

Head & Neck Combined Oncology Clinic

Patient Satisfaction Survey

Cheltenham General Hospital

July – October 2004

Patient & Public Involvement Department  
December 2004

*Prepared by Tracey Thomas - PPI Officer*

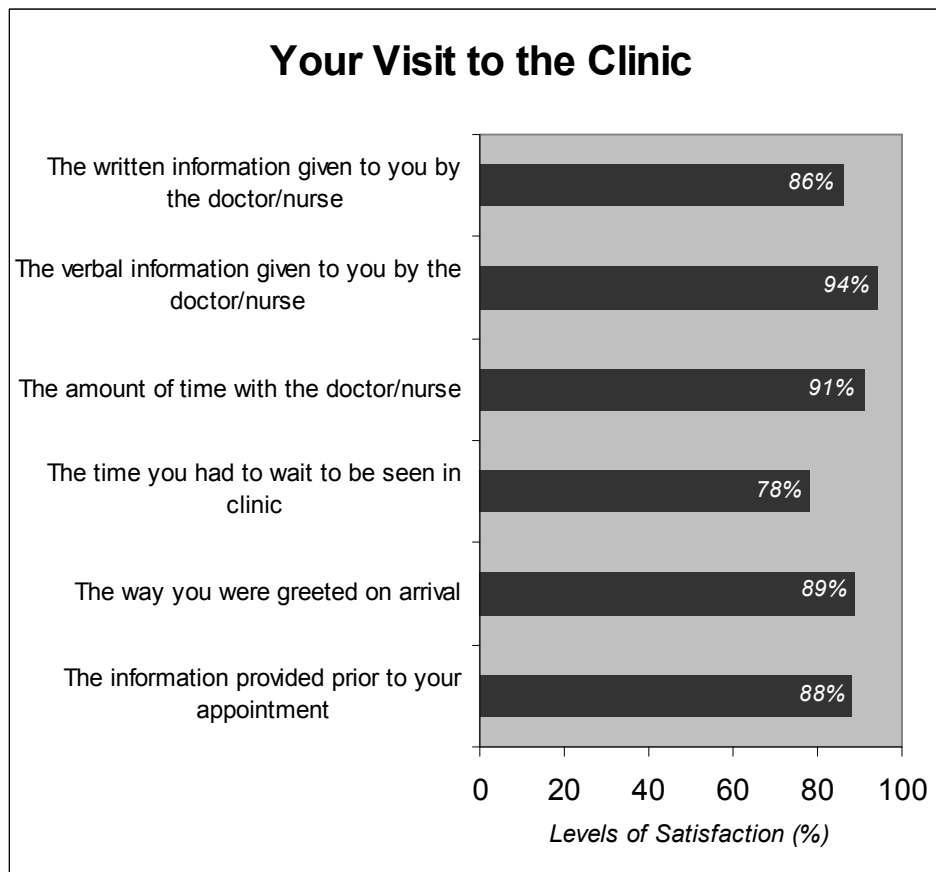
## Head & Neck Combined Oncology Clinic Cheltenham General Hospital Patient Satisfaction Survey 2004

This report provides a summary of the results of the Head and Neck Combined Oncology Clinic Patient Satisfaction Survey which took place during July to October 2004.

The survey was carried out to gain an understanding of patients' satisfaction with the service provided at the Head and Neck Combined Oncology Clinic at Cheltenham General Hospital. A letter explaining about the survey, a questionnaire and pre-paid envelope was given to the patients' visiting the clinic (to be returned to the Patient & Public Involvement Department (PPI)).

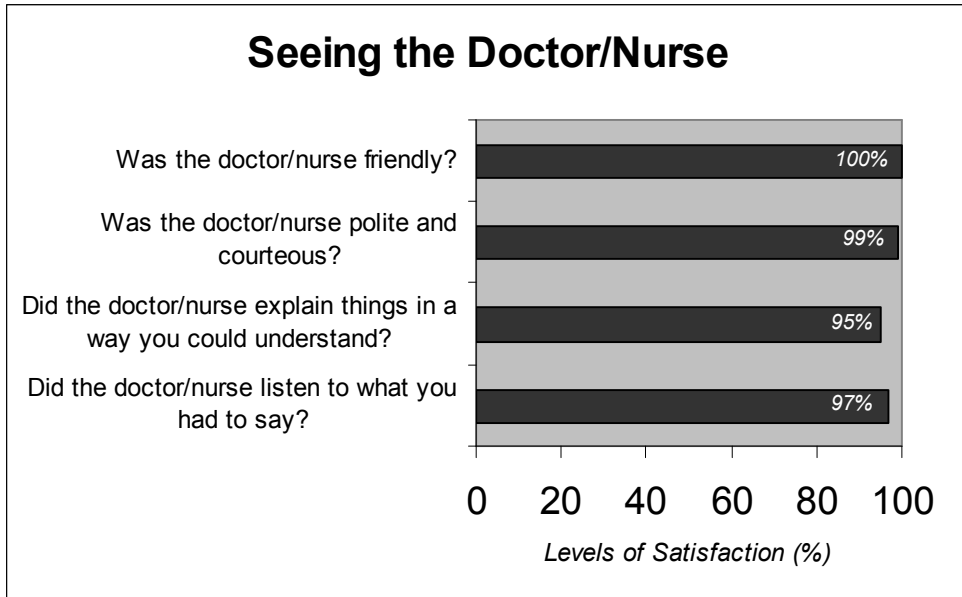
83 questionnaires were returned from patients visiting the clinic.

Graph 1, indicates the respondents overall level of satisfaction with the information provided, the time waiting/being seen and their greeting on arrival. The results show most categories received 85% or more in levels of satisfaction except for the amount of time patients had to wait to be seen in the clinic, which received 78% satisfaction level.



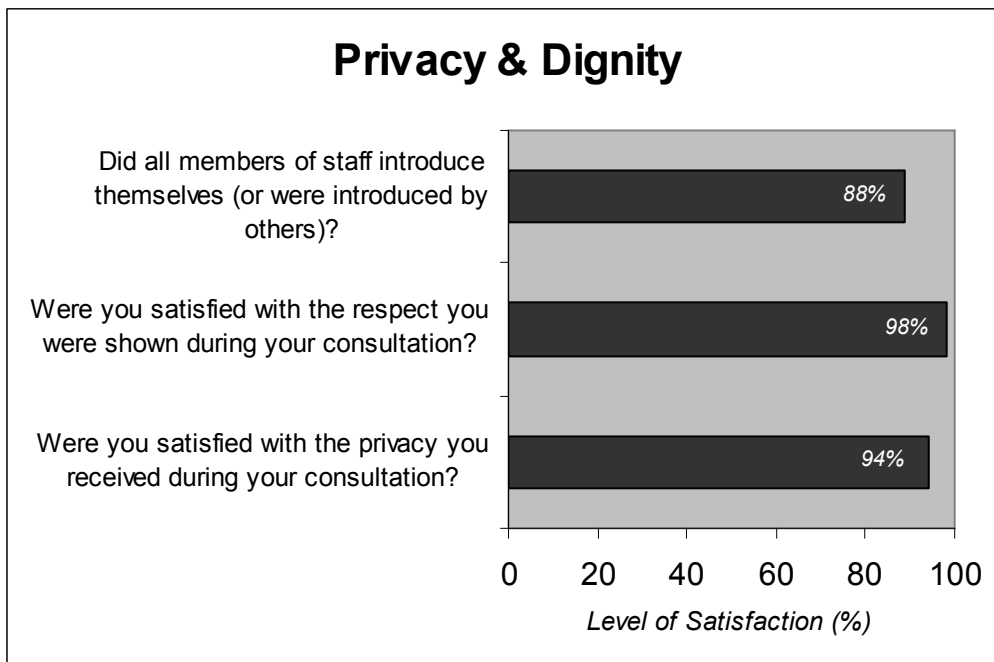
Graph 1

Graph 2 indicates that the satisfaction levels for seeing a doctor/nurse are 95% or above, with a 100% result for the friendliness of the doctors/nurses.



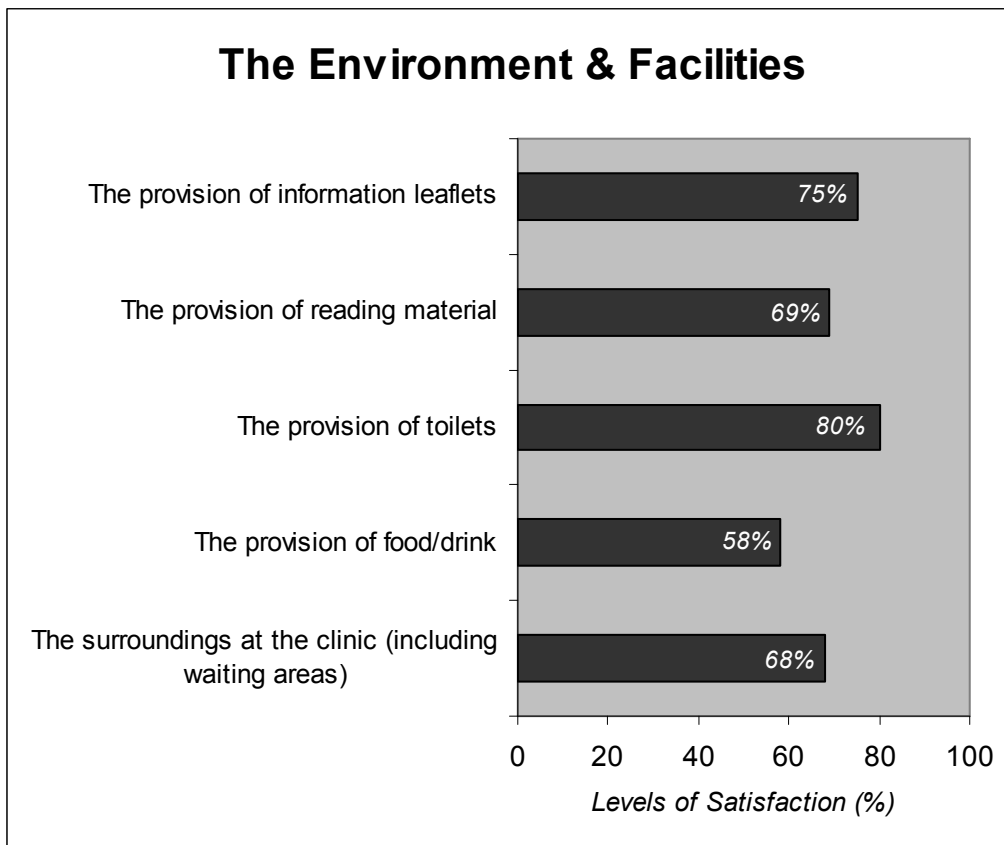
Graph 2

Graph 3 indicates that patients were 98% satisfied with the level of respect that was shown during consultation. The lowest level of satisfaction was achieved for members of staff introducing themselves, achieving 88%.



Graph 3

The environment and facilities showed the lowest levels of satisfaction rating, as Graph 4 illustrates, particularly with the provision of food and drink.



Graph 4

When asked if respondents felt well informed about their next appointment or follow-up arrangements when leaving the clinic, 95% of respondents felt that they were mostly or definitely well informed when leaving the clinic.

## Additional Comments

Respondents were given the opportunity to provide comments about the service, anything they found particularly helpful or any suggestions on how the service could be improved. A summary of the comments is provided below.

'Was there anything about the service that you found particularly helpful?' – (41 Comments)

*Organised Helpful Explicit Absolutely fantastic 1<sup>st</sup> class  
Very good Friendly Professional Excellent Cheerful Nice  
Satisfied Convenient Exceptional Understanding*

*"Their professionalism/care coupled with a "sense of humour" lifted the inner spirit of the patient!"*

*"How they arranged transport for another visit"*

*"Staff 10/10, Facilities 3/10"*

*"Good follow up information"*

*"I was always treated with respect"*

'Do you have any suggestions on how we could improve the service?' – (40 Comments)

*"Car parking"*

*"The door was closed for my time with the Doctor... an improvement already"*

*"Reduce the waiting time before seeing the doctor"*

*"Communications between Gloucester and Cheltenham, particularly records etc. could be better"*

*"Improve cleanliness of waiting area"*

*"Water dispensers in the waiting rooms"*

*"Information leaflets regarding disease and also about other support groups"*

*"More written information that could be taken away and studied"*

*"Please provide better reading material, two years out of date is not good"*

*"Ensure appointment states correct location for the clinic"*

*"Better seating"*