

Patient Experience Results Summary

One page for the patient experience meeting. Print it, fill it in, bring it.

How to use this page

Fill the reporting period, the unit and the number of surveys sent and returned. The response rate is calculated on the Excel file; write it here.
Copy the eight domain scores from the Domains sheet. Status must read Met or Not met against the target you committed to.
Write the three things patients praised and the three they complained about in their own words, with the number of mentions.
Agree one action per complaint theme, with an owner and a due date, before the meeting ends.

Reporting period

Reporting period	Unit or department	Surveys sent
Responses	Response rate	Domains measured

Domains

this period / previous / target / status

Domain	This period	Previous	Target	Status
Access and waiting				
Communication with nurses				
Communication with doctors				
Pain management				
Discharge information				
Cleanliness				
Overall rating				
Likelihood to recommend				

Top 3 things patients praised

mention count in brackets

What patients said, in their words	Mentions

Top 3 things patients complained about

mention count in brackets

What patients said, in their words	Mentions

Agreed actions

owner and due date, agreed before the meeting ends

Action	Owner	Due date

Meridex collects and benchmarks this automatically: [horof.space](#)