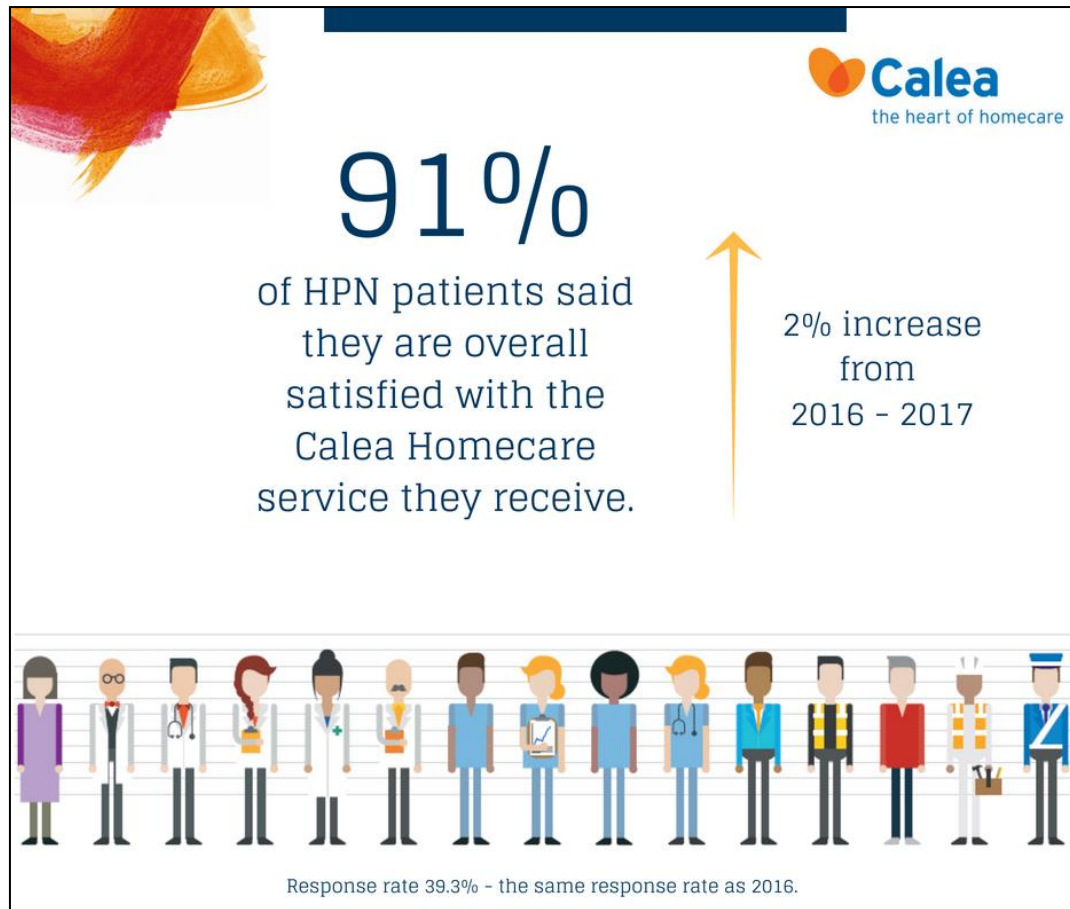
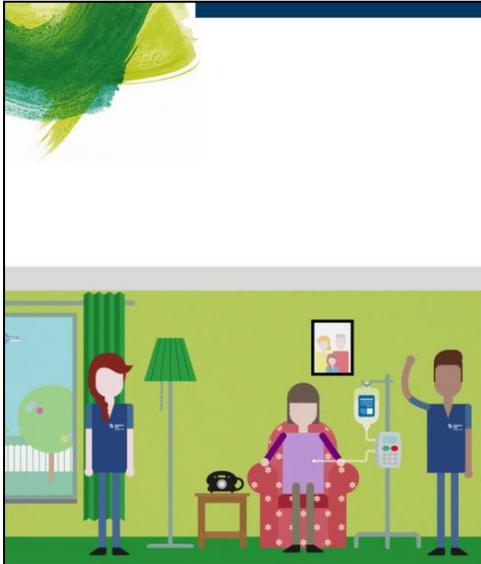




HPN Patient Survey Results 2017

Calea Homecare patient survey overview





97%
of HPN patients said
that their Calea
nurse treats them in
a polite and
respectful way.

Response rate 39.3% - the same response rate as 2016.

98%

of HPN patients said
that their Patient Care
Coordinators are friendly
and helpful



1%
increase from
2016 - 2017



Response rate 39.3% - the same response rate as 2016.



98%

of HPN patients said that their driver is always helpful and respectful.



3% increase from 2016 - 2017



Response rate 39.3% - the same response rate as 2016.

93%

of HPN patients said that their delivery arrives within the time advised.



Response rate 39.3% - the same response rate as 2016.

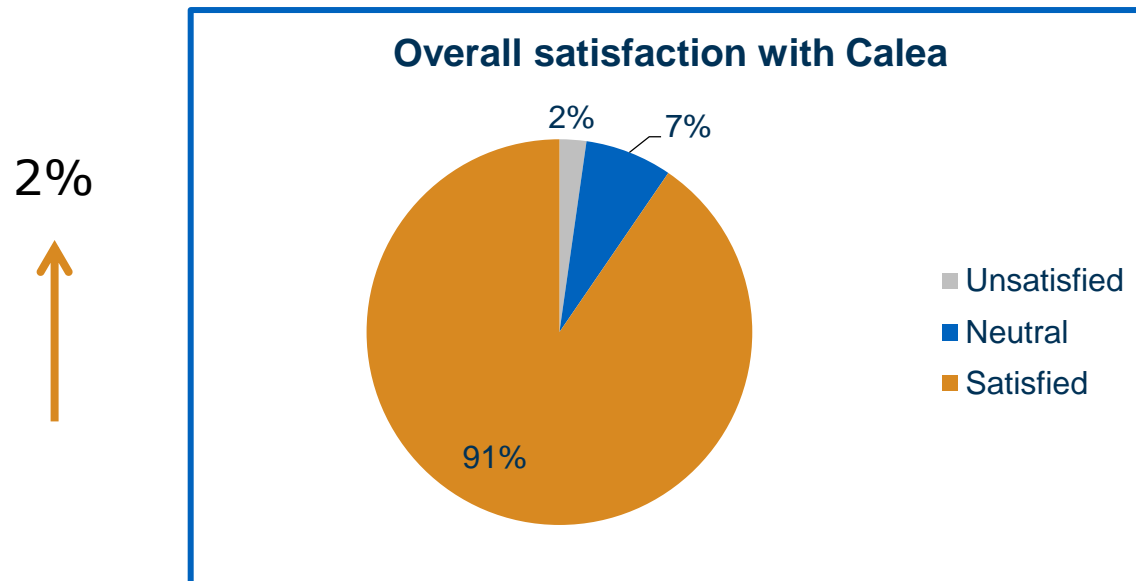


HPN patient survey results

- Response rate: 39.3%

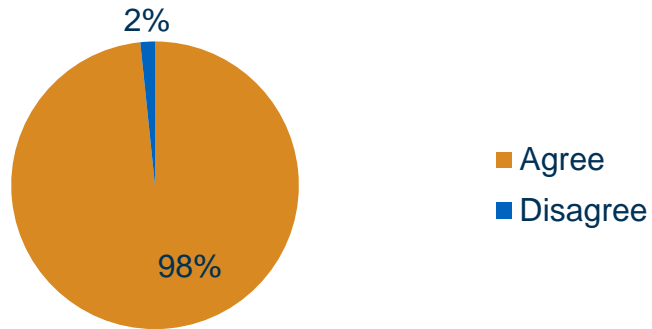
Top 3 most important aspects of Calea homecare:

- My delivery driver
- Punctuality of my deliveries
- My Patient Care Co-ordinator



HPN patient survey results - deliveries

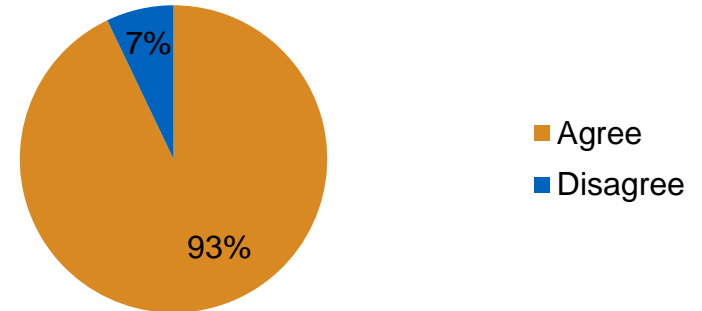
My delivery driver is always helpful and respectful



3%

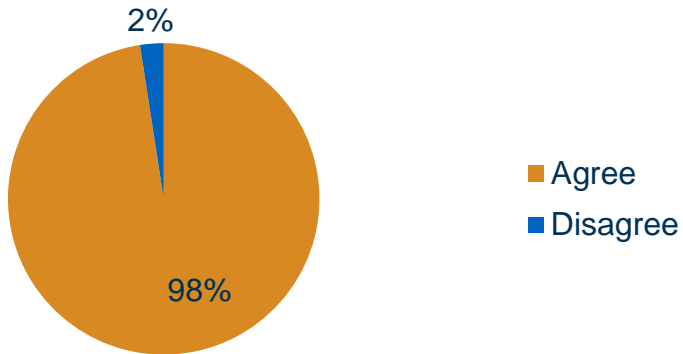


My delivery arrives within the time advised



HPN patient survey results – Patient Services / Nurses

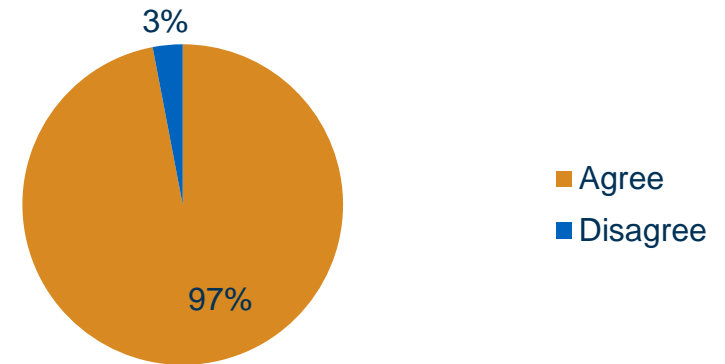
Calea Patient Care Co-ordinators are friendly and helpful



1%



The Calea Nurse treats me in a polite, respectful way



HPN patient survey results - like

Q10 What one thing do you most like about the Calea Homecare service and why?

- Polite and helpful
- 24 hour help line
- Friendliness
- Pleasant Patient Coordinator
- Reliable
- Friendly
- Caring for life
- Convenient deliveries
- Easy to contact
- Nurses



HPN patient survey results – friends and family test

Would you recommend Calea to a friend or family member?

