

## PATIENT SURVEY

## Good grades for Canarian hospitals

Last year, a total of 3,463 patients from hospitals in the Canary Islands were asked about their satisfaction in various areas as part of the Encuesta de Satisfacción al Alta Hospitalaria (Satisfaction with Hospitals Survey).

They gave the hospitals a very good rating of 8.63 (out of ten). Almost 55 per cent of the respondents were women and most were between 50 and 69 years old. Most of them spent less than five days in the hospitals, almost a third up to two weeks and the rest had to stay in hospital for 15 days or more. They rated medical care, nursing, hospital administration, security and cleanliness with a satisfaction ranking of between 96 and 98 per cent. Nearly 79 per cent of the respondents said they knew their doctor by name, 95 per cent welcomed the fact that the ward staff addressed them by name, and over 98 per cent said that the privacy of the patient was maintained.

The doctor-patient interview was also evaluated with percentage points of over 90 per cent with regard to diagnosis, information on the course of the condition, therapy options, aftercare and possible risks. Cleanliness and noise pollution also received good marks. Food was rated the worst, but still in the positive range of over 76 per cent. Approximately 76 per cent emphasised the variety and quality of the food, and the mother-child department also scored well with over 92 percentage points. The young mothers confirmed good care during and after the birth of their children. They rated education about the value of breastfeeding and the support as very positive. ■



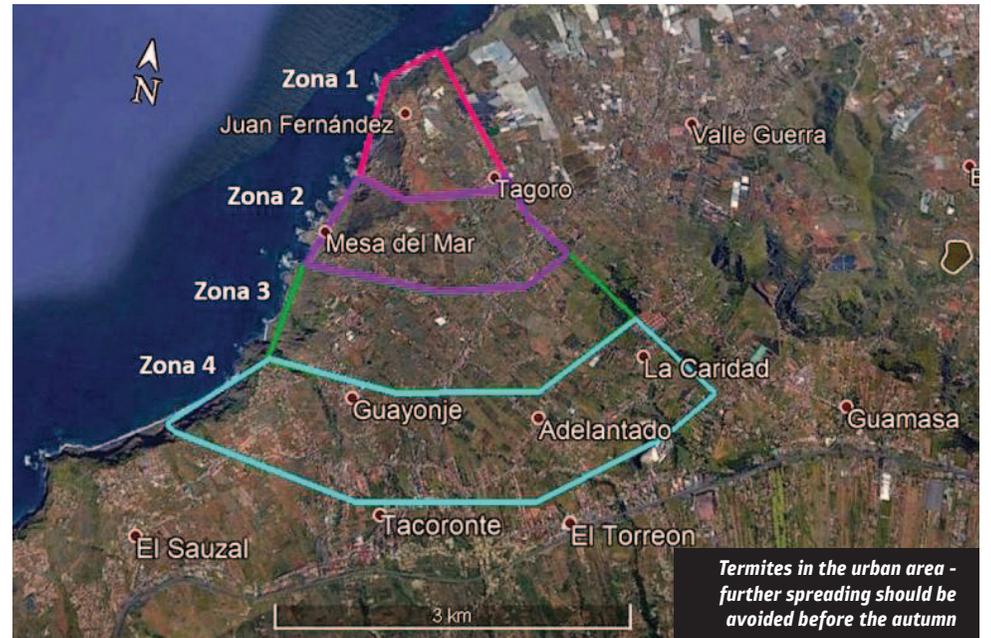
↑ Most patients found themselves in good hands in Canary Islands' hospitals

## URGENT WORK NEEDED BEFORE AUTUMN

## Termite plague in Tacoronte

Tacoronte Council has been working on eradicating a termite plague for months, in coordination with the Island Council and Canary Islands government.

The aim is to prevent the spread of the underground termite species *Reticulitermes flavipes*. Some houses have already been treated and show no more pests. Others are still persisting, such as at the home of Nieves R. from the Juan Hernández district, in whose house the termites have destroyed window and door frames as well as part of the kitchen furniture. In the house she has now rid herself of the plague, but she made another extraordinary discovery, which she presented to Carmela Díaz, the town councillor for environmental protection. The Canarian termites seem to eat not only wood and plants, but also fallen fruit. Nieves showed the councillor some peaches that had been affected by the termites. Further experiments showed that, strangely enough, they also



Termites in the urban area - further spreading should be avoided before the autumn

seem to like pears, but not apples, and this is an indication that these termites are an American subspecies of which this preference is known. "We are very worried because the reproductive period is approaching in the autumn. The insects fly between 150 and 400 metres to build new nests. We are dealing with a

broad front against which we have to take action, and that is why we are working hard to combat the pests before the reproductive period," says Díaz. In addition, the nests are underground and the insects are able to withstand large temperature fluctuations, adapting easily to new environments. The Tacoronte Council has set

up a citizen's office in the Cultural Centre opposite the Town Hall, where affected residents can make contact and apply for help. It is open from 9am to 1pm on weekdays. If you are looking for information on the subject, you can also contact the council on 922 561 350 or by e-mail at [medioambiente@aytotacoronte.org](mailto:medioambiente@aytotacoronte.org) ■

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