## National Patient Experience Survey

### Mayo University Hospital



49% of 793 eligible patients took part



49% female 51% male

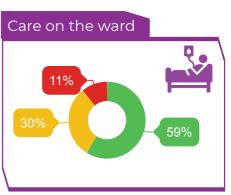


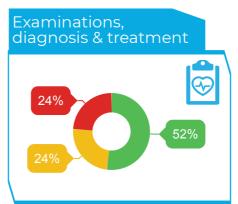
81% entered hospital on an emergency basis

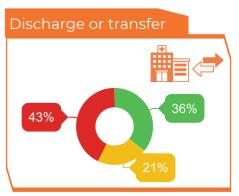
Average age: 65 years

### Stages of care









\* Please note that values in figures do not always add up to 100% exactly. This is due to rounding.

# Admission

44%

did not always get a clear explanations about their condition and treatment from a doctor or nurse.



21%

rated the food as fair or poor.

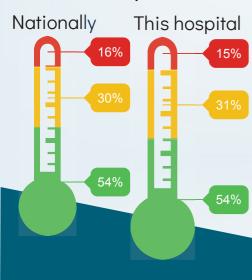
#### Medication



62%

were not informed about any medication side effects to watch for when they went home.

### Overall experience



### Areas of good experience

83%

of people said

that they always received help from staff in time when they needed to get to the bathroom or toilet.

# Areas needing improvement

54% 🛚

of people said

that doctors or nurses did not always give their family or someone close to them all the information needed to help care for them.