Table 3

Satisfaction with Stroke Services

(Experiment n=94, Control n=98)

Question	Randomisation	Strongly Agree	Agree	Disagree	Strongly Disagree	p Value
I have been treated with kindness and respect by staff at the hospital.	experiment	79 (84%)	14 (14.9%)	1 (1.1%)		0.25
	control	76 (77.6%)	22 (22.4%)			
The staff attended well to my needs when I was at the hospital.	experiment	73 (77.7%)	19 (20.2%)	2 (2.1%)		0.26
	control	73 (74.5%)	25 (25.5%)			
I was able to talk to the staff about any problems I might have had.	experiment	70 (74.5%)	19 (20.2%)	5 (5.3%)		0.027
	control	56 (57.1%)	37 (37.8%)	5 (5.1%)		
I have received all the information I want about the causes and nature of my illness.	experiment	66 (70.2%)	21 (22.3%)	7 (7.4%)		0.022
	control	50 (51.0%)	41 (41.8%)	6 (6.1%)	1 (1.0%)	
The doctors have done everything they can to make me well again.	experiment	71 (75.5%)	22 (23.4%)	1 (1.1%)		0.36
	control	65 (66.3%)	31 (31.6%)	2 (2.0%)		
I am satisfied with the outpatient services provided by the hospital.	experiment	70 (74.5%)	19 (20.2%)	4 (4.3%)	1 (1.1%)	0.08
	control	64 (65.3%)	33 (33.7%)	1 (1.0%)		
I have received enough information about my risk factors for stroke.	experiment	67 (72.0%)	18 (19.4%)	8 (8.6%)		0.010
	control	53 (54.6%)	36 (37.1%)	5 (5.2%)	3 (3.1%)	
Somebody has really listened and understood my needs and problems since I attended the hospital.	experiment	64 (68.1%)	23 (24.5%)	7 (7.4%)		0.21
	control	59 (60.8%)	34 (35.1%)	4 (4.1%)		
I am satisfied with the amount of contact I have had with the hospital since I have attended.	experiment	69 (73.4%)	23 (24.5%)	2 (2.1%)		0.17
	control	61 (62.2%)	31 (31.6%)	6 (6.1%)		
I have had enough emotional support since I attended the hospital.	experiment	56 (59.6%)	34 (36.2%)	4 (4.3%)		0.23
	control	47 (48.0%)	41 (41.8%)	9 (9.2%)	1 (1.0%)	
I know whom to contact if I have problems relating to my TIA/stroke.	experiment	67 (71.3%)	20 (21.3%)	7 (7.4%)		0.034
	control	51 (52.0%)	32 (32.7%)	13 (13.3%)	2 (2.0%)	
I am happy with the amount of recovery I have made.	experiment	55 (58.5%)	28 (29.8%)	10 (10.6%)	1 (1.1%)	0.93
	control	54 (55.1%)	31 (31.6%)	11 (11.2%)	2 (2.0%)	
I was given all the information I needed about the allowances or services I might need.	experiment	50 (54.9%)	27 (29.7%)	12 (13.2%)	2 (2.2%)	0.44
	control	43 (45.7%)	38 (40.4%)	10 (10.6%)	3 (3.2%)	