

**Annual Patient Satisfaction Survey Results
Summary of Responses from 2009/10 onward**

| Survey Questions | 2009/2010 | 2010/2011 | 2011/2012 | 2012/2013 | 2013/2014 |
|---|------------------|------------------|------------------|------------------|------------------|
| The meals look attractive | 69% | 77% | 81% | 85% | 76% |
| The food tastes good | 70% | 74% | 75% | 75% | 75% |
| The hot foods were hot | 97% | 94% | 90% | 89% | 88% |
| The cold foods were cold | 91% | 90% | 91% | 92% | 96% |
| I enjoy my breakfast meals | 70% | 70% | 79% | 83% | 77% |
| I enjoy my lunch meals | 81% | 81% | 76% | 82% | 80% |
| I enjoy my supper meals | 76% | 85% | 75% | 84% | 81% |
| There is enough food | 93% | 92% | 85% | 95% | 90% |
| The trays are place within reach | 96% | 96% | 96% | 92% | 92% |
| The trays, dishes & cutlery are clean | 99% | 98% | 96% | 96% | 97% |
| The menu provides variety | 68% | 80% | 75% | 88% | 81% |
| The Food Service staff are friendly, helpful and polite | 98% | 99% | 97% | 95% | 96% |
| Overall, I am satisfied with my food service experience. | 80% | 83% | 82% | 85% | 82% |
| | | | | | |
| Patients Length of Stay | | | | | |
| Less than 1 week | 35% | 31% | 25% | 25% | 25% |
| 1-2 weeks | 20% | 23% | 22% | 29% | 23% |
| 2-4 weeks | 15% | 21% | 10% | 18% | 18% |
| Longer than 4 weeks | 29% | 25% | 43% | 29% | 34% |
| | | | | | |
| Patient Age | | | | | |
| Less than 18 years | 1% | 1% | 0% | 1% | 0% |
| 18 – 40 years | 8% | 13% | 14% | 0% | 5% |
| 41 – 64 years | 39% | 36% | 29% | 29% | 26% |
| 65+ years | 52% | 49% | 56% | 70% | 69% |
| | | | | | |
| Diet Type | | | | | |
| General | 38% | 43% | 53% | 35% | 42% |
| Diabetic | 12% | 25% | 11% | 23% | 20% |
| Soft | 9% | 6% | 2% | 7% | 2% |
| No Added Salt | 2% | 0% | 0% | 4% | 2% |
| Heart Healthy | 19% | 17% | 16% | 23% | 18% |
| Liquids | 3% | 1% | 0% | 0% | 2% |
| Other | 9% | 8% | 14% | 9.5% | 15% |

***Percentages represent the amount of patients who responded “strongly/somewhat agree”**