

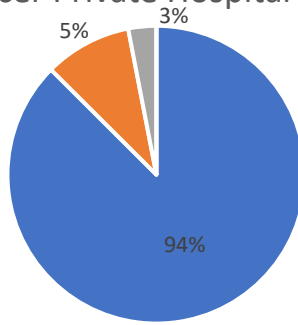


Canterbury

**Annual Patient Experience Report
(April 2025 - March 2026)**

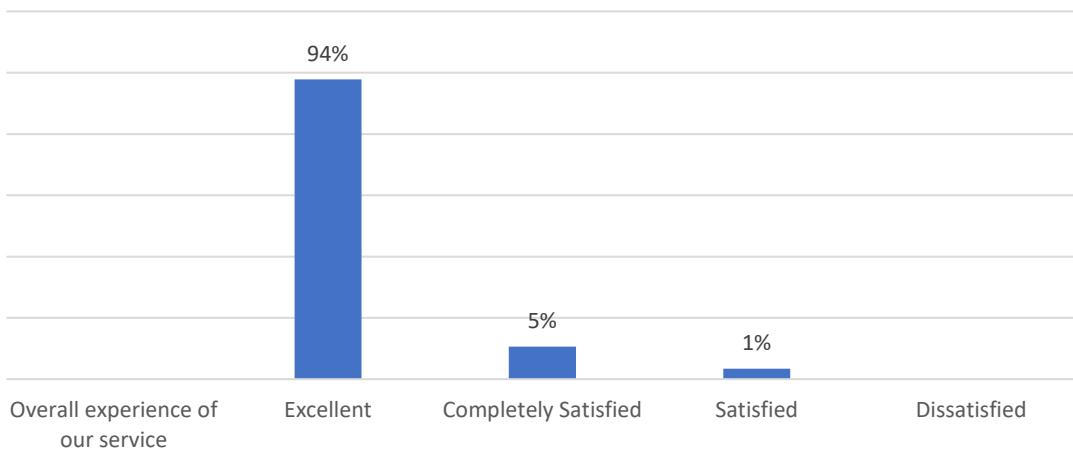


Patients overall experience of the service at The Spencer Private Hospital

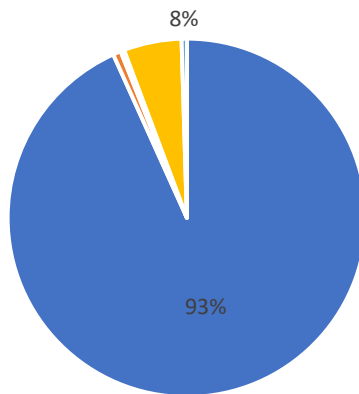


■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

Patients overall experience of the service at The Spencer Private Hospital

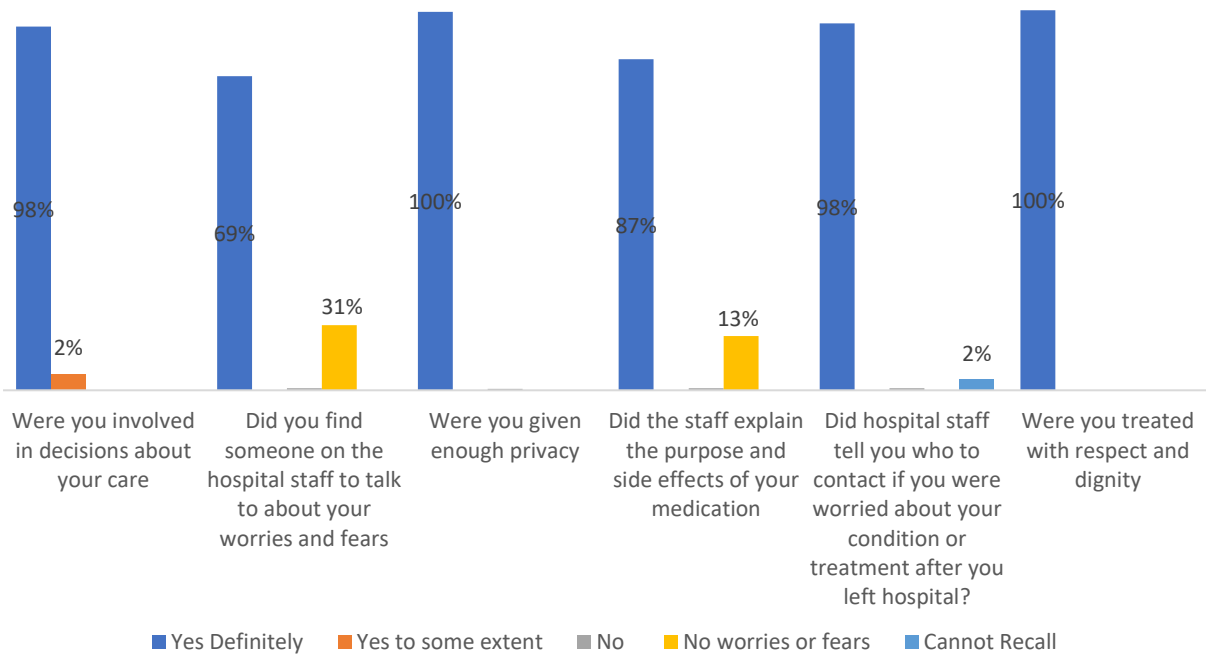


Patient satisfaction with nursing care

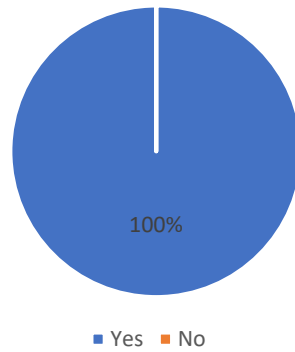


■ Yes Definitely ■ Yes to some extent ■ No ■ No worries or fears ■ Cannot Recall

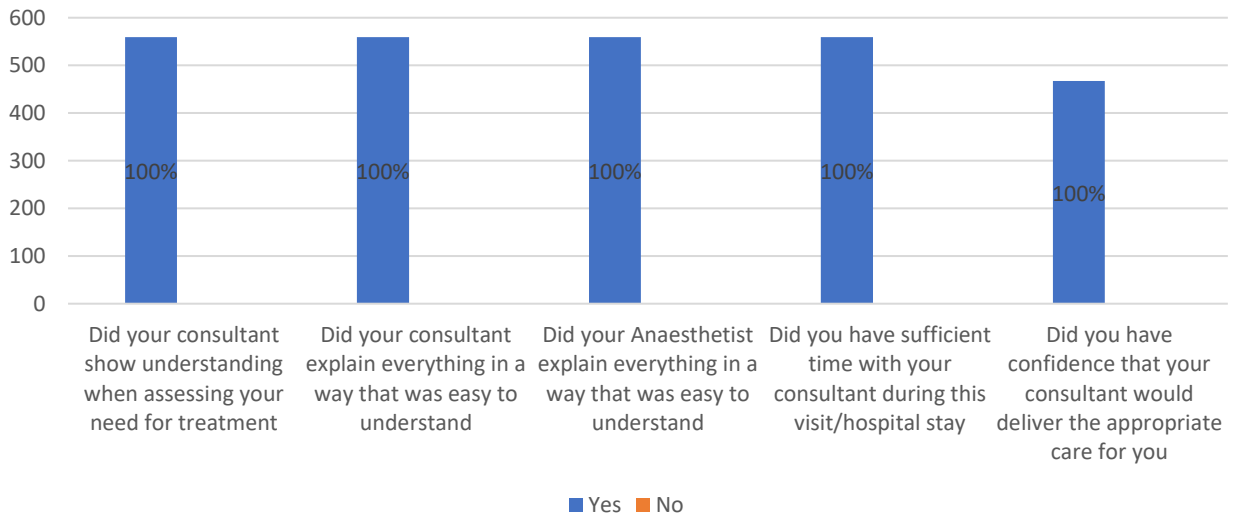
Patient satisfaction with Nursing care



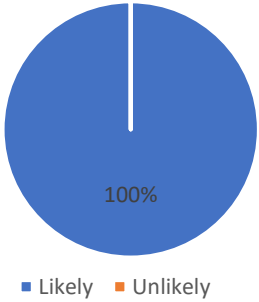
Patient satisfaction with Consultant care



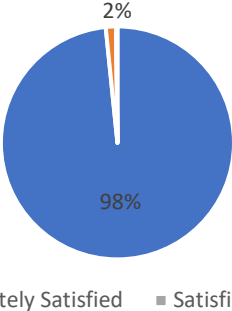
Patient satisfaction with Consultant care



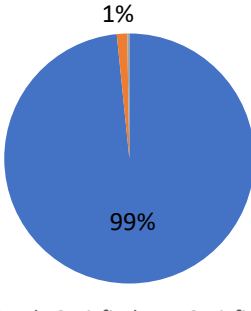
Likely to recommend Consultant to friends and family



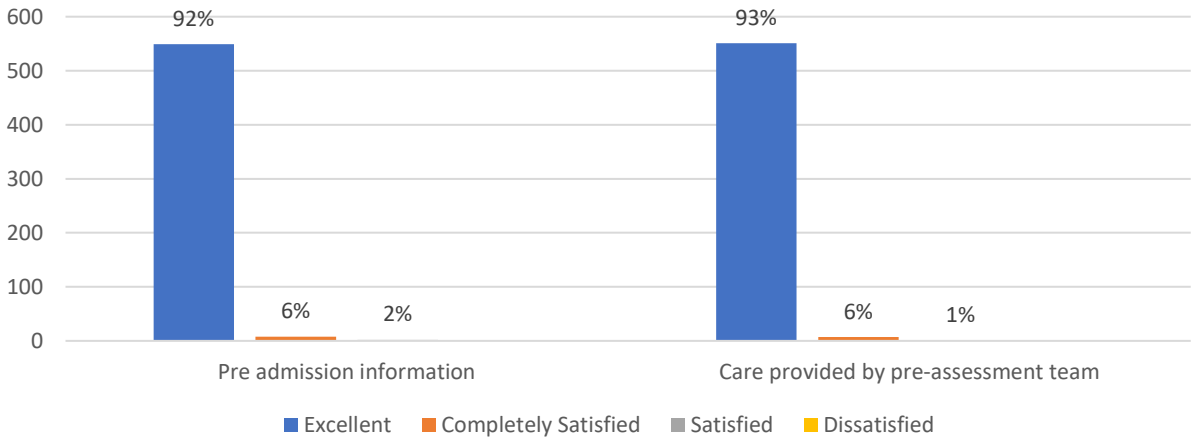
Patient satisfaction with administration processes



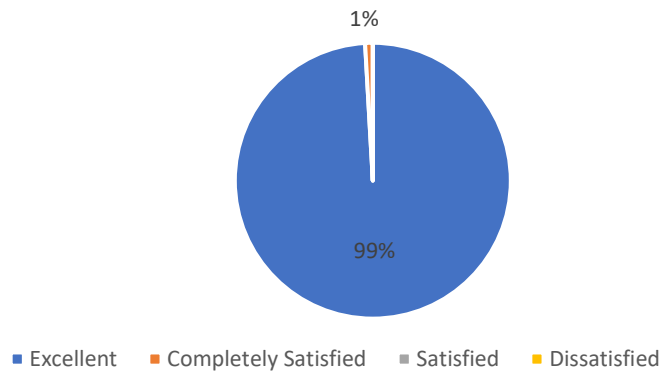
Patient satisfaction with pre-admission processes



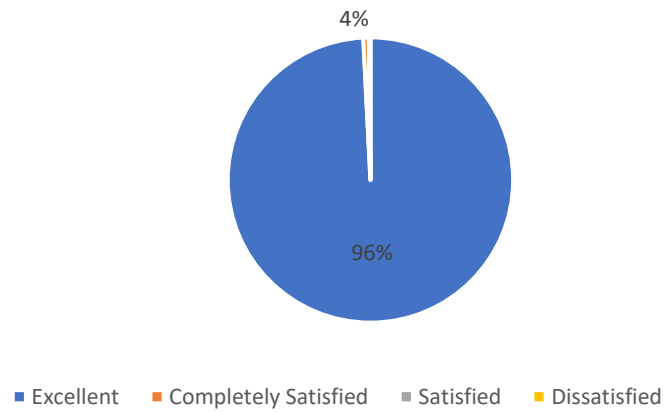
Patient satisfaction with pre-admission processes



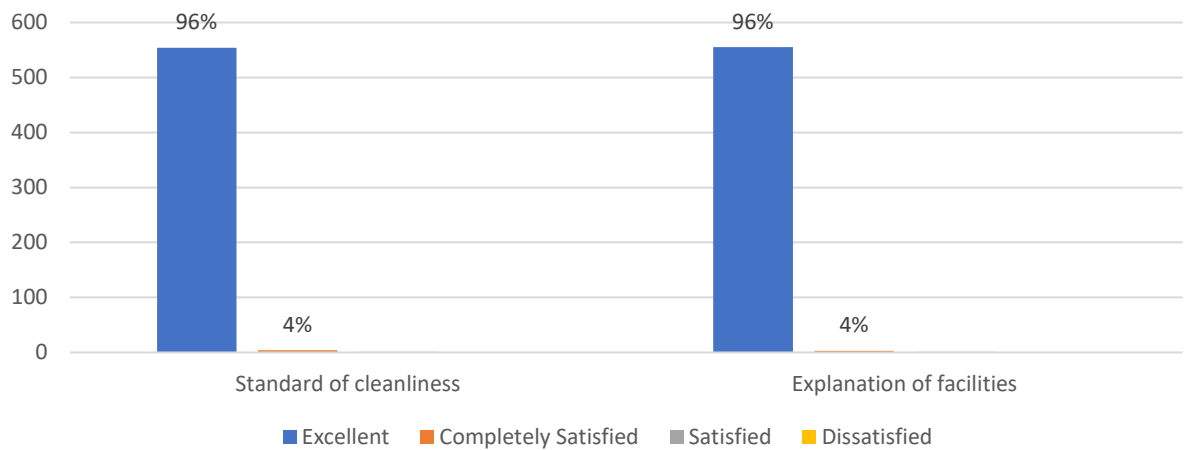
Patient satisfaction with admission processes



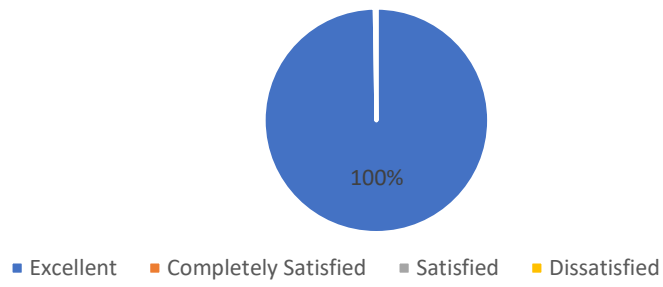
Patient satisfaction with accommodation



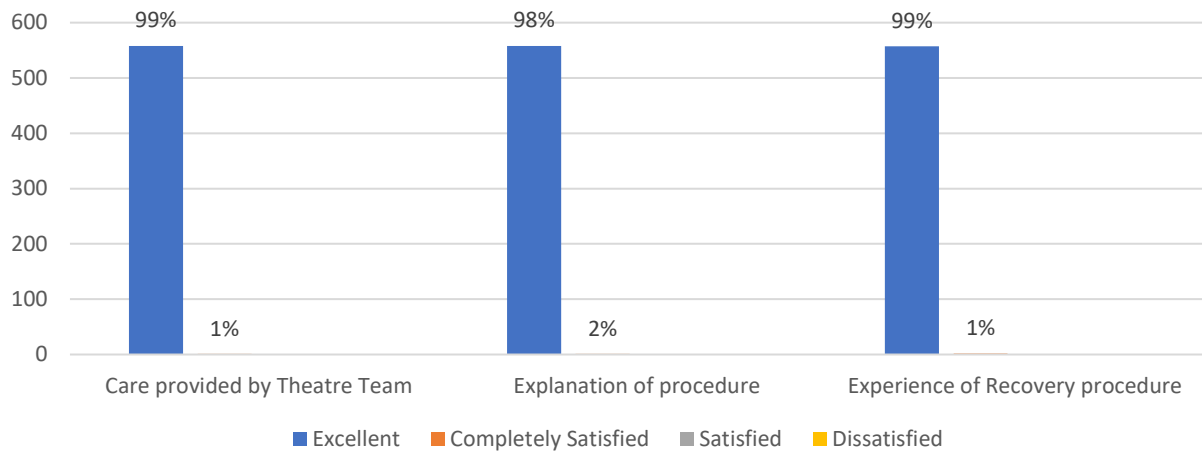
Patient satisfaction with accommodation



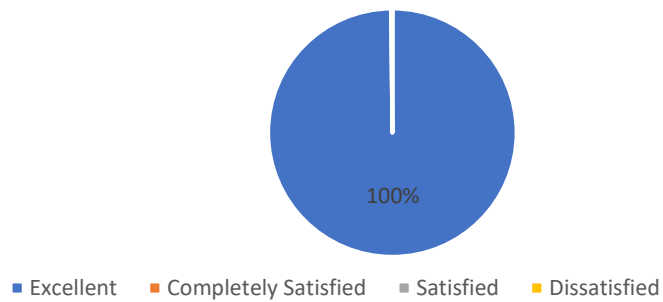
Patient satisfaction with theatre processes



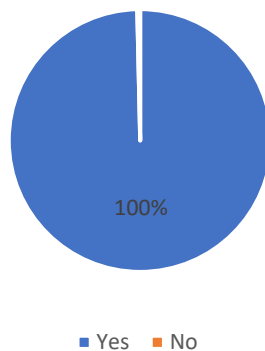
Patient satisfaction with theatre processes



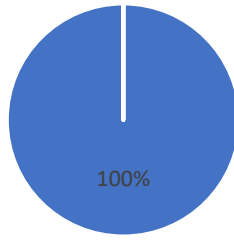
Patient satisfaction with nursing care



Patient satisfaction with catering services



Patient satisfaction with physiotherapy services



■ Yes ■ No

100%

Patient satisfaction with physiotherapy services

100%

100%

100%



Did you need Physiotherapy during your stay

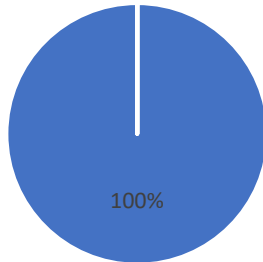
Were your questions answered fully

Did staff support with mobility

Were you provided with information on exercises on discharge

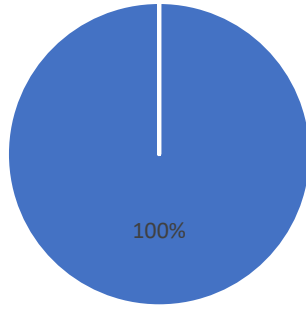
■ Yes ■ No

Patient satisfaction with physiotherapy



■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

Would you recommend SPH to family & friends



■ Yes ■ No

Patient Feedback