

MEDIA RELEASE



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Bethesda Hospital given thumbs up by patients in survey

In a recent survey Bethesda has emerged as one of the favourite hospitals for HBF members who find themselves in hospital.

In HBF's latest Inpatient Satisfaction Survey the hospital scored an impressive 85% overall. The score was the third highest out of the 15 private hospitals surveyed, with South Perth (85.6%) and St John of God Geraldton (85.4%) taking the top two places.

The survey, conducted by Press Ganey Associates, asks HBF members to score private hospitals on a wide range of criteria, ranking everything from the courtesy of the switchboard staff and the quality of the food to the skill of staff taking blood and the length of time doctors spend with patients. It also highlights which areas of the hospital are offering the best patient satisfaction.

It's the second year that Bethesda has been placed in the top three. In the previous survey the hospital scored even higher, coming second overall.

Responding to the latest survey the hospital's CEO, Yasmin Naglazas said "It is so pleasing that Bethesda is able to sustain such high levels of satisfaction from HBF patients year on year. We have such a great team of staff and doctors, we are passionate about quality and safety and I continue to be confident that patients are extremely well cared for during their stay with us".

Someone well placed to see the quality of the care at the hospital is HBF Hospital Liaison Officer, Tess Glasson. Tess provides support and advice to HBF members while they are inpatients at Bethesda, and isn't surprised that the hospital has again been scored highly by HBF patients.

"With its fabulous river views, this is a hospital has a lot going for it even before you step inside," Tess said.

"But it's actually the quality of the staff and the constant focus on patient care that make this a special hospital."

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Photo opportunity (Can be arranged on request): Bethesda CEO Yasmin Naglazas with HBF Hospital Liaison Officer, Tess Glasson and HBF member inpatient.

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