

Jersey Care Commission rolls out multiple patient experience programmes

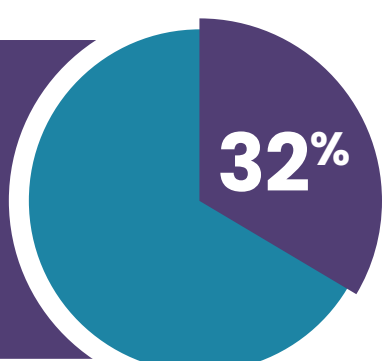


Jersey Care Commission, the independent health and social care regulator for Jersey, partnered with Picker to roll out the island's first-ever systematic study of the quality of health and care services from the perspective of patients and service users with four National Survey Programmes.

The programme forms part of the Commission's strategy to drive quality improvement in person centred care by listening to the experiences of Jersey's citizens.

Response rate

1364 respondents,
representing
a **32%** response rate
(from a sample
of 4302 sent a survey)



Response rate to each of the surveys

42%

Inpatient
461 responses from 1103

33%

Maternity
228 responses from 699

30%

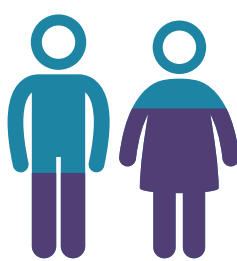
Urgent and Emergency Care
379 responses from 1250

24%

Community Mental Health
296 responses from 1250

Gender split

35%



63%

Overall experience stats of the surveys

85%

of people who used **urgent and emergency care** services reported a **positive experience**



83%

of people treated as a hospital **inpatient** reported a **positive experience**



79%

of recent mothers reported a **positive experience** of **maternity** services



66%

of people who used **community mental health** services reported a **positive experience**



Find the full report at [Jersey Care Commission](#)