



# Mount Vernon Update

## Moving forward

# What we've been up to

Specialty	Number of patients	Number of complaints
Outpatients	39,390	10
Minor Injury	23,818	3
Surgery IP	1,692	9
Surgery DC	2,802	1
Medicine	379	5

# What our patients say about us

## Outpatients

Great improvement since the refurb

Everyone was very friendly and the place is really clean. Self check-in is a great idea. As is the screen display/call out of patient numbers

Excellent service, I was seen early, all staff were courteous and polite and the facilities were 1<sup>st</sup> class and spotless. All round I couldn't have hoped for more

Waited too long beyond the appointment time. Waiting time to be displayed

Need more explanation about various tests (eye clinics)

# What our patients say about us

## Minor Injuries Unit

Very fast,  
efficient  
service.  
Excellent!

Always first  
choice because  
of the care, and  
so friendly and  
kind

We are so  
lucky to have  
this unit

Arms on chairs  
would help

The car park should  
be pay on exit

# What our patients say about us

## Surgery

Excellent attention  
and treatment - very  
caring

Very good staff.  
Ward very clean

Great treatment & aftercare  
by all doctors and nurses  
during my stay

Waiting for drugs  
unacceptable - waited 4  
hours or more.

Important to have a  
relative present when  
discharge advice is given

# What our patients say about us

## Medicine

Staff were excellent and when you rang the bell they came quickly

I cannot speak too highly of the care and support of the staff

The nurses looked after my mother with good care, consideration, politeness and dignity

Lack of TV in the side room - leading to sense of isolation

Limited opportunities for patients to socialise

# What we still need to do



# Invitation

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