



Results from November 15 – April 2016 sleep study patient Survey

Total number of Surveys sent = 50. Total number returned = 11

Returned percentage 20%

	Question	Number of responses in each category					Percentage Agree/strongly agree
		Strongly Disagree	Disagree	Neutral/NA	Agree	Strongly Agree	
1	Overall the facilities were of good quality?	0	0	1	8	2	91%
2	Were your surroundings comfortable (beds, room temperature etc)?	0	1	0	10	0	91%
3	Did the technician who performed the study seem courteous and polite?	0	0	1	4	6	91%
4	Did the technician who performed the study seem knowledgeable?	0	0	1	7	3	91%
5	Were all your questions about the procedure answered?	0	0	0	9	2	100%
6	Did you consider your booking process easy and convenient?	0	0	1	8	2	91%
7	Was your study booked in a reasonable time frame?	0	1	1	6	3	82%
8	Did the sleep study information Leaflet answer all your questions?	1	0	0	10	0	91%
9	Would you recommend our Sleep Lab to family or friends who might suffer from a sleep disorder	0	1	0	8	2	91%
10	Were you happy with the follow up arrangements	0	1	1	7	2	91%



### Comments/feedback

- 'Professional in all aspects''
- Clinical environment caused poor sleep

#### NTMS RESPONSE

' There is a certain clinical aspect that cannot be eliminated due to the need to monitor during a sleep study. NTMS understands that this can cause discomfort to some patients''

- Feedback was given regarding limited information with reference to CPAP machines and health funds

- NTMS RESPONSE

"All patients requiring a CPAP machine should be given information from NTMS regarding CPAP suppliers. The suppliers should be able to give further information regarding the cost of the machines and health fund claims. NTMS will attempt to assist in this and an additional section has been added to the Patient Sleep Study information Leaflet.

- One patient referred to an incident where the gate to the premises could not be opened following sleep study

- NTMS RESPONSE

" NTMS apologises for this incident . There was an incident where the electrics failed on the gate and the over ride key would not work. A spare key is always kept on the premises but unfortunately on this occasion the gate was stuck. The incident resolved in a timely manner. However, it did result in a delay for the patients leaving. It was recorded by the NTMS incident reporting system and gate mechanics replaced to avoid further occurrence"

### Improvements made following the Survey

- Update patient information leaflet to include CPAP information.
- Gate mechanics replaced