

MATTHEW POTTER

AUDIT OF PATIENT FEEDBACK FOLLOWING LOCAL ANAESTHETIC PROCEDURES

	Below Expectations	Met Expectations	Above Expectations	Surpassed Expectations
Initial Out patient consultation	0%	20%	40%	40%
Procedure and process explained well	0%	10%	45%	45%
Pain from the local anaesthetic	0%	35%	25%	35%
Time allocated for the procedure	0%	40%	40%	20%
Dressing and wound care advice	0%	15%	60%	25%
Post operative recovery	0%	35%	25%	40%
Post operative support from the hospital	0%	30%	40%	30%
Treated with dignity and respect during procedure	0%	10%	20%	70%
What did you think of the operative facility	0%	20%	45%	35%
Out patient follow up consultation	0%	25%	50%	25%
Explanations of the operative pathology	0%	5%	70%	25%
General outcome from the surgery - appearance	0%	25%	20%	55%
How likely are you to recommend Mr Potter to your friends and family	0%	0%	10%	90%