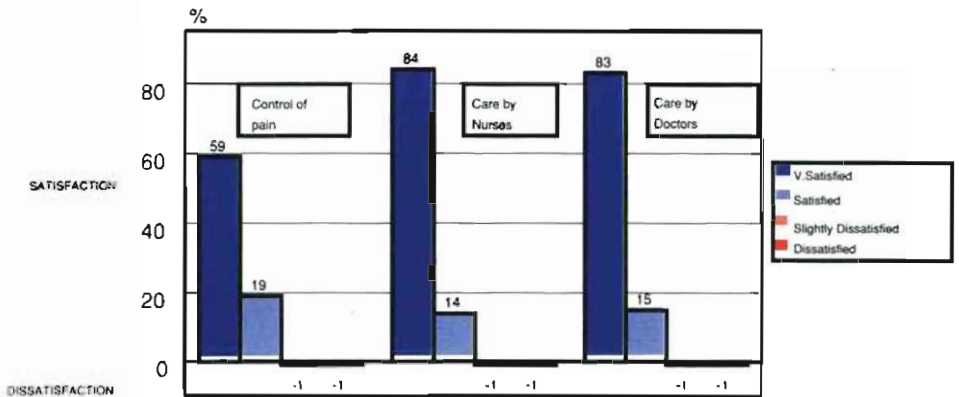
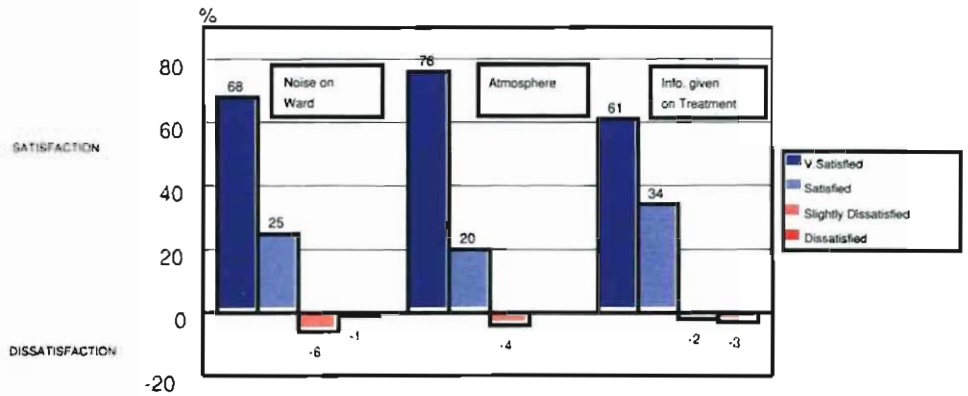
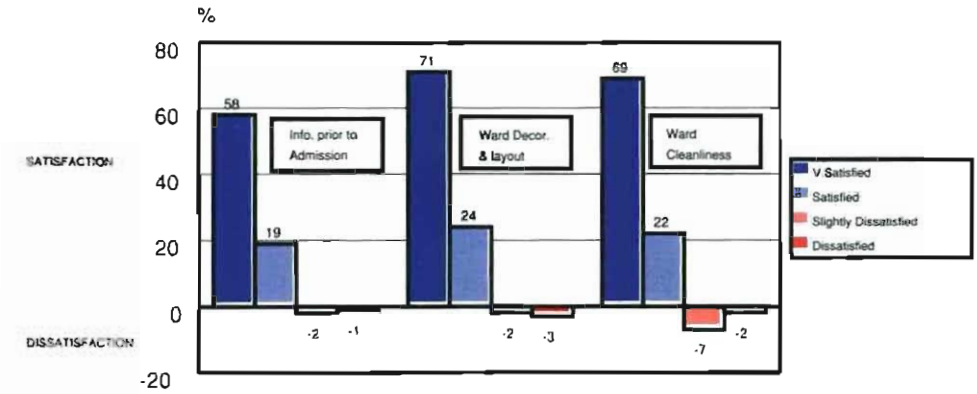
COMBINED HOSPITALS

CATERING (N = 391)



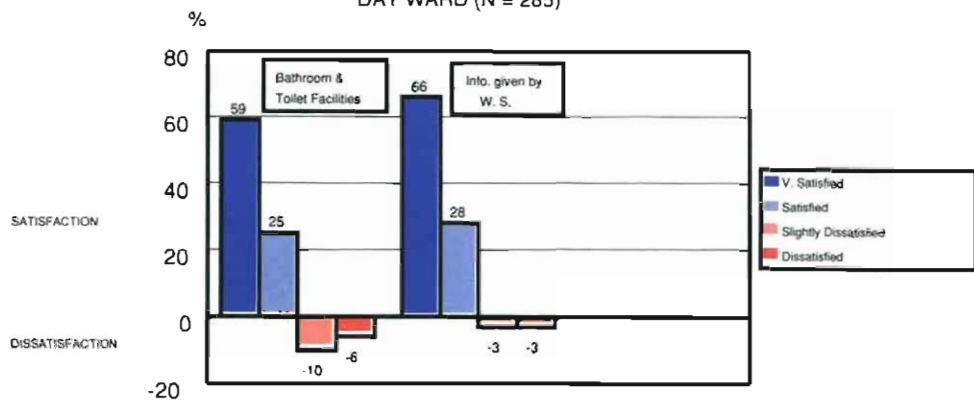
COMBINED HOSPITALS

DAY WARD (N = 285)

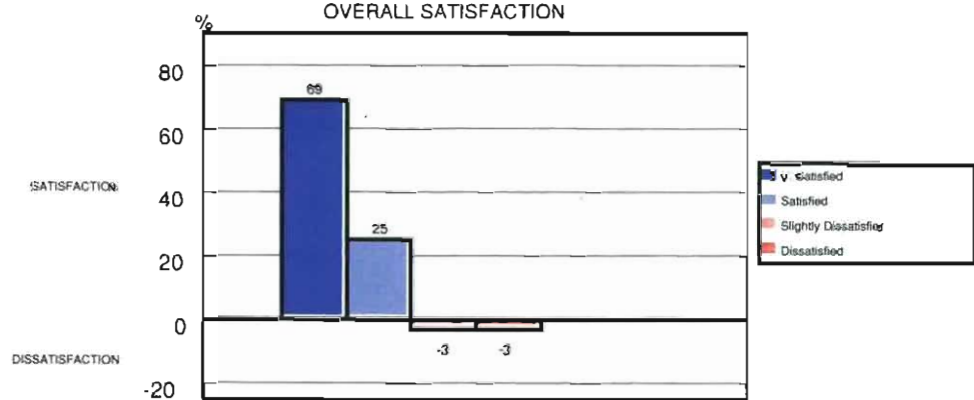


COMBINED HOSPITALS

DAY WARD (N = 285)

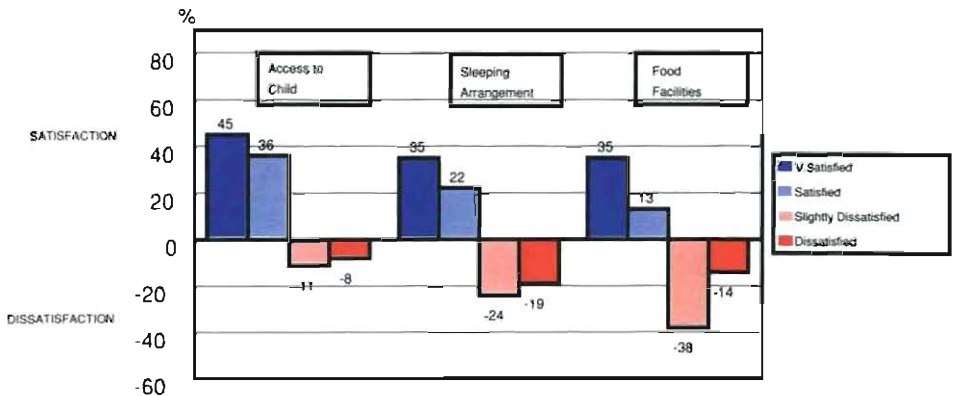
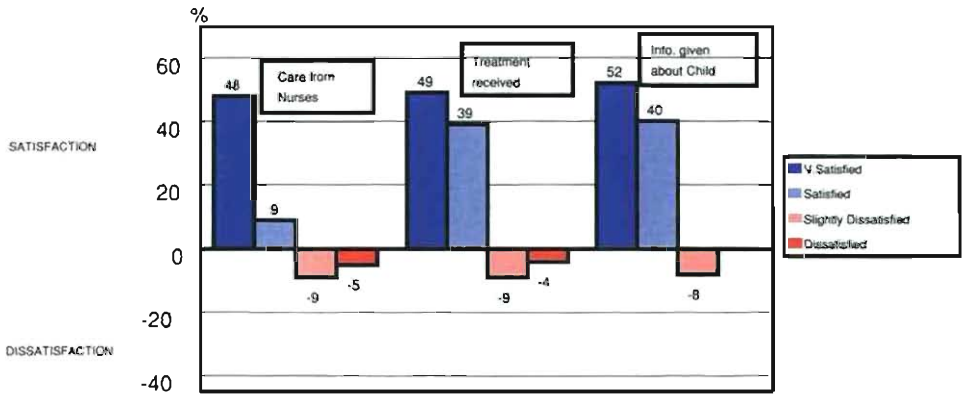
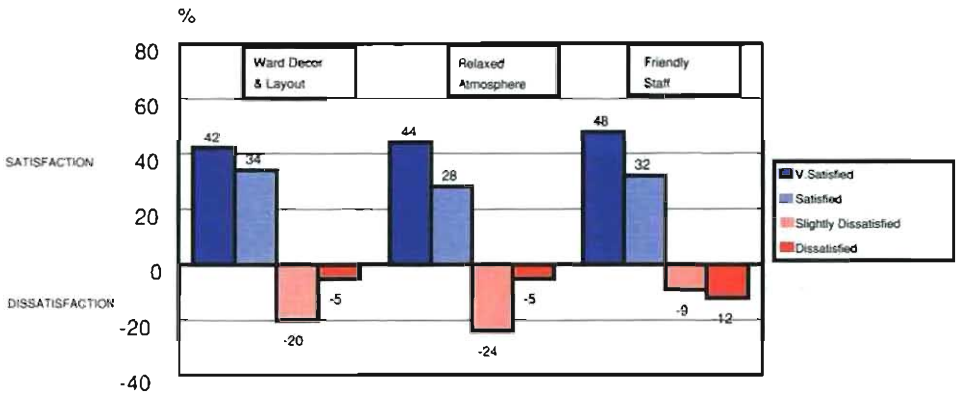


OVERALL SATISFACTION



COMBINED HOSPITALS

PAEDIATRIC ADMISSION (N = 121)



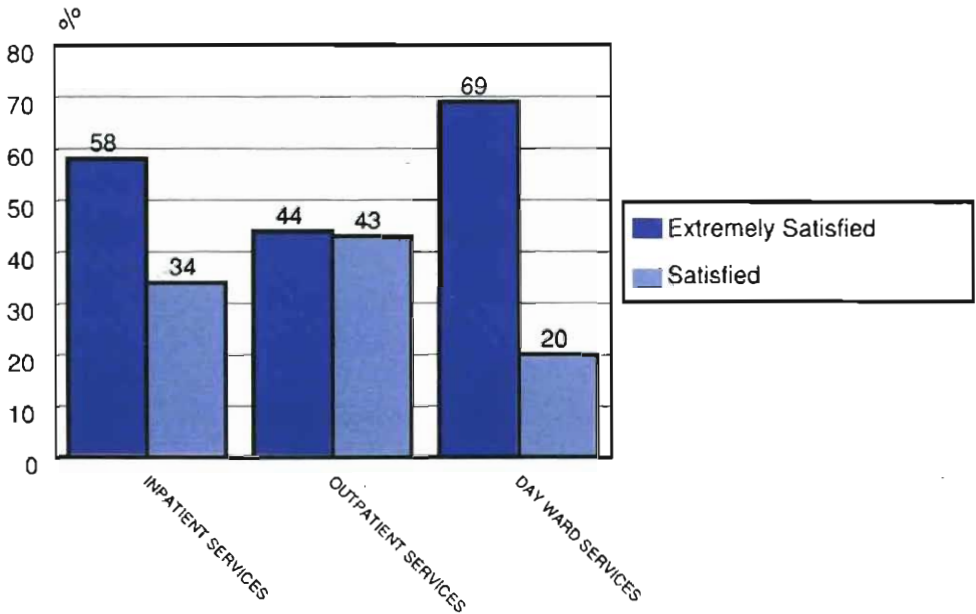
CHAPTER THREE

CONCLUSION AND RECOMMENDATIONS

3.0. Conclusions and Recommendations for the five acute hospital sites

Overall the results of this survey are extremely positive and clearly reflect the continuing high standard of care provided by all staff working either directly or indirectly with patients attending each of the five hospitals.

ACUTE HOSPITALS OVERALL SATISFACTION WITH SERVICES



3.1. Whilst accepting both the somewhat subjective nature of this form of analysis and that the sample groups in certain of the hospital sites are comparatively small and not necessarily reflective of the overall patient perception of services, the analysis does enable trends to be identified that will require further examination in the following areas:-

- In-Patient** : Day Room and bathroom facilities
- O.P.D.** : Access, cleanliness, toilet facilities, overall waiting times.
- Catering** : Meal services
- Paediatrics** : Catering facilities, parent accommodation facilities.

3.2. The survey will be repeated in six months and particular emphasis will be given to the areas identified (3.1.) and areas such as the Accident & Emergency Department which have not yet been examined.

APPENDIX ONE

**IN-PATIENT QUESTIONNAIRE
OUT-PATIENT QUESTIONNAIRE
CATERING QUESTIONNAIRE
DAY WARD QUESTIONNAIRE
PAEDIATRIC QUESTIONNAIRE**

HOSPITAL SITE

We are asking patients some questions about their stay in hospital to try to find out how we can make improvements. please can you help us by telling us what you thought about the care? Whatever you say is confidential and will only be used to improve our service. **We would welcome any extra comments, BUT PLEASE PUT THEM IN THE BOX PROVIDED.**

Please leave blank any questions that do not apply

INSTRUCTIONS: Look for the oval under the face which best expresses your views and fill in the white space as shown below.

EXAMPLE:



very satisfied satisfied somewhat dissatisfied dissatisfied

WHAT DO YOU THINK ABOUT THE FOLLOWING:

The way the ward is decorated, furnished, and laid out



Ward cleanliness



Noise in the ward



the way your day is organised on the ward
(meal times, ward routine)



the friendly atmosphere on the ward



visiting arrangements on the ward



FOLD ALONG THIS DOTTED LINE

the information that is given to you about your condition



the treatment of your condition



the control of any pain



care given by nurses



care given by doctors



radio, T.V., dayroom



food



telephones



ballroom and toilets



overall, how satisfied are you with your hospital stay



HOSPITAL SITE

INTRODUCTION

We are looking for ways that we can improve services in this hospital. Could you please help us by completing this questionnaire. Whatever you say is confidential and will only be used to improve the service for other patients. We welcome any additional comments BUT PLEASE PUT THEM IN THE BOX PROVIDED. Please leave blank any questions that do not apply.

instructions

Fill in the oval under the phrase which best expresses your views

example



very
satisfied

satisfied

somewhat
dissatisfied

dissatisfied

WHAT DO YOU THINK ABOUT THE FOLLOWING:

finding your way to the outpatients building

signs showing the way to this department

the receptionist

the surroundings in the waiting area

cleanliness in this department

temperature in the department

FOLD ALONG THIS DOTTED LINE

reading material in the waiting area

toilets in this department

the friendly atmosphere in this department

waiting time in this department

the organisation of this department (e.g. availability of notes, explanation about waiting time)

the nurses in this department

the treatment of your condition

the information that is given to you about your treatment

privacy in the consulting area

the doctors who treat you in this department

the arrangements for booking your appointments

the staff who book your appointments
efforts made by staff to assist you if you are a patient with special needs (e.g. partially sighted, hard of hearing, etc.)

the information available about your local health service
in general

refreshment facilities

car parking facilities

overall, how satisfied are you with this clinic

FOLD ALONG THIS DOTTED LINE

HOSPITAL SITE

INTRODUCTION

We are asking patients some questions about their stay in hospital to try to find out how we can make improvements. Please can you help by telling us what you thought about your food? Whatever you say is confidential and will only be used to improve our service. We would welcome any additional comments, BUT COULD YOU PLEASE PUT THEM IN THE BOX PROVIDED. Please leave blank any questions that do not apply.

instructions

Fill in the oval under the phrase which best expresses your views

example



I strongly agree

I agree

I disagree

I strongly disagree

WHAT DO YOU THINK ABOUT THE FOLLOWING:

the food was always nicely presented

the portion sizes should be bigger

I usually found the food tasty

occasionally my lunch was cold by the time I received it

I always got what I ordered

my supper was sometimes kept warm too long and was served dry

FOLD ALONG THIS DOTTED LINE

my special diet was always catered for

my lunch was served too early in the day

the food varied from day to day

the hot drinks did not taste very nice

the last meal is served too early in the evening

there should be more vegetarian meals available

there was little fresh food available e.g. salad, fruit, etc.

DAY WARD

We are looking for ways that we can improve services in this hospital. Could you please help us by completing this questionnaire. Whatever you say is confidential and will only be used to improve our service. We would welcome any extra comments, BUT PLEASE PUT THEM IN THE BOX PROVIDED.

Please leave blank any questions that do not apply.

QUESTIONS FOR ADULT PATIENTS

WHAT DO YOU THINK ABOUT THE FOLLOWING:

Information given to you prior to admission

The way the ward is decorated, furnished, and laid out

Ward cleanliness

Noise on the ward

the friendly atmosphere on the ward

The information that is given to you about your treatment/procedure

the control of any pain

care given by nurses

care given by doctors

bathroom and toilets facilities

INSTRUCTIONS: Look for the oval under the face which best expresses your views, and fill in the white space as shown below.

EXAMPLE:



very
satisfied

satisfied

somewhat
dissatisfied

dissatisfied



FOLD ALONG THIS DOTTED LINE



INTRODUCTION

We are looking for ways that we can improve services for children in this hospital. It would help if you could complete this questionnaire. Whatever you say is confidential and will only be used to improve the service for other children and parents. We would welcome any extra comments BUT PLEASE PUT THEM IN THE BOX PROVIDED.

Please leave blank any questions that do not apply.

instructions

Look for the oval under the face which best expresses your views, and fill in the white space as shown below. Please only use pencil or blue/black ink.

example



very satisfied satisfied somewhat dissatisfied dissatisfied

Questions for parents/carers

WHAT DO YOU THINK ABOUT THE FOLLOWING:

the way the ward is decorated, furnished and laid out

the relaxed atmosphere on the ward

the friendliness of the staff on the ward

the care and attention your child has received from the nurses

the treatment of your child's condition

the information given to you about your child's condition

FOLD ALONG THIS DOTTED LINE

your involvement with your child's care

the free access to visit your child

your sleeping arrangements

the canteen/restaurant facilities

