## PATIENT EXPERIENCE

ENT		2025	NATIONAL SCORE
EMERALD	<b>Communication with Doctors</b>	89.00%	(79.22%)
EMERALD	<b>Communication with Nurses</b>	87.88%	(79.36%)
RUBY	Recommend the Hospital	83.33%	(70.54%)
RUBY	<b>Communication about Medicines</b>	75.86%	(61.36%)
RUBY	Response of Hospital Staff	<b>75.23</b> %	(62.96%)
DIAMOND	Hospital Environment - Quiet	78.18%	(57.66%)
EMERALD	Overall	79.94%	(70.71%)
EMERALD	Recommend the Agency	89.55%	(82.13%)
EMERALD	Care Issues	90.72%	(83.91%)
EMERALD	Facility Rating	95.24%	(88.77%)
IENT		2025	2024
BRONZE	Rate Hospital (9-10)	74.07%	(66.67%)
BRONZE	Hospital Environment - Quiet	78.18%	(72.22%)
GOLD	Recommend the Hospital	83.33%	(64.45%)
GOLD	Response of Hospital Staff	<b>75.23</b> %	(53.23%)
WARD		2025	
PLATINUM	Facility Rating	<b>95.24</b> %	
	EMERALD RUBY RUBY RUBY DIAMOND EMERALD WARD	EMERALD Communication with Doctors  EMERALD Communication with Nurses  RUBY Recommend the Hospital  RUBY Communication about Medicines  RUBY Response of Hospital Staff  DIAMOND Hospital Environment - Quiet  EMERALD Overall  EMERALD Recommend the Agency  EMERALD Care Issues  EMERALD Facility Rating  IENT  BRONZE Rate Hospital (9-10)  BRONZE Hospital Environment - Quiet  GOLD Response of Hospital Staff  WARD	EMERALD Communication with Doctors  EMERALD Communication with Nurses  RUBY Recommend the Hospital  RUBY Communication about Medicines  RUBY Response of Hospital Staff  DIAMOND Hospital Environment - Quiet  EMERALD Overall  EMERALD Recommend the Agency  EMERALD Care Issues  EMERALD Facility Rating  PS.24%  TENT  BRONZE Rate Hospital (9-10)  BRONZE Rate Hospital Environment - Quiet  GOLD Response of Hospital Staff  75.23%  WARD  2025



