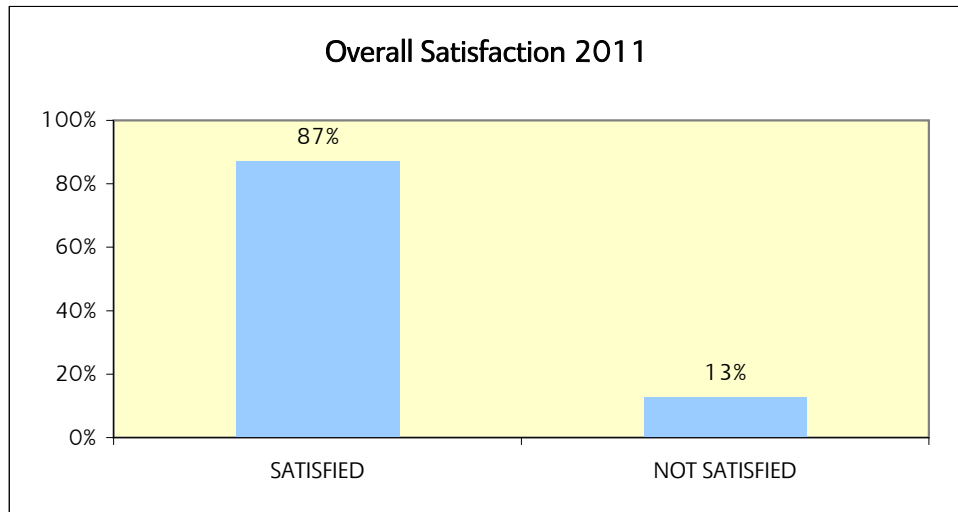


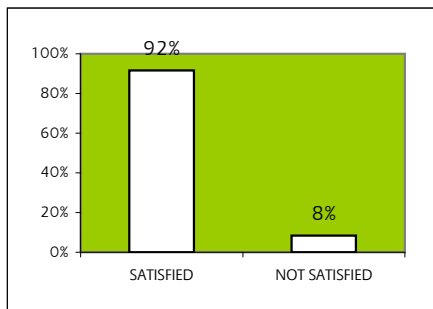
Parkhaven Hospital

Resident Satisfaction Survey Results 2011



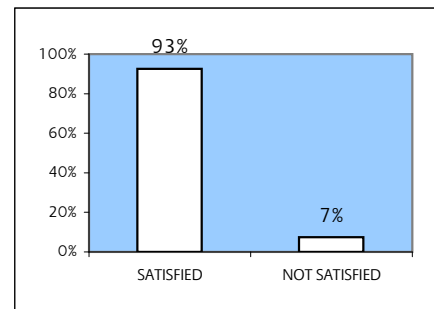
Date of survey	Jul-11
Number of Surveys sent	68
Number of Surveys returned	26
Total Return	38%
Customer Recommendation	86%
Overall Satisfaction	87%

Taking the time to know our residents



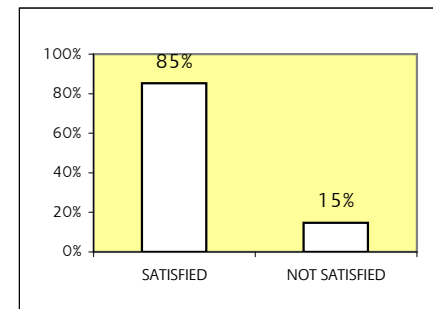
Section C - Your Own Room

Well Trained Staff



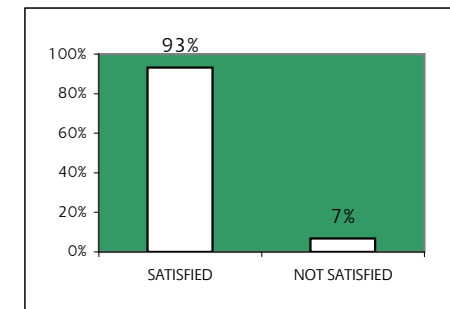
Section A - Staff in the Home

Meaningful Activities



Section F - Activities

Supportive home like environment



Section B - Buildings & Surroundings
Section D - Communal Rooms



Resident Comments

These are actual comments from the surveys (anonymised)

- 1 The care and service from staff excellent. A job well done
- 2 I have every confidence that the level of care is high and management a staff ensure a level of personalised care for each resident
- 3 Thanks and keep on the good work
- 4 Meals. I would like to have more choice of food. Food is not very tasteful. Staff are alright
- 5 I am very happy and satisfied for being here. everybody respect and care for me well. Lots of friends here
- 6 I love being here because I have freedom to be me and do and go any where I please
- 7 I love being here and I am happy
- 8 Everything OK to me
- 9 Everything is OK. I never complain, am happy
- 10 Keep up the good works and your friendly service
- 11 I love staying in the Parkhaven Hospital because the staff are excellent workers, they have the warm and loving care for me. I cannot pay them but I pray that the lord will look after and bless them, for how they offer their time to spend with us elderly people. Great work I appreciate that and thank you very much. Visiting time, grateful to see our loved ones been cared and looked after on our behalf, we appreciate it so much. Keep up the good work, managers and all staff. Thank you
- 12 Buildings are a bit tired. And of course not purpose built
- 13 Bupa head office needs to make improvements to their accounting systems. A private paying customer should receive a statement monthly when paying by automatic payment. No private paying customer should be able to be over paying their monthly account
- 14 The staff of the garden wing are very special they often do visits to hospitals after their working day, in their own time. They have taken mum to appointments at the super clinic where I have met them. This is a great help to me. As I couldn't manage mum on my own. I can't thank the staff of the garden wing enough
- 15 I would recommend this place to my family and my relations
- 16 I would like the home to serve Indian food at least once a week. I am satisfied overall