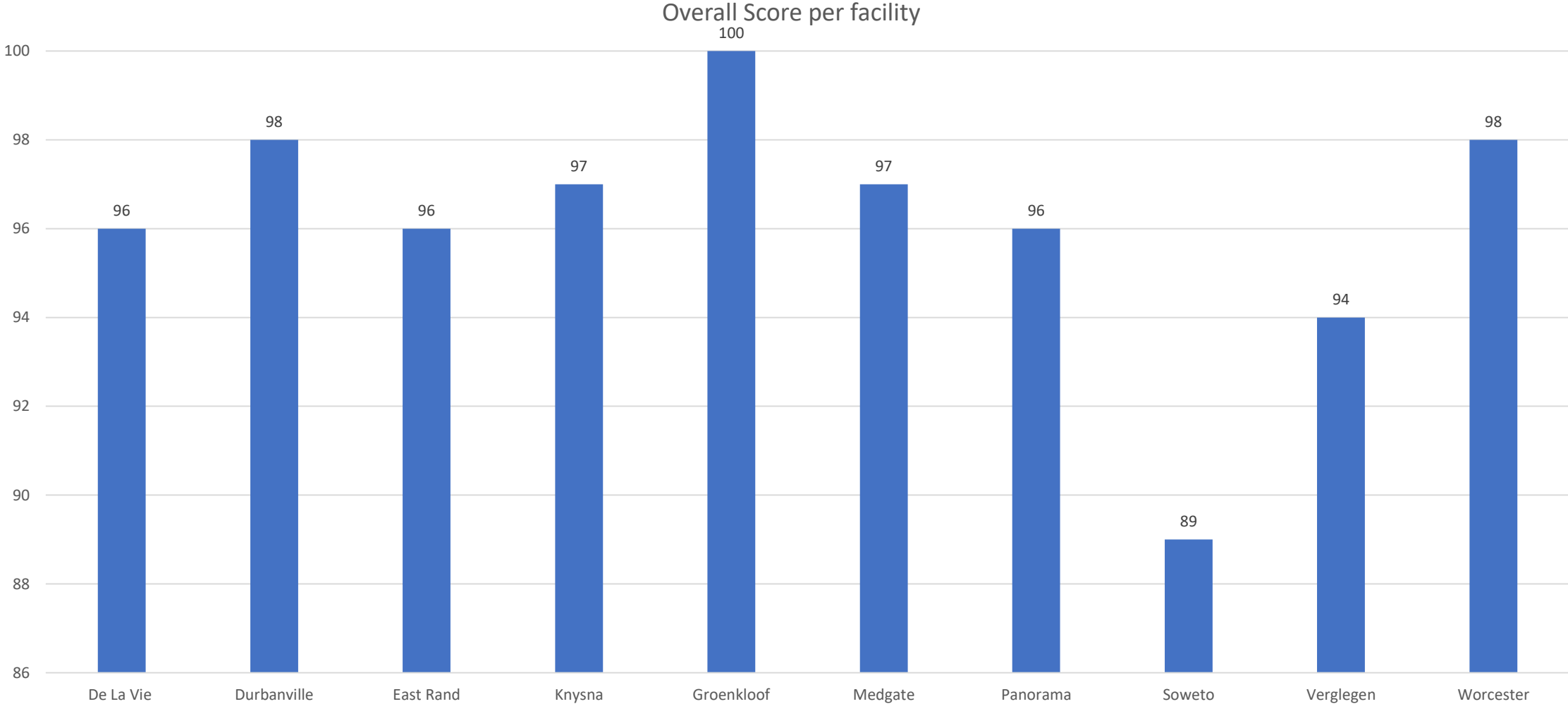
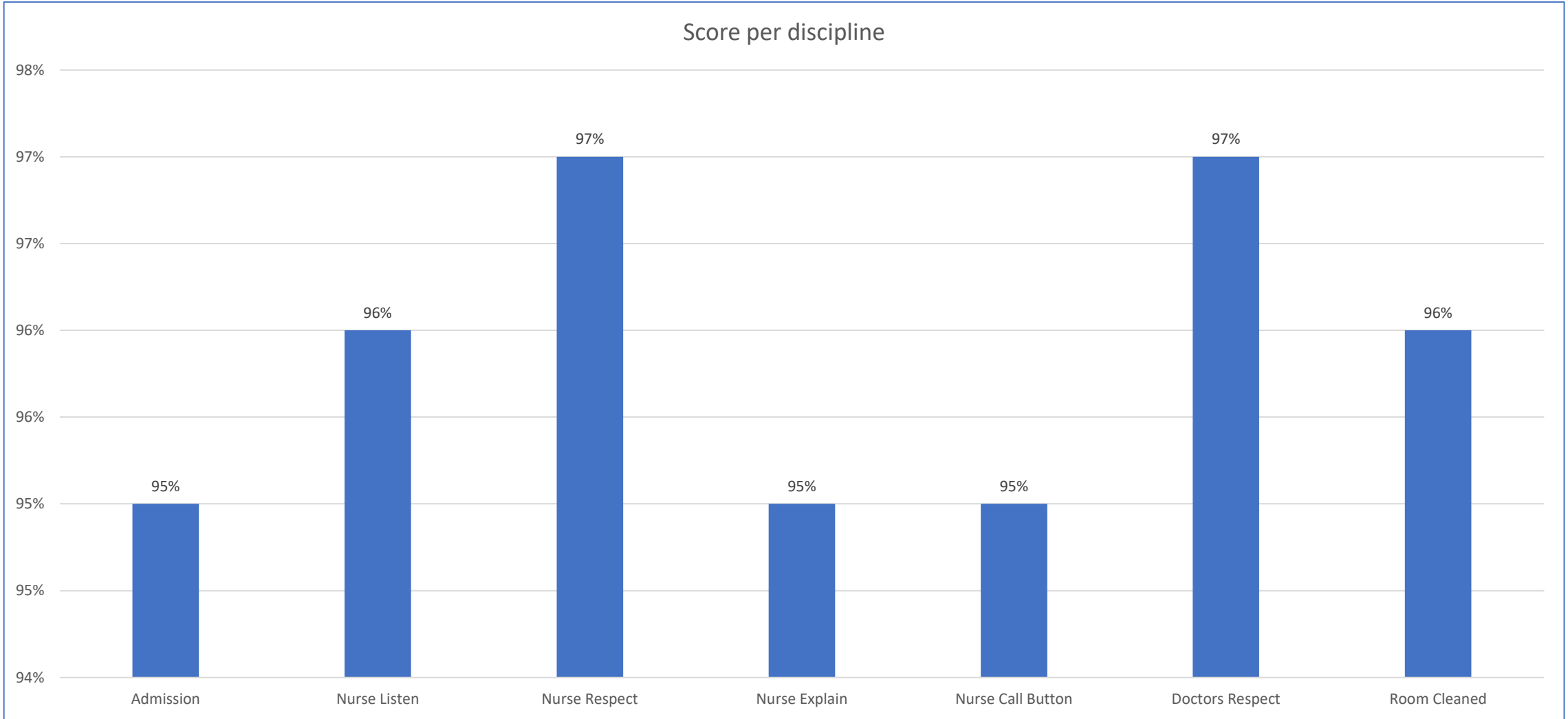


# Patient Satisfaction Survey Results February 2020







Would you recommend this hospital to your friends and family?	Which of our twelve day hospitals were you admitted at?	Please complete the section below for any complaint/compliment.
Yes	Advanced De La Vie Day Hospital	Excellent
Yes	Advanced De La Vie Day Hospital	Excellent service
Yes	Advanced De La Vie Day Hospital	Excellent service
Yes	Advanced De La Vie Day Hospital	Fantastic nursing staff Staff excellent
Yes	Advanced De La Vie Day Hospital	
Yes	Advanced Durbanville Surgical Centre	Best service ever
Yes	Advanced Durbanville Surgical Centre	Compliment - I work at a Hospital, but your Durbanville Surgical Advanced centre is hands down the most beautiful, efficient and friendly Centre I have ever been to. Great service, excellent efficient staff. Well done!!!
Yes	Advanced Durbanville Surgical Centre	Excellent friendly staff.
Yes	Advanced Durbanville Surgical Centre	Good facility and staff made me feel comfortable and at ease.
Yes	Advanced Durbanville Surgical Centre	I am unhappy that another child was taken to theatre before our 8day old baby!!! Even though we were first on the list.
Yes	Advanced Durbanville Surgical Centre	I have never felt so well cared for at any other hospital that I have attended. The staff are wonderfully "human" and reassuring but still utterly professional and efficient. I am so grateful for the loving care I got. Thank you.
Yes	Advanced Durbanville Surgical Centre	I was treated well, I honestly can't complain
Yes	Advanced Durbanville Surgical Centre	Keep up the good work
Yes	Advanced Durbanville Surgical Centre	Most impressive service and a very positive experience overall.
Yes	Advanced Durbanville Surgical Centre	Nurse's were amazing, made me laugh which in turn took my mind off op.
Yes	Advanced Durbanville Surgical Centre	Post recovery advice will be helpful.
Yes	Advanced Durbanville Surgical Centre	The nursing staff is excellent
Yes	Advanced Durbanville Surgical Centre	The staff was wonderful from checking in to leaving ,such pleasant experience
Maybe	Advanced Durbanville Surgical Centre	The ward was a little too noisy and having to wait 4 hours before surgery a bit too long.
Yes	Advanced Durbanville Surgical Centre	This was my third time. It felt like home away from home
Yes	Advanced Durbanville Surgical Centre	Your staff is excellent They really know their job. I'm really happy.
Yes	Advanced East Rand Day Hospital	Everyone from the cleaners to the top staff were very polite and welcoming . Treated everyone with love, care and respect
Yes	Advanced East Rand Day Hospital	I just want to say to all staff a very big thank you ... to have made my short stay a very welcome one..
Yes	Advanced East Rand Day Hospital	I would like to compliment nurse Kele, she was extremely friendly, helpful and made the whole process a lot less stressful with her bubbly personality
Yes	Advanced East Rand Day Hospital	I would recommend this clinic to everyone!!! 20/10 For out of this world service!!! Thank u
Yes	Advanced East Rand Day Hospital	Improve on explaining to customers what effects to look for after surgery
Yes	Advanced East Rand Day Hospital	Ive been to you facility twice, once to accompany a friend and once as a patient and both times the staff and doctors were extremely helpful and friendly. Any questions and assistance needed dealt with immediately and professionally. I will gladly visit and recomend your facility any time
Yes	Advanced East Rand Day Hospital	Pleasant experience
Yes	Advanced East Rand Day Hospital	Staff could assist with completing paperwork

Would you recommend this hospital to your friends and family?	Which of our twelve day hospitals were you admitted at?	
		Please complete the section below for any complaint/compliment.
Yes	Advanced East Rand Day Hospital	Staff very friendly and helpful, much appreciated
Yes	Advanced East Rand Day Hospital	Staff were awesome
		Thank you Dr. Schutte for your efficiency, professionalism and care. He has been my surgeon for many years and I have always received the best treatment he is one in a million. Treating all his patients with dignity and respect.
		Thank you to Margie and Geraldine for always providing the utmost best patient care. Both ladies always goes the extra mile when it comes to the administrative part. You rock!!!
		Thank you Sr Barbara Oglesby never a dull moments when she's around ensuring that I'm always comfortable and cracking a joke before my procedure. This really helps to remain calm.
Yes	Advanced East Rand Day Hospital	A big thanks to Romeo as well for his kind assistance, friendliness and going the extra mile.
Yes	Advanced East Rand Day Hospital	The nursing staff and facility was really excellent! This was my first (ever) hospital admission, so i was very nervous. But the entire team and staff was truly amazing, friendly, caring, and really just made the entire experience great. Well done to the wonderful team of nursing staff - every person that i had contact with, was really wonderful! Thank you for offering such incredible care!
Yes	Advanced East Rand Day Hospital	This hospitaal treat me with respect.
Yes	Advanced East Rand Day Hospital	This was the most professional, upbeat and amazing experience I have ever had. Friendly and efficient staff, beautiful amenities and professional doctors. A big well done to everyone.
Yes	Advanced East Rand Day Hospital	Your check in procedure needs attention, giving the patient a file of documents to complete was an unpleasant surprise!
Yes	Advanced East Rand Day Hospital	Your reception is very good and efficient. Makes the whole stay good from the time you enter the building
Yes	Advanced Knysna Surgical Centre	After the op there was no laxative administered nor was there one prescribed
Yes	Advanced Knysna Surgical Centre	Excellent experience as always!
Yes	Advanced Knysna Surgical Centre	I was very impressed on all levels.
Yes	Advanced Knysna Surgical Centre	Thank you very much to the clinical staff for the kind and professional treatment I received
Yes	Advanced Medgate Day Hospital	Debbie awesome job
Yes	Advanced Medgate Day Hospital	Excellent service all round.
Yes	Advanced Medgate Day Hospital	Excellent service,thank you!!
Yes	Advanced Medgate Day Hospital	Friendly, clean and professional
Yes	Advanced Medgate Day Hospital	Friendly, clean and professional
Yes	Advanced Medgate Day Hospital	I have been to so many private hospitals and I have never received such amazing professional treatment and would recommend this day clinic to anyone From the minute I walked in was treated with so much respect and love
Yes	Advanced Medgate Day Hospital	None thank you very much great experience.
Yes	Advanced Medgate Day Hospital	None thank you very much great experience. Adri is an excellent nurse
Yes	Advanced Medgate Day Hospital	Sister Debbie and Lenie is such special people. Dr Kiss and Dr Rathansamy was excellent. Thank you for everything. And for the tea lady... Coffee was so so lekker. Also thank you for Happiness for the good service.
Yes	Advanced Medgate Day Hospital	The hospital was one of the best hospital I have been to. The staff were exemplary . Debbie keep me informed the whole time and made me comfortable. Will recommend should the need arise.
Yes	Advanced Medgate Day Hospital	The service was outstanding just excellent super dooper fast and very helpful
Yes	Advanced Medgate Day Hospital	Very caring staff
Yes	Advanced Medgate Day Hospital	Very friendly and helpful a step above the rest
Yes	Advanced Medgate Day Hospital	Very professional
Yes	Advanced Panorama Surgical Centre	Amazing service. Made my experience a pleasure and the staff kept me calm and informed. Felicity is a super star!!!!!!
Yes	Advanced Panorama Surgical Centre	Baie vriendelike personeel.
Yes	Advanced Panorama Surgical Centre	Best toasties!
Yes	Advanced Panorama Surgical Centre	Can recommend it any time!!

Would you recommend this hospital to your friends and family?	Which of our twelve day hospitals were you admitted at?	Please complete the section below for any complaint/compliment.
Yes	Advanced Panorama Surgical Centre	Lovely kind staff
Yes	Advanced Panorama Surgical Centre	Staff attitude was great.
Yes	Advanced Panorama Surgical Centre	Staff very welcoming, friendly, polite and helpful. A short but pleasurable experience
Yes	Advanced Panorama Surgical Centre	The service and friendliness received from the staff was exemplary.
Yes	Advanced Panorama Surgical Centre	While your staff and facilities are excellent there was a problem where they didnt have large theatre panties so I had to wear my own, also the gowns were very small. I overheard another larger lady complain who couldnt fit into the gown and didnt get panties either. This is very embarrassing when they tell you they dont have panties and gowns to fit your size
Yes	Advanced Panorama Surgical Centre	Wonderful staff, great facility
Yes	Advanced Vergelegen Surgical Centre	Efficient
Yes	Advanced Vergelegen Surgical Centre	Excellent service
Yes	Advanced Vergelegen Surgical Centre	I received personalised care by every single person I encountered. Excellent service from the nursing staff, doctor and his entire assistant team. Should I ever need a procedure done again, I will definitely come back to this specific branch.
Yes	Advanced Vergelegen Surgical Centre	I was taken by surprise; very pleasant experience.
Yes	Advanced Vergelegen Surgical Centre	It was the 1st time that I have ever been booked in for surgery. I was treated with the utmost respect and care by the nurse, Dr Dower and Dr Bruce (Not sure if that is his name, the anesthesiologist from Blake's and Associates) I was treated like a human being and not just a body. I am highly appreciative.
Yes	Advanced Worcester Surgical Centre	Absolutely a pleasure to be in such a pleasant and friendly atmosphere.
Yes	Advanced Worcester Surgical Centre	Awesome treatment, positiewe ervaring
Yes	Advanced Worcester Surgical Centre	Baie aangename ervaring
Yes	Advanced Worcester Surgical Centre	Baie beindruk dankie
Yes	Advanced Worcester Surgical Centre	Beste hospitaal diens ooit. Sal verseker aanbeveel baie dankie
Yes	Advanced Worcester Surgical Centre	Excellent service
Yes	Advanced Worcester Surgical Centre	Excellent service
Yes	Advanced Worcester Surgical Centre	Excellent service and caring from nurce
Yes	Advanced Worcester Surgical Centre	Friendly staff
Yes	Advanced Worcester Surgical Centre	Good all over.
Yes	Advanced Worcester Surgical Centre	Good all over.
Yes	Advanced Worcester Surgical Centre	Great service and assistance
Yes	Advanced Worcester Surgical Centre	Hannelie the best
Yes	Advanced Worcester Surgical Centre	I am impressed. Well done.
Yes	Advanced Worcester Surgical Centre	I Charles Davids came in most hospitals throughout South AFRICA THE visit to advance worcster were pleasant and the staff very friendly. Advance worcster our first choice. Regards
Yes	Advanced Worcester Surgical Centre	Impressed with staff, facilities, overall caring attitude
Yes	Advanced Worcester Surgical Centre	Job well done
Yes	Advanced Worcester Surgical Centre	Just wanna thanks all the staff on duty,from reception on to the end process,they very friendly and thnx for everything.
Yes	Advanced Worcester Surgical Centre	Thanks for the friendly nurse Hannelie...she is a great joy

Would you recommend this hospital to your friends and family?	Which of our twelve day hospitals were you admitted at?	Please complete the section below for any complaint/compliment.
Yes	Advanced Worcester Surgical Centre	The staff and doctor were most caring and considerate about their patients feelings
Yes	Advanced Worcester Surgical Centre	The staff is always there to lend a hand. They checked up on their patients every few minutes. We were treated with respect.
Yes	Advanced Worcester Surgical Centre	They made me feel welcome and relaxed
Yes	Advanced Worcester Surgical Centre	This team was really professional, friendly and excellent. You are really a very GREAT Team.
Yes	Advanced Worcester Surgical Centre	Tops
Yes	Advanced Worcester Surgical Centre	Uitstekende hospitaal en diens
Yes	Advanced Worcester Surgical Centre	Very friendly staff. Made the procure much less stressful
Yes	Advanced Worcester Surgical Centre	Very good overall experience
Yes	Advanced Worcester Surgical Centre	Very good service thank you!!!
Yes	Advanced Worcester Surgical Centre	Wonderful service all round