

Lanesborough Outpatients Survey

20th December 2010

Summary Results from patient information screens survey

- 71% of patients said they found the screen a useful source of information – compared with 44% who found posters useful, and 27% who found leaflets useful
- 86% of patients said they found the screen provided useful and extremely useful information.
- 67% of patients said the screen either improved or extremely improved their experience of being in the hospital
- 47% of patients remembered seeing a messages about leading-edge scanning equipment available at St George's, sponsored by Philips
- The top 3 memorable messages were:
 - Hand Hygiene – Germs are Mean
 - Healthy eating at the restaurant
 - Clean Sweep – keeping the hospital clean
 - Others mentioned often; Coffee Break, Patient Transport, 10% cut in carbon emissions
- Patients would like to see the following top 3 pieces of information on the screens
 - Clinic waiting times
 - Pregnancy information
 - Easier for handicapped and visually impaired to read
 - Others mentioned; More on help and support groups, glaucoma info