



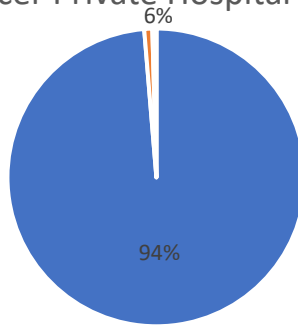
# Ashford

## Annual Patient Experience Report

(April 2025 - March 2026)

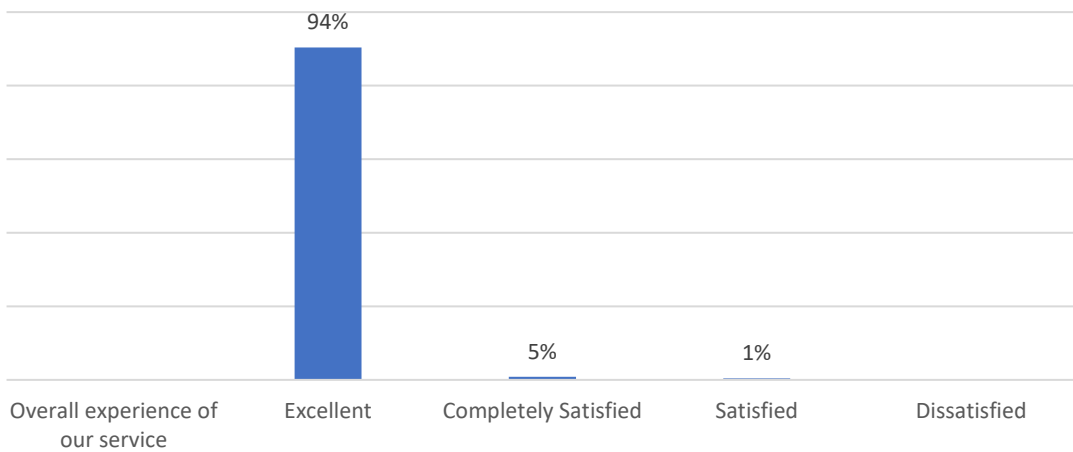


Patients overall experience of the service at  
The Spencer Private Hospital

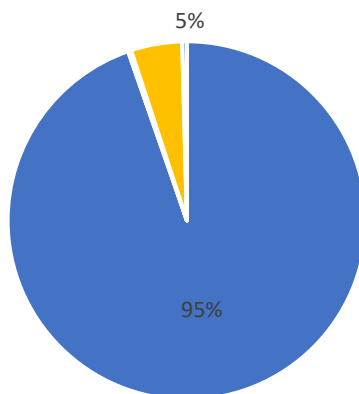


■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

Patients overall experience of the service at  
The Spencer Private Hospital

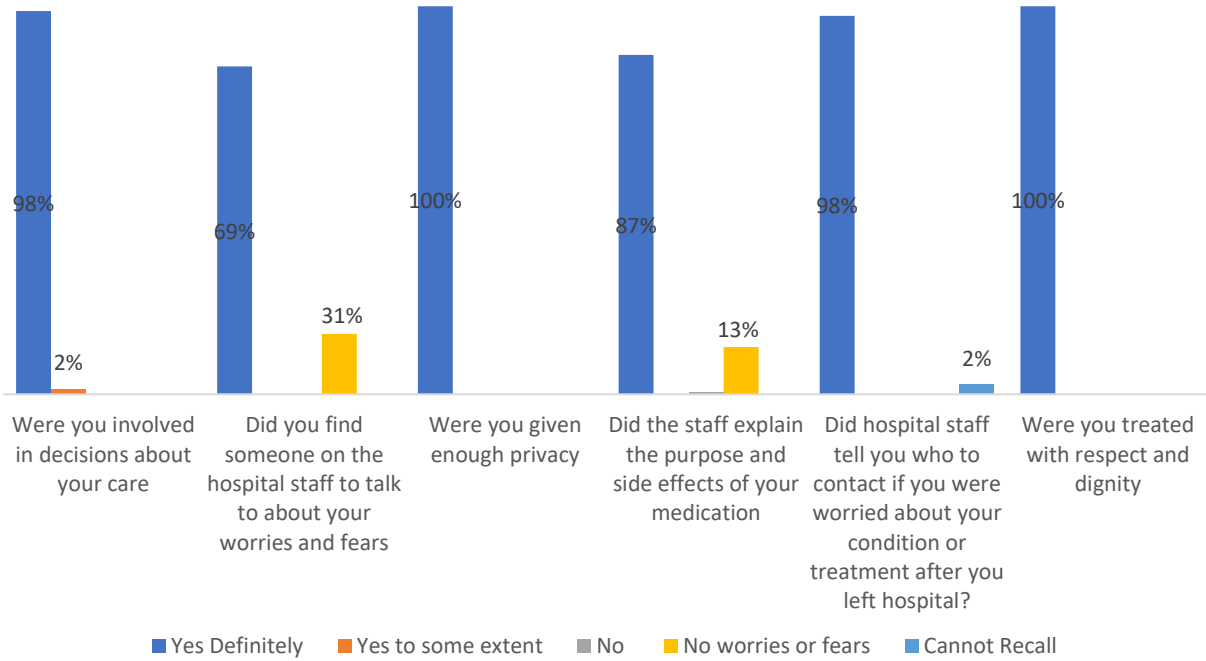


Patient satisfaction with nursing care

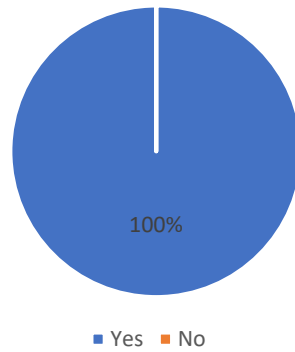


■ Yes Definitely ■ Yes to some extent ■ No ■ No worries or fears ■ Cannot Recall

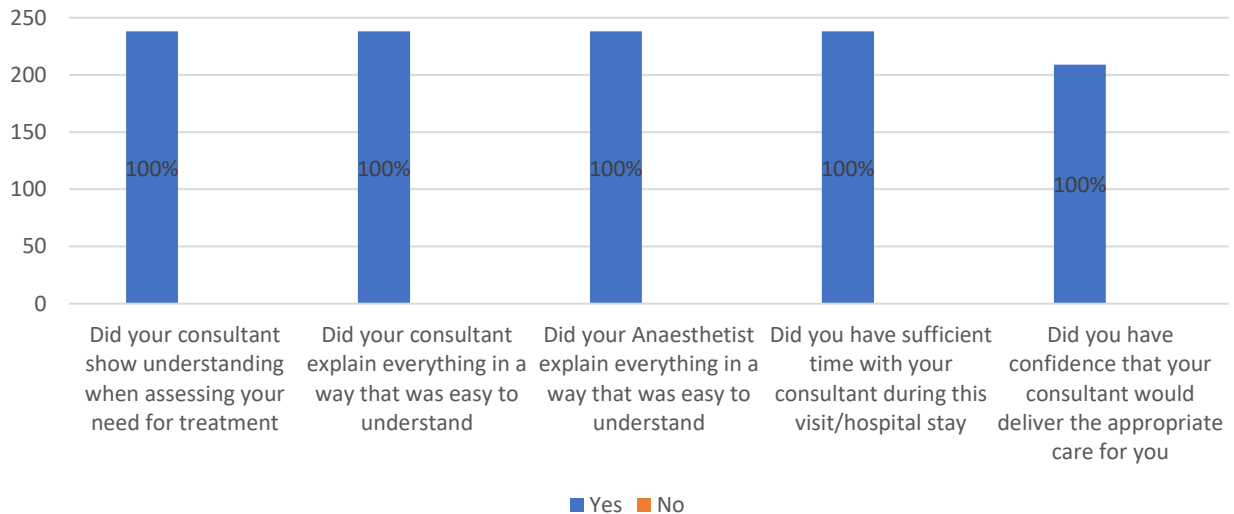
### Patient satisfaction with Nursing care



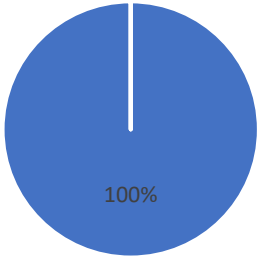
### Patient satisfaction with Consultant care



### Patient satisfaction with Consultant care

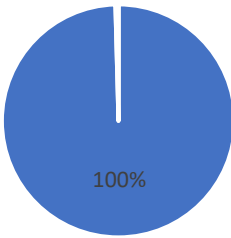


### Likely to recommend Consultant to friends and family



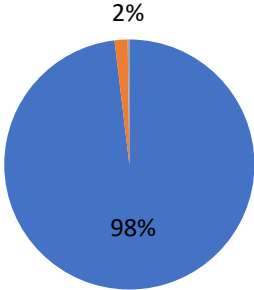
■ Likely ■ Unlikely

### Patient satisfaction with administration processes



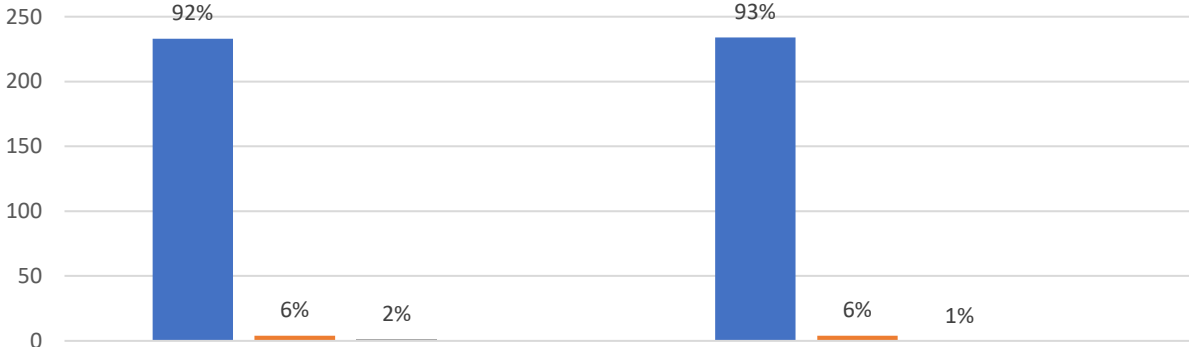
■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

### Patient satisfaction with pre-admission processes



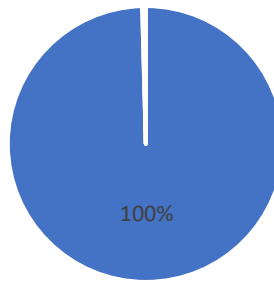
■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

### Patient satisfaction with pre-admission processes



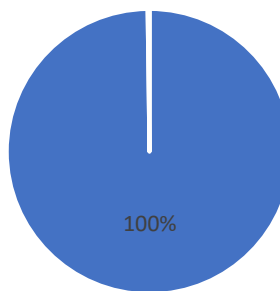
■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

### Patient satisfaction with admission processes



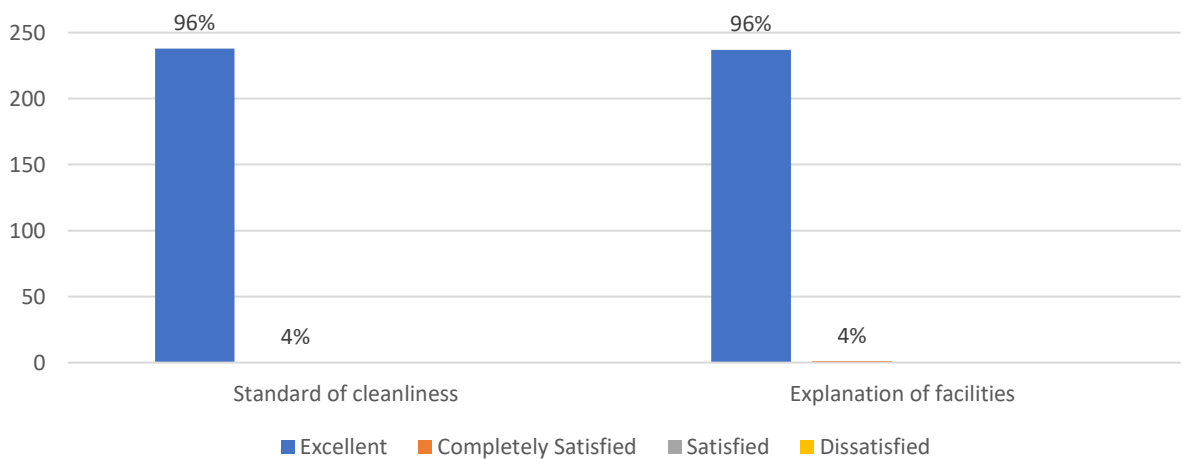
■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

### Patient satisfaction with accommodation

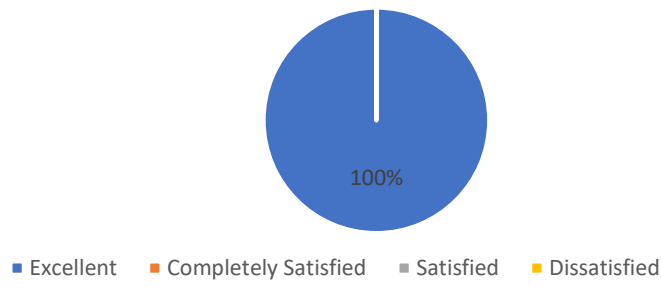


■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

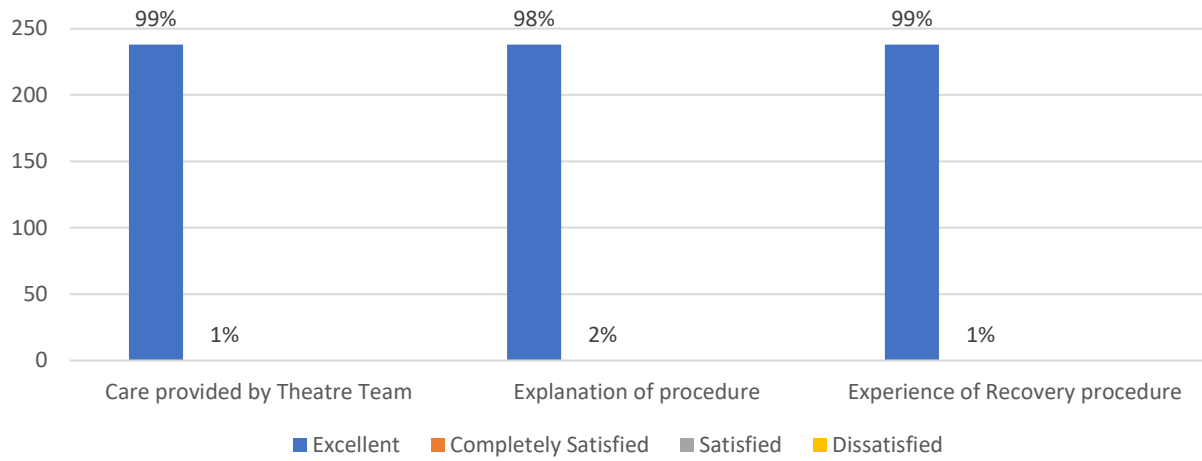
### Patient satisfaction with accommodation



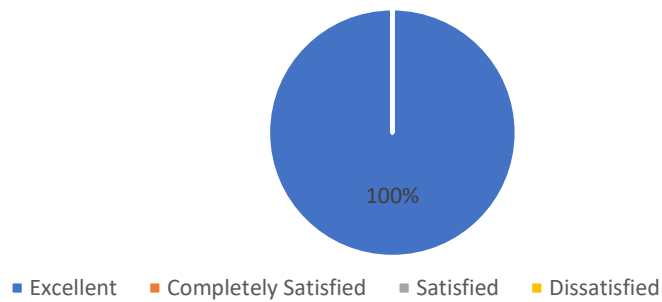
### Patient satisfaction with theatre processes



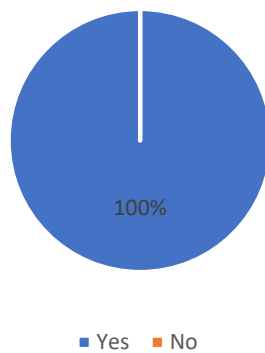
### Patient satisfaction with theatre processes



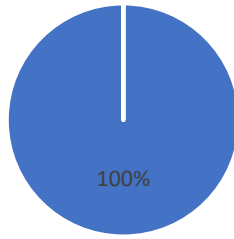
### Patient satisfaction with nursing care



### Patient satisfaction with catering services



### Patient satisfaction with physiotherapy services



■ Yes ■ No

100%

### Patient satisfaction with physiotherapy services



Did you need Physiotherapy during your stay

100%



Were your questions answered fully

100%



Did staff support with mobility

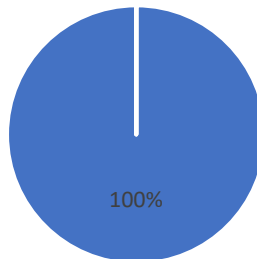
100%



Were you provided with information on exercises on discharge

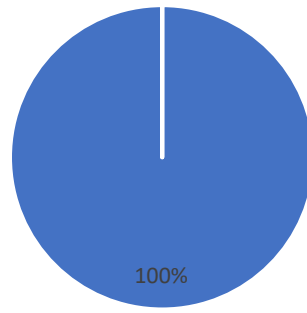
■ Yes ■ No

### Patient satisfaction with physiotherapy



■ Excellent ■ Completely Satisfied ■ Satisfied ■ Dissatisfied

Would you recommend SPH to family & friends



■ Yes ■ No

**Patient Feedback**

