

Fresenius Kabi EN Homecare

Patient Survey Results 2017


Fresenius Kabi Patient Survey



**FRESENIUS
KABI**


caring for life

Overview of the Enteral Nutrition Homecare Service Results





98.61%

of EN Homecare patients
said that the
Fresenius Kabi Homecare
provided is of a very high
standard




Response rate 23.78%





99.38%

of EN Homecare patients
said that the
Fresenius Kabi Homecare team
act professionally.




Response rate 23.78%




98.97%

of EN Homecare patients
said that the
Fresenius Kabi Homecare team
respond promptly to calls.




Response rate 23.78%



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95.86%
of EN Homecare patients
said that their Homecare
Nurse provides them with
excellent advice and
training.




Homecare
care that's always there

Response rate 23.78%

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98.55%
of EN Homecare patients
said that their Homecare
Nurse listens and explains
clearly to them.




Homecare
care that's always there

Response rate 23.78%

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98.35%
of EN Homecare patients
said that their Homecare
delivery driver is always
friendly.




Homecare
care that's always there

Response rate 23.78%

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96.96%
of EN Homecare patients
said that their Homecare
delivery arrives on the
agreed day.



Homecare
care that's always there

Response rate 23.78%

Area	Overall Results
Response Rate %	23.78% (3.78% higher than 2016)
Overall service satisfaction	97.44%

Satisfaction

All

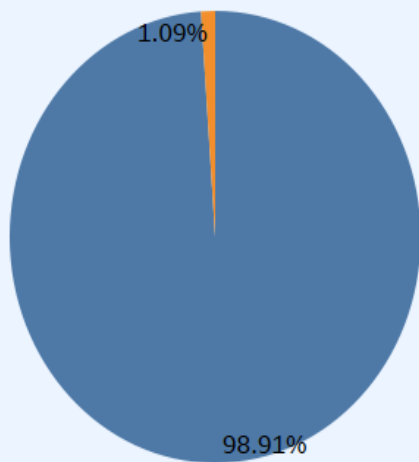
(All) ▾

1,191 Responses

Overall reaction to statements

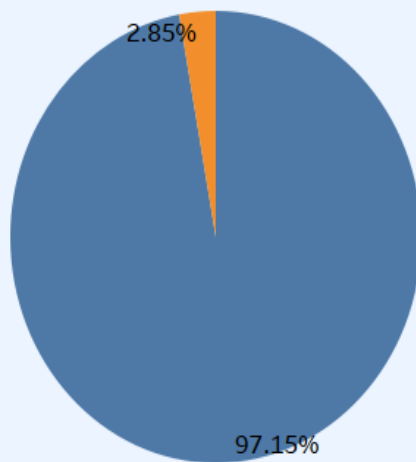
Homecare

Agree & Strongly Agree	9,927	98.91%
Disagree & Strongly Disagree	109	1.09%



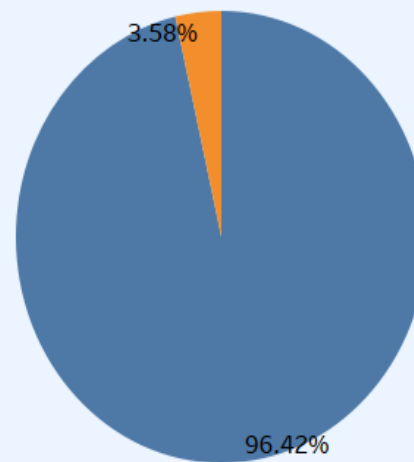
Nursing

Agree & Strongly Agree	4,096	97.15%
Disagree & Strongly Disagree	120	2.85%



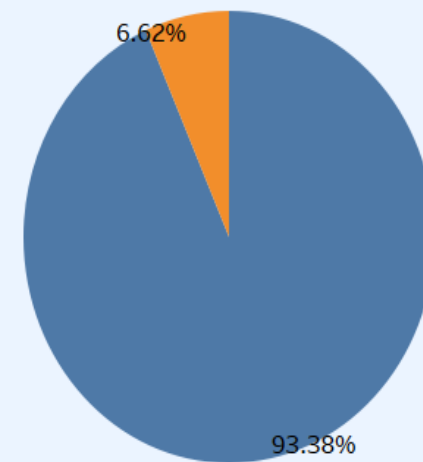
Deliveries

Agree & Strongly Agree	4,089	96.42%
Disagree & Strongly Disagree	152	3.58%



Dieticians

Agree & Strongly Agree	4,701	93.38%
Disagree & Strongly Disagree	333	6.62%



Overall Reactions

All

(All) ▾

1,191 Responses

Overall reaction to all statements in all categories

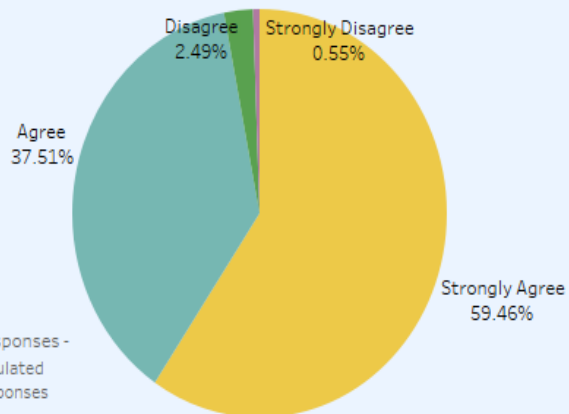
Strongly Agree	13,989	59.46%
Agree	8,824	37.51%
Disagree	585	2.49%
Strongly Disagree	129	0.55%

If you have Friends or Family who needed similar care or treatment, would you recommend our service to them?

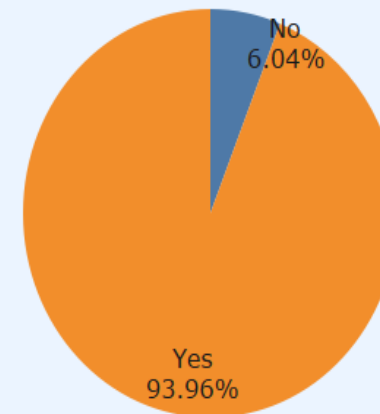
Yes	886	93.96%
No	57	6.04%

<no response>

220



30,416
Total possible responses -
Percentages calculated
excluding null responses



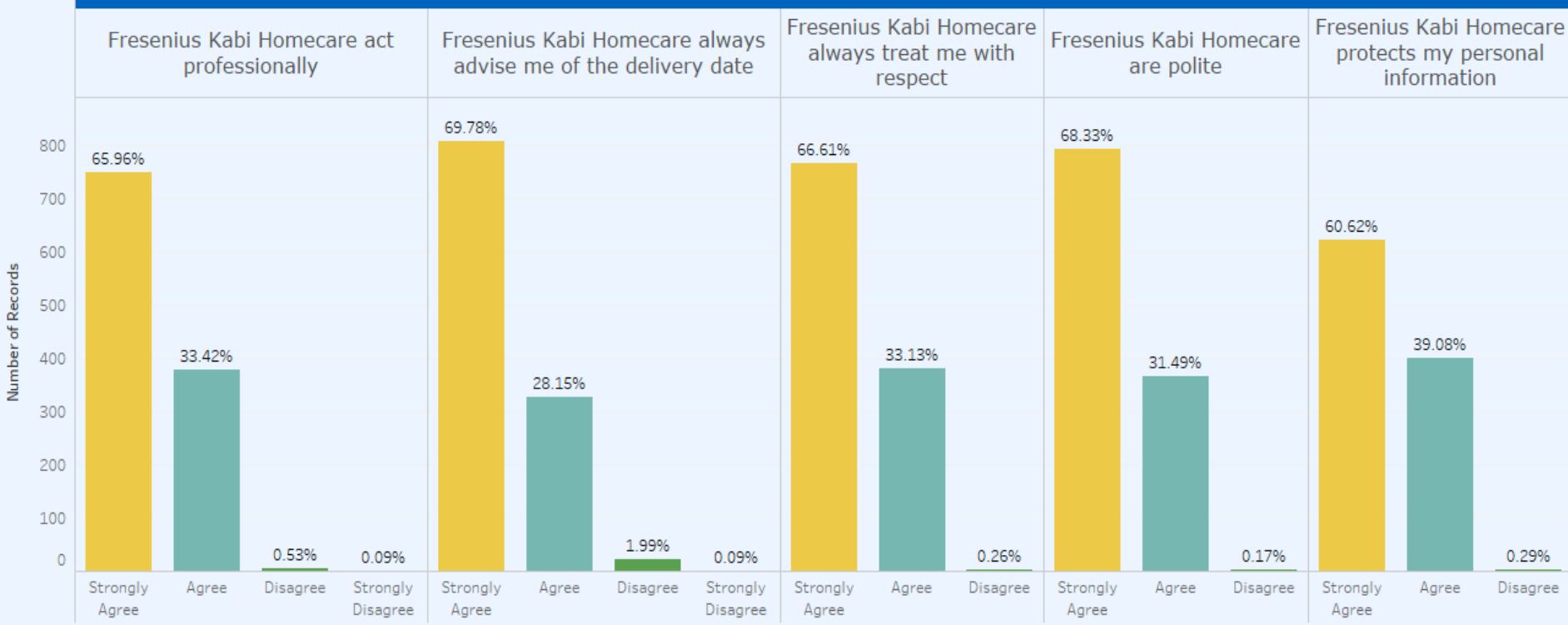
Results for Homecare

All

(All)

1,191 Responses -
Percentages calculated
excluding null responses

Thinking about the Fresenius Kabi Homecare Service, please state below how much you agree with the following statements:



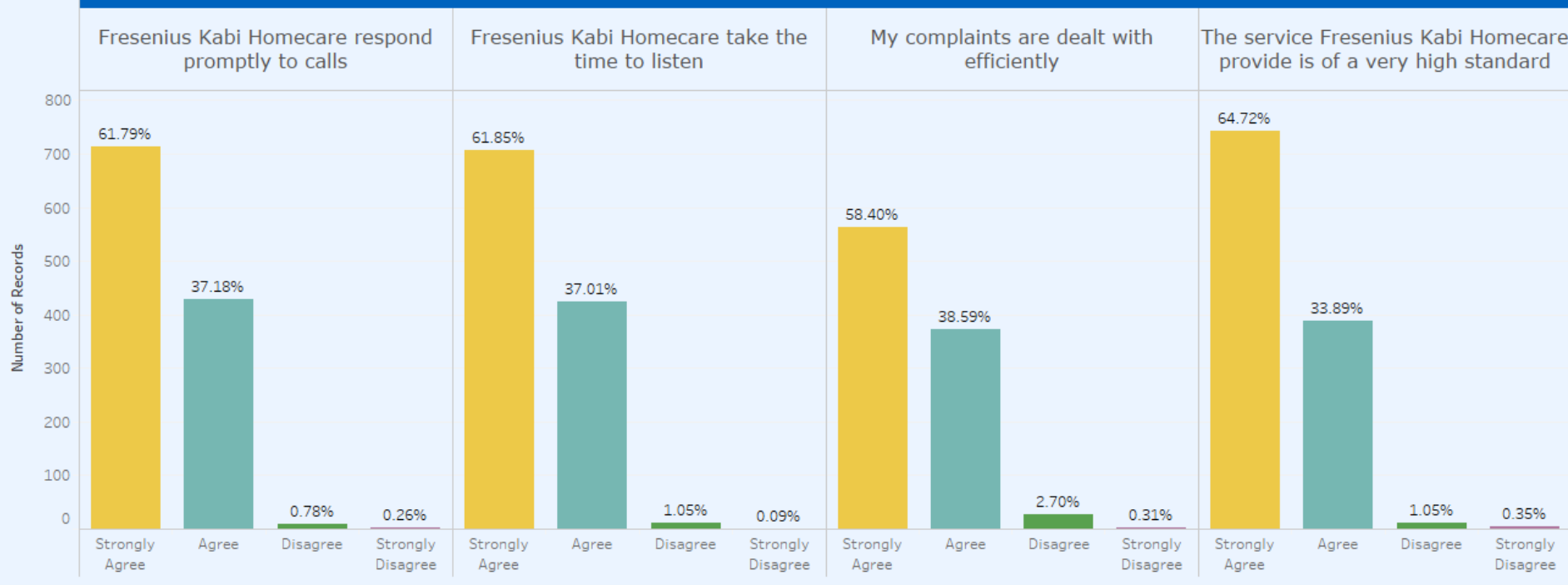
Results for Homecare

All

(All)

1,191 Responses -
Percentages calculated
excluding null responses

Thinking about the Fresenius Kabi Homecare Service, please state below how much you agree with the following statements:



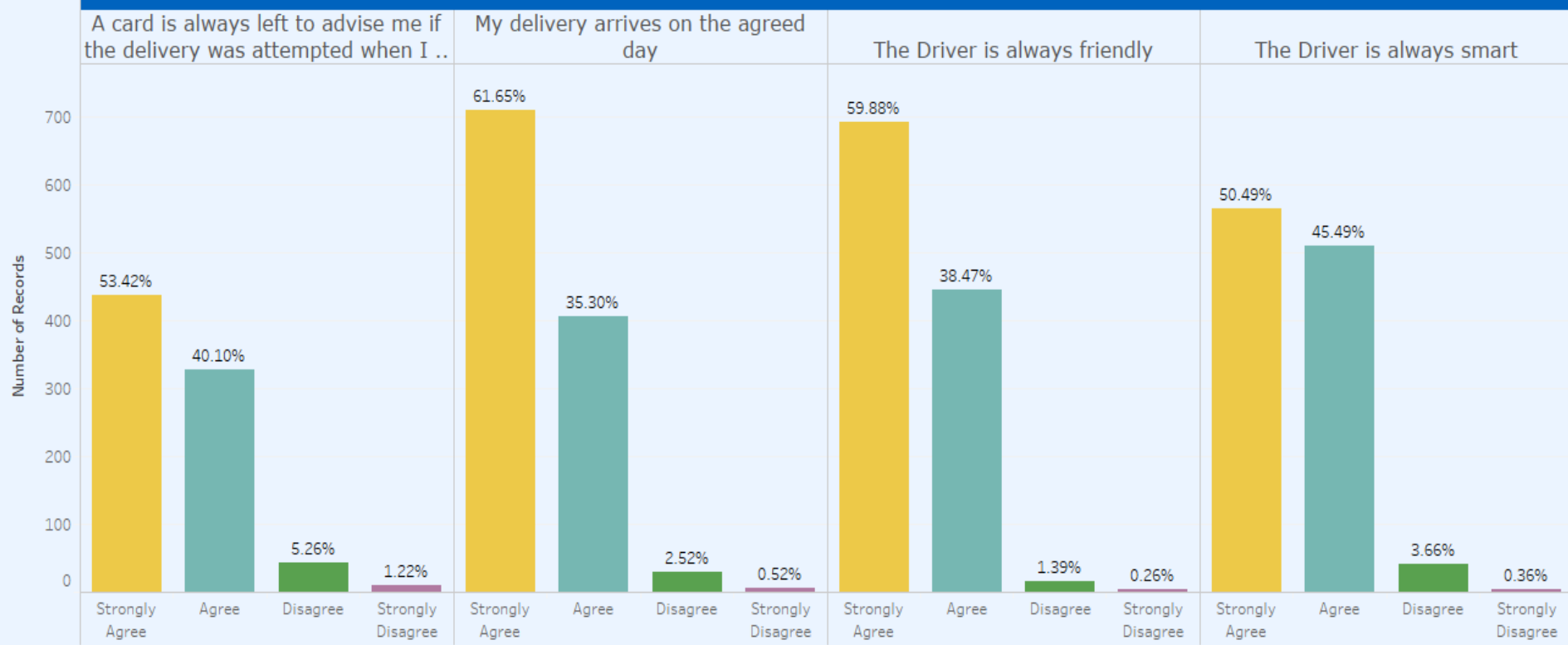
Results for Deliveries

All

(All) ▾

1,191 Responses -
Percentages calculated
excluding null responses

Thinking about deliveries, please state below how much you agree with the following statements:



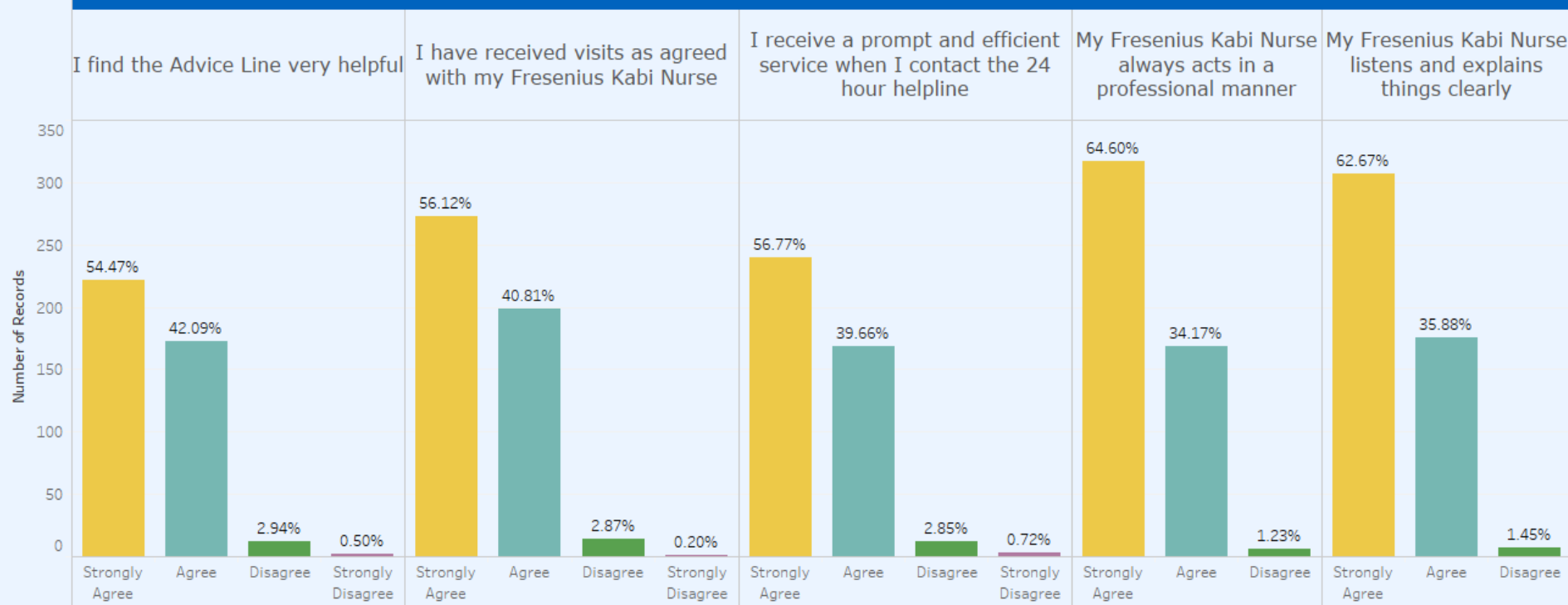
Results for Nursing

All

(All)

1,191 Responses -
Percentages calculated
excluding null responses

Please state below how much you agree with the following statements:



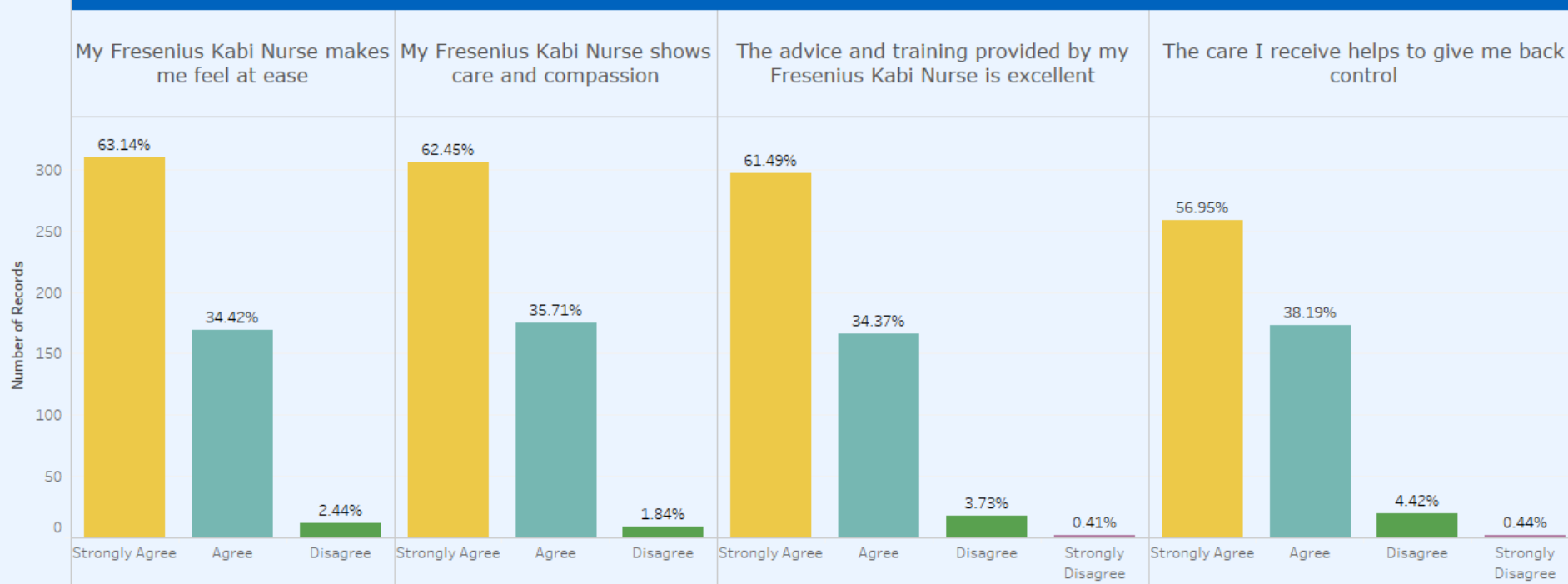
Results for Nursing

All

(All)

1,191 Responses -
Percentages calculated
excluding null responses

Please state below how much you agree with the following statements:



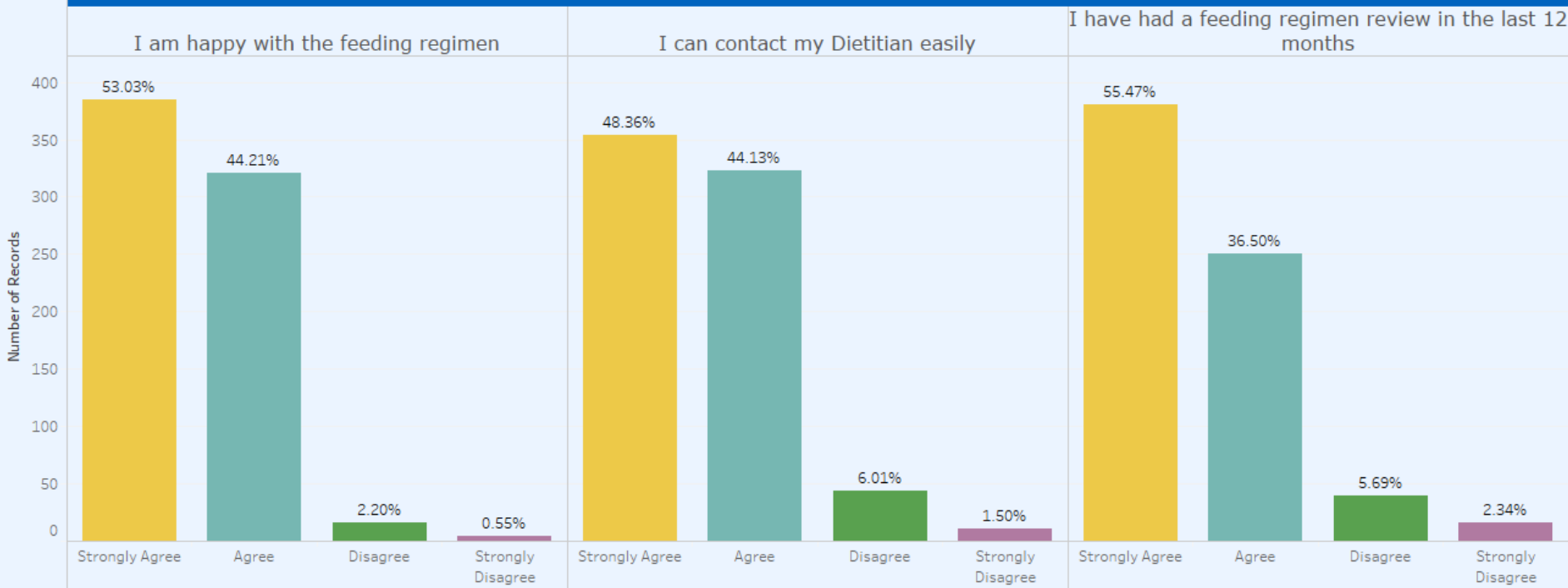
Results for Hospital / Community Dietitians

All

(All) ▾

1,191 Responses -
Percentages calculated
excluding null responses

Thinking about your Hospital / Community Dietitian, please state below how much you agree with the following statements:



Results for Hospital / Community Dietitians

All

(All)

1,191 Responses - Percentages calculated excluding null responses

Thinking about your Hospital / Community Dietitian, please state below how much you agree with the following statements:

