

Gloucestershire Hospitals  
NHS Foundation Trust



## **General/Vascular Surgery Clinic**

### **Patient Satisfaction Survey**

**June - August 2008**

**FINAL REPORT**

*Patient & Public Involvement Department  
September 2008*

# General/Vascular Surgery Clinic Patient Satisfaction Survey 2008

## Introduction

This report provides a summary of the results of the General/Vascular Surgery Clinic Patient Satisfaction Survey which took place during June to August 2008 at Cheltenham General Hospital, Tewkesbury Hospital and Winchcombe Hospital.

This survey was carried out to identify patients' views of the current General/Vascular Surgery Clinic. Respondents were given the opportunity to provide qualitative comments within the questionnaire on their experience of using the service. 100 surveys were distributed to patients who visited the General/Vascular Surgery Clinic. Respondents had the option of returning completed questionnaires in a collection box at reception or taking a prepaid envelope for return to the Patient & Public Involvement Department.

63 were returned completed giving a response rate of 63%.

## Summary of Results

### *Before the appointment*

- 37% of respondents stated that the main reason for their visit to the clinic was for Artery problems.

### *During the appointment*

- 74% of respondents stated that they saw a consultant for their consultation in the outpatient department.
- 95% of respondents stated that the person they saw for the consultation introduced themselves.
- 100% of respondents stated that the person they saw for the consultation explained what was wrong with them in a way that they could understand.
- 97% of respondents that they were given enough privacy when discussing their treatment.
- 98% of respondents stated that they were given enough privacy when being examined or treated.
- 97% of respondents stated that they would be happy to see the same doctor again, 3% stated that they had no preference.
- 92% of respondents stated that they had a lot of confidence and trust in the hospital staff that were treating them.
- 100% of respondents stated that they were involved as much as they wanted to be in decisions about their care and treatment.

### *Information and Communication*

- 47% of respondents stated that they were given the name and number of someone to contact if they had any questions or concerns about their condition or treatment, but have not needed to contact the person.

- 49% of respondents stated that when they were told what was wrong with them, they were offered any written or printed information about their treatment or condition. However, 49% said that they did not but did not mind.
- 59% of respondents stated that the written or printed information that they received was very helpful.
- 95% of respondents stated that when they were told what was wrong with them someone explained the different types of treatment they could have for their condition and they completely understood what was said.
- 100% of respondents stated that they were given enough opportunity to ask questions about their examination.
- 88% of respondents stated that when they had questions to ask the hospital doctor, they received answers that they could understand all of the time.
- 63% of respondents stated that when they had questions to ask the nurses, they received answers that they could understand all of the time.
- 94% of respondents stated that the hospital doctors or nurses explained the purpose of their tests to them and they completely understood the explanation.
- 92% of respondents stated that the hospital doctors and nurses told them about possible side effects or risks of their operation or treatment and they completely understood the risks.

### *Demographics*

- The majority of respondents were white, male and aged between 65 and 84 years.

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This report has been prepared by Heather Tucker – Patient & Public Involvement Officer

## Appendix One – Data

**NB Base = number of respondents who replied to question**

**Please note that those respondents who ticked not applicable have been removed from calculations**

1. What was the main reason for your visit to the clinic today?

	Base	62	100.0%
Vein problems		19	30.6%
Artery problems		23	37.1%
Hernia problems		10	16.1%
Other problems...		11	17.7%

2. Whom did you see for the consultation in the out-patient department?

	Base	61	100.0%
Consultant		45	73.8%
Registrar or Doctor in training		18	29.5%
Other member of staff		1	1.6%
Nurse specialist		-	-
Don't Know		-	-

3. Did the person you saw for the consultation introduce themselves?

	Base	63	100.0%
Yes, clearly		60	95.2%
Yes, but not as clearly as I would have liked		1	1.6%
No, but I did not mind		1	1.6%
No, but I knew who the person was anyway		1	1.6%
No, but I found out later on		-	-
No, but I would have liked them to		-	-
I cannot remember		-	-

4. Did the person you saw for the consultation explain what was wrong with you in a way that you could understand?

	Base	60	100.0%
Yes, definitely		55	91.7%
Yes, to some extent		5	8.3%
No		-	-

5. Were you given enough privacy when discussing your treatment?

	Base	63	100.0%
Yes, definitely		61	96.8%
Yes, to some extent		2	3.2%
No		-	-

6. Were you given enough privacy when being examined or treated?

	Base	63	100.0%
Yes, definitely		62	98.4%
Yes, to some extent		1	1.6%
No		-	-

7. Would you be happy to see the same doctor again?

	Base	63	100.0%
Yes	61	96.8%	
No	-	-	
I have no preference	2	3.2%	

8. Did you have confidence and trust in the hospital staff that were treating you?

	Base	63	100.0%
Yes, a lot	58	92.1%	
Yes, a fair amount	5	7.9%	
Not very much	-	-	
None at all	-	-	

9. Were you given the name and number of someone to contact if you had any questions or concerns about your condition or treatment?

	Base	58	100.0%
Yes, and I have contacted the person	11	19.0%	
Yes, but I have not needed to contact the person	27	46.6%	
I was not given any contact details, but did not mind	19	32.8%	
I was not given any contact details, but would have liked to receive them	1	1.7%	

10. When you were told what was wrong with you, were you offered any written or printed information about your treatment or condition?

	Base	57	100.0%
Yes (go to Q11)	28	49.1%	
No, but I don't mind (go to Q12)	28	49.1%	
No, but I would have liked some (go to Q12)	-	-	
Can't remember (go to Q12)	1	1.8%	

11. If you received written or printed information, how helpful was it?

	Base	34	100.0%
Very helpful	20	58.8%	
Moderately helpful	5	14.7%	
Not helpful at all	-	-	
I did not receive any	9	26.5%	
Can't remember	-	-	

12. When you were told what was wrong with you, did anyone explain the different types of treatment you could have for your condition?

	Base	56	100.0%
Yes, and I completely understood what was said	53	94.6%	
Yes, and I understood some of what was said	3	5.4%	
Yes, but I didn't understand what was said	-	-	
No, they were not explained	-	-	

13. Were you given enough opportunity to ask questions about your examination?

	Base	62	100.0%
Yes, definitely	58	93.5%	
Yes, to some extent	4	6.5%	
No, not at all	-	-	

14. When you had questions to ask the hospital doctor, how often did you get answers that you could understand?

	Base	61	100.0%
All of the time	54	88.5%	
Some of the time	3	4.9%	
Rarely	-	-	
Never	-	-	
I did not ask questions	4	6.6%	

15. When you had questions to ask the nurses, how often did you get answers that you could understand?

	Base	51	100.0%
All of the time	32	62.7%	
Some of the time	3	5.9%	
Rarely	-	-	
Never	-	-	
I did not ask questions	16	31.4%	

16. Did the hospital doctors or nurses explain the purpose of any tests for you?

	Base	53	100.0%
Yes, and I completely understood the explanation	50	94.3%	
Yes, but I only understood some of the explanation	3	5.7%	
Yes, but I did not understand the explanation	-	-	
No, the tests were not explained to me	-	-	
Can't remember	-	-	

17. Did the hospital doctors or nurses tell you about possible side effects or risks of your operation or other treatment?

	Base	52	100.0%
Yes, and I completely understood the risks	48	92.3%	
Yes, but I only understood some of the risks	1	1.9%	
Yes, but I did not understand the risks	-	-	
No, the risks and side effects were not explained to me	1	1.9%	
Can't remember	2	3.8%	

18. Were you involved as much as you wanted to be in decisions about your care and treatment?

	Base	53	100.0%
Yes, definitely	50	94.3%	
Yes, to some extent	3	5.7%	
No	-	-	

21. To which of these ethnic groups would you say you belong?

	Base	63	100.0%
White	63	100.0%	
Asian	-	-	
Black	-	-	
Mixed	-	-	
Chinese	-	-	
Other, please state	-	-	
I do not wish to include my details	-	-	

22. Are you:

	Base	61	100.0%
Male	36	59.0%	
Female	25	41.0%	
I do not wish to include my details	-	-	

23. What is your age group?

	Base	62	100.0%
16 - 24	2	3.2%	
25 - 34	3	4.8%	
35 - 44	5	8.1%	
45 - 54	5	8.1%	
55 - 64	6	9.7%	
65 - 74	19	30.6%	
75 - 84	18	29.0%	
85 and over	4	6.5%	
I do not wish to include my details	-	-	

## Appendix Two - Patient Comments

47 comments were made; 36 helpful and 11 improvement comments. Comments have been categorised into 'Dimensions of Care' relating to patient's experience; Access and waiting; Safe, high quality co-ordinated Care; Better information, communication and choice; Building relationships; and Clean, comfortable place to be in.

### 1. Access and waiting time

Helpful Comments	Midday appointments convenient for patient. Appointments on time.
Improvement Comments	I have been waiting for one week for a return telephone call in order to make an appointment for treatment with ##, (this is most likely due the main school holidays in progress – very understandable).
	On my visit to Tewkes hospital to see ## my present folder had not been sent from chelt (my time and ## was wasted from this error) He is a perfect gentleman)
	It would be great if the waiting lists were shorter.
	Maintain full cover at reception desk (it was vacant for some minutes when I arrived).
	Cut down waiting times we waited over an hour to be seen.
	More adequate parking

### 2. Safe, High Quality Co-ordinated care

Helpful Comments	The consultation I had with ## and members of his team were excellent! And they were very understanding about my problems, and my visits to the vascular laboratory were also excellent and I was kept well informed as to what the finding. This I found to be very helpful and reassuring.
	I had first class service in every respect, regarding the vascular clinic at Cheltenham General.
	Although I know it is not always possible seeing ## himself made a big difference.
	No waiting time, consultants clear and helpful.
	Their cordiality
	I was given painkillers to take home after my Hernia Operation and encouraged to use them – which helped – they had no side effects.
	No but everything ran as I expected it to.
	Mr # is fab!
	Generally satisfactory, no further comments.
	Punctuality good but not excellent. Grown up conversation with consultant who did not make me feel he was in a rush.
	Quite happy with procedure.
	I can not fault any of the services from the vascular departments and I have no suggestions on how it can be improved.
	The service I received was excellent.
Improvement Comments	<i>There were no improvement comments</i>

### 3. Better information, communication and choice

Helpful Comments	The consultant was very clear, sympathetic and helpful.
	The explanation of my vein problem in both legs and the reason for the foam injection treatment – very impressive.
	Both doctors and nurses explained everything, so I could understand clearly as I was rather nervous.
	A clear explanation, none rushed consultation
	Registrar very patient – listening - and unhurried – concise and clear on every point – excellent manner overall.
	I visited this hospital for the first time for this consultation and found the experience delightful, from the helpful lady at desk to the Dr I saw. Everyone was very helpful.
	Friendly and explained thourouly.
	All very helpful
	The consultant and registra explained all my questions in terms that I could understand clearly.
	I was only at Tewkesbury Hospital for a check up so most of these questions are inapplicable, so it was a bit difficult. When I saw the consultant at Cheltenham every thing was very well explained before my vein operation.
	Plenty of information about my condition.
	Clear explanation of condition.
Improvement Comments	Unable to understand some of the nurses (usually senior) due to their origins i.e. English being their second language
	Notification of how long the waiting in reception is likely to be.
	Yes. To try and <u>avoid</u> postponing operations. the date for mine was changed several times.
	A little more advice on how active you need to be post op.
	I would like to see ## more often at my check ups as I am still battling pain.

### 4. Building relationships

Helpful Comments	The attitude of consultant, Drs and <u>most</u> nurses to my particular complaints (i.e. illnesses)
	Yes – everything, Both Doctors and Nurses and the Hospital are superb – always kind and courteous.
	The registrar was most pleasant and helpful.
	Complete core and consideration. Thank you.
	Kind, considerate and helpful.
	I have always found the staff and ## very helpful and caring in my on going treatment for Arterial disease.
	The hospital staff from the consultant to the nurses were most helpful and careing (brilliant)
	Very pleased with truefull answers given
	Yes. The staff concerned were very helpful.
	Very friendly staff – made me feel at ease.

Improvement Comments	<i>There were no improvement comments</i>
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5. Clean, comfortable place to be in

Helpful Comments	<i>There were no helpful comments</i>
Improvement Comments	<i>There were no improvement comments</i>

## Appendix Three

The Patient & Public Involvement (PPI) Department have enclosed this Appendix to enable you to see how patient comments from your survey have been categorised.

Patient comments have been categorised using the five themes of Patient Experience (Planning and Priorities Framework 2003/4):

- Access and Waiting
- Safe, High Quality Co-ordinated Care
- Better Information, Communication and Choice
- Building Relationships
- Clean Comfortable Place to be in

Each theme has a series of subsets, which are demonstrated below.

<b>1. ACCESS AND WAITING</b>	<b>2. SAFE, HIGH QUALITY CO-ORDINATED CARE</b>
<ul style="list-style-type: none"> <li>○ <b>Administration and clerical error</b></li> <li>○ <b>Delayed -</b> Appointments/Admissions/Operations/ Procedures/Diagnostic imaging/Investigations</li> <li>○ <b>Cancelled –</b> Appointments/Appointments multiple/Admissions/Operations/Procedures/ Multiple cancellations</li> <li>○ <b>Way-finding –</b> Maps/External/Internal</li> <li>○ <b>Transport –</b> Ambulance/Voluntary cars/Reimbursement/Public</li> <li>○ <b>Waiting time -</b> Wait for appointment/Treatment/Procedure/Diagnostic imaging/Investigations/GP/PCT</li> <li>○ Voluntary service/In clinic/Pharmacy/Dentistry/Opticians/Out of hours</li> <li>○ <b>Potential for Discrimination –</b> Culture/Physical and sensory impairment/Children/English 2<sup>nd</sup> language/Gender/Homeless/Learning disabilities/Mental Health/Older people/Race/Refugees/Spiritual belief/Sexuality/Travellers/Young people/Substance misuse/Smoking</li> <li>○ <b>Choice –</b> GP/GP Practice/Gender of worker/Dentist/Treatment</li> <li>○ <b>Service not available -</b> Specialist service for excluded patients</li> <li>○ <b>Service denied -</b> GP registration/Other</li> <li>○ <b>Physical environment</b></li> <li>○ <b>Overseas Visitors</b></li> <li>○ <b>Out of Area Treatments</b></li> <li>○ <b>Other</b></li> </ul>	<ul style="list-style-type: none"> <li>○ <b>Aids and appliances</b></li> <li>○ <b>Diagnosis –</b> None/Incorrect/Delay</li> <li>○ <b>Discharge arrangements -</b> Transfer elsewhere/Delay/Premature/Care plan/GP information</li> <li>○ <b>Follow up treatment</b></li> <li>○ <b>Infection control</b></li> <li>○ <b>Clinical care - Inappropriate</b> <i>examination</i>/Medical/Nursing and midwifery care/GP/Pharmacist/Diagnostic imaging (Radiographers)/Physiotherapy/Occupational therapy/Dietician/Speech and language therapist/Health Visitor/Podiatry/Dentist/Opticians</li> <li>○ <b>Pain control –</b> Management/Does not agree with diagnosis</li> <li>○ <b>Medication -</b> Not received/Not ordered/Not correct</li> <li>○ <b>Referral between clinicians</b></li> <li>○ <b>Complications during/following treatment –</b> Surgery/Medicine</li> <li>○ <b>Lost/misplaced/delayed test results</b></li> <li>○ <b>Other</b></li> </ul>

### **3. INFORMATION, COMMUNICATION AND CHOICE**

- **Health records** - Patient access/Lost/Incomplete or poor quality/Transfer
- **Communication** – None/Inadequate/Misleading/Conflicting/Incorrect /Offensive/Abusive/Over familiar/Good
- **Request information on** - General health/*Dental Charges/Independent health/Social services/ Advocacy/Housing/Benefits/Patient involvement/ Support group/ Funding/ Complaints/ Translation/ interpretation/Staff/GP/ Opticians/Pharmacists/ Dentists/Sexual health/ Legal matters/ Vaccination and Immunisations*
- **Request advice (on)** - General health/Independent health/Social services/ Advocacy/Housing/Benefits/Patient involvement/ Support group/Funding/*Refunds/ Complaints/ Translation/interpretation/Staff/GP/Opticians/Pharmacists/Dentists/Dental Charges/Sexual Health/ Vaccination and Immunisations/Legal Matters*
- **Information provided** – None/*Good/Inadequate/Misleading/Conflicting/Incorrect/Offensive/Abusive/ Over familiar*
- **Response** – Delay/Failure
- **Choice** – Commissioning/Provider function
- **Advice provided** – None/*Good/Incorrect/Misleading/Conflicting/Inadequate/Offensive/Abusive/ Over familiar*
- **Consent to treatment** – Children/Adults/Third party
- **Child protection**
- **Vulnerable adult** – Abuse/Over familiar
- **Telecommunications**
- **Confidentiality**
- **Signposting**
- **Other**

### **4. BUILDING RELATIONSHIPS**

- **Behaviour /attitude of medical staff**
- **Behaviour /attitude of nursing staff**
- **Behaviour /attitude of Health Visitors**
- **Behaviour /attitude of Midwives**
- **Behaviour/attitude of therapist**
- **Behaviour/attitude of A&C staff**
- **Behaviour/attitude of Ambulance staff** – PTS/Frontline/Medi Car
- **Behaviour/attitude of ancillary staff** – Security/Portering/Domestic/Catering/Maintenance
- **Behaviour/attitude of non-clinical staff** - Reception staff/Booking clerks/Management/Medical secretaries
- **Behaviour/attitude of non-NHS staff** - Voluntary sector/Independent practitioners/Social Services/ Council/Benefits or pensions
- **Behaviour/attitude of PALS staff**
- **Behaviour/attitude of volunteers**
- **Behaviour/attitude of GPs**
- **Behaviour/attitude of dentists**
- **Behaviour/attitude of pharmacists**
- **Behaviour/attitude of opticians**
- **Behaviour/attitude of out-of-hours staff**
- **Other**

### **5. CLEAN COMFORTABLE PLACE TO BE IN**

- **Cleanliness** – Internal/External
- **Safety** – Internal/External
- **Smoking**
- **Hygiene facilities** – Toilets/Showers/Baths/Sinks/Water
- **Catering** - Temperature (hot, cold)/Quality/Choice/Time/Cost
- **Privacy and Dignity** - Facilities/Staff
- **Personal property**
- **Furnishings**
- **Décor**
- **Parking**
- **Other**
- **Noise** – Internal/External
- **Maintenance** – Clinical/Non-clinical