

Gloucestershire Hospitals  
NHS Foundation Trust



# **Inflammatory Bowel Disease Helpline**

## **Patient Satisfaction Survey**

**October 2005**

*Patient & Public Involvement Department  
September 2006*

## Inflammatory Bowel Disease Patient Satisfaction Survey 2005

### Introduction

This report provides a summary of the results of the Inflammatory Bowel Disease (IBD) Helpline Patient Satisfaction Survey which took place during October 2005.

The survey was carried out to gain an understanding of patients' satisfaction with the service provided by the IBD Helpline at GHNHSFT. Patients were given the opportunity to provide free text comments within the questionnaire on their experience and also how the service could be improved. 300 questionnaires were posted out to patients who had been entered into the gastroenterology department's IBD register and were returned to the Patient & Public Involvement (PPI) Department using pre-paid envelopes.

134 surveys were completed and returned to the PPI Department, giving a response rate of 45%. Please note that the number of respondents for each question is acknowledged within the graphs (*n*).

Where appropriate satisfaction scores have been applied to some of the questions in the survey. The satisfaction levels within this report were calculated using a five point scale:

4 point for the maximum scale, e.g., excellent or very easy; and

0 points for the lowest scale, e.g., very poor or very difficult

The satisfaction level was calculated as the ratio of the actual score to the maximum possible score, expressed as a percentage.

### Summary of Results

37% of respondents were not aware that a telephone helpline for patients with Inflammatory Bowel Disease was available.

Of those respondents who were aware of the service, 62% stated that they had telephoned the IBD helpline and the majority had used the service during 2004/2005 (77%). 50% used the Gloucestershire Royal helpline and 46% telephoned the Cheltenham General helpline.

When telephoning the helpline, 91% of respondents got through to the answer machine message, all of which left a message. 88% of respondents were happy to leave a message but fewer respondents were confident that someone would return their call (81%).

The majority of respondents stated that a nurse did follow up their call (92%), but 24% stated that the call was not returned as quickly as the respondent expected.

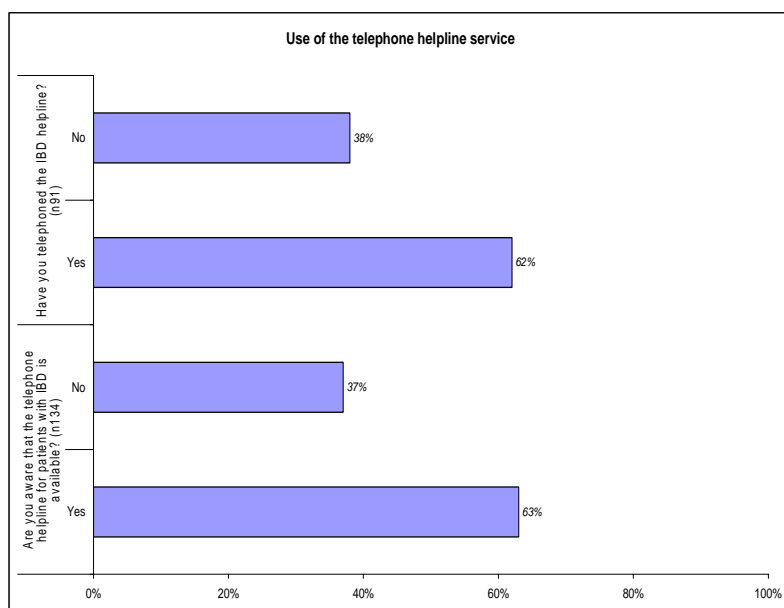
The majority of respondents were very satisfied that the specialist nurse listened to what they had to say (91%); was polite and courteous (94%); and was also friendly (92%). Respondents were satisfied that the specialist nurse understood the nature of the enquiry (90%) and also felt that the specialist nurse helped with their query (90%). Respondents were also satisfied with the amount of time given (92%); the explanation of what was going to happen with their enquiry (91%); and also the outcome of the telephone enquiry (88%).

As a result of using the telephone helpline respondents felt confident in their own ability to manage their condition (79%) with fewer respondents stating that they understood their condition better than before (76%). Generally, respondents felt that they understood treatment plans (79%) and also what to expect in the future (81%).

Respondents provided qualitative comments about the service and many respondents found the helpline helpful in managing and understanding their condition. Some respondents found that by using the helpline it enabled them to gain an appointment quicker than going through a GP. However, many respondents were unaware that the telephone helpline was available. The majority of respondents were white and of a range of ages.

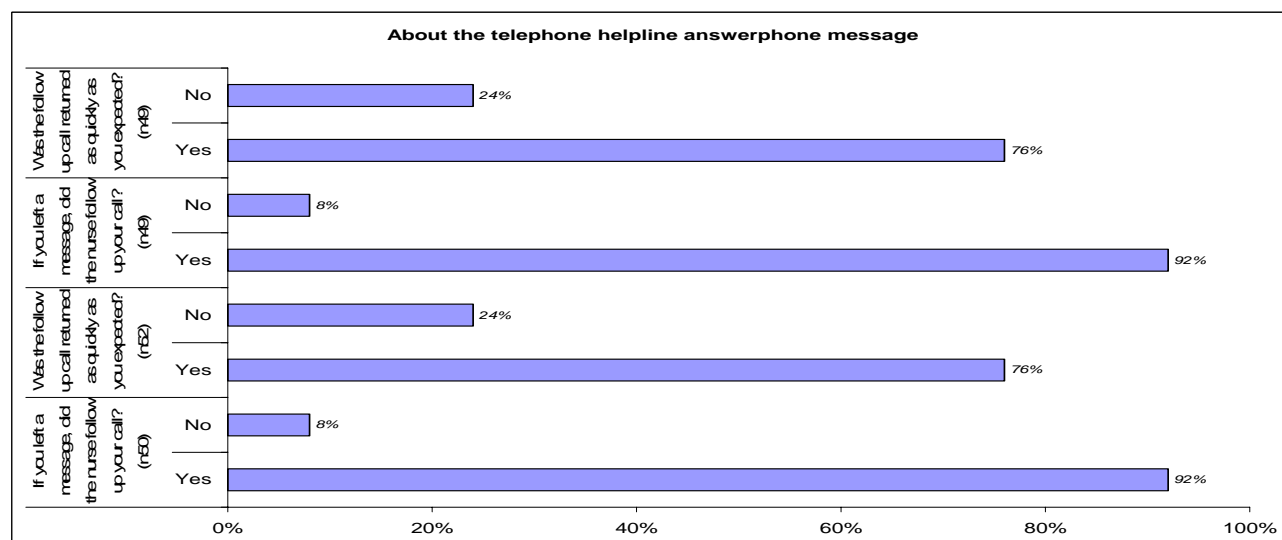
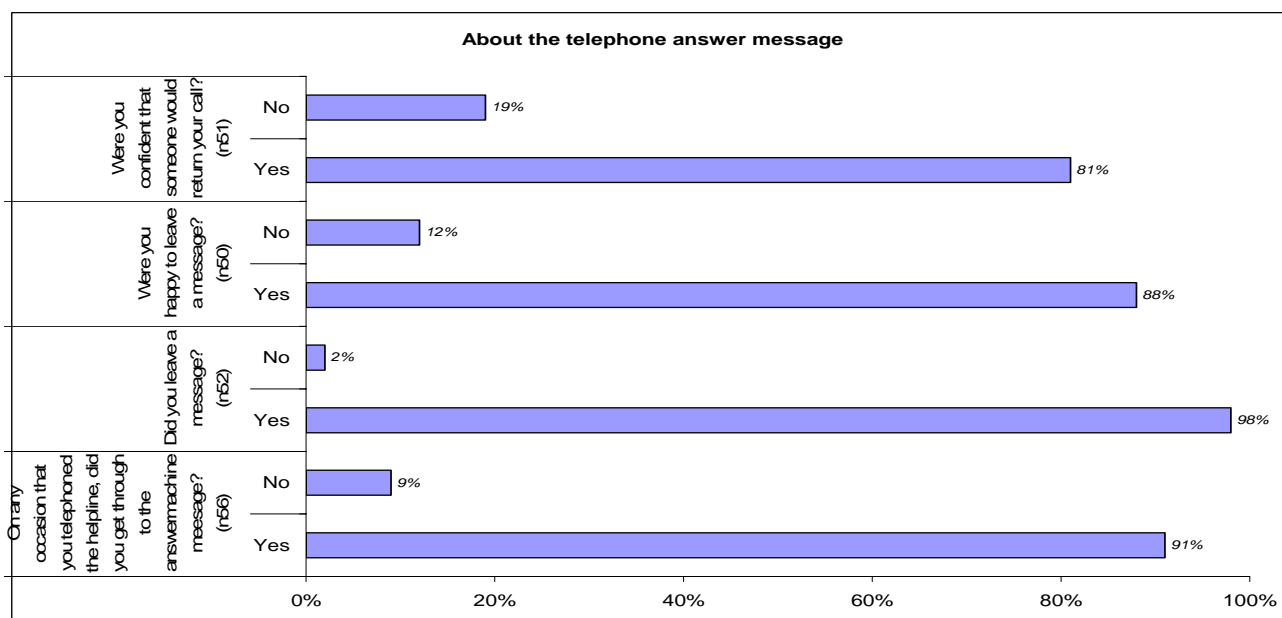
This report has been prepared by Amy Silk – Patient & Public Involvement Officer.

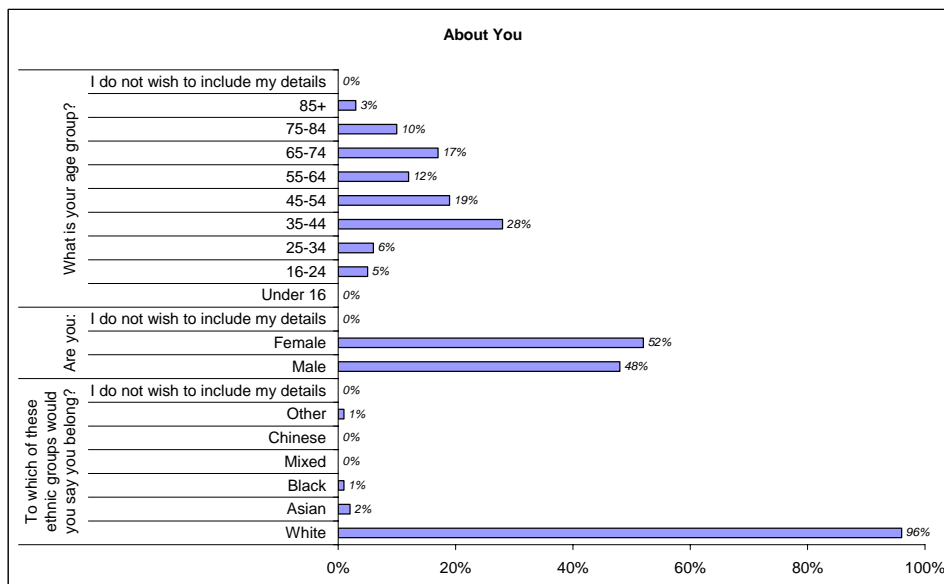
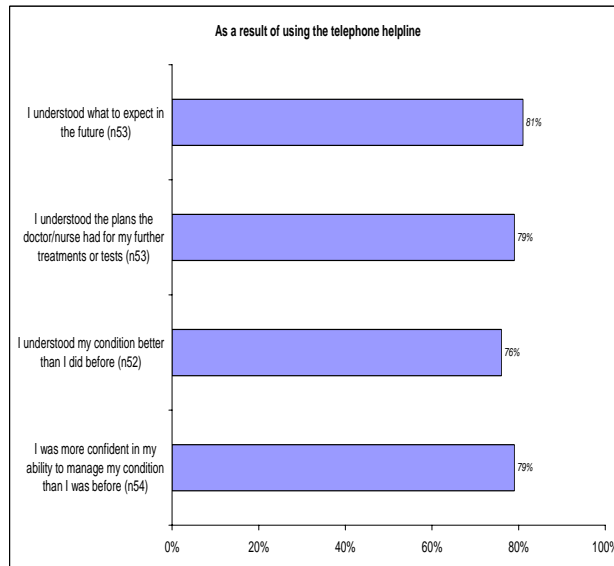
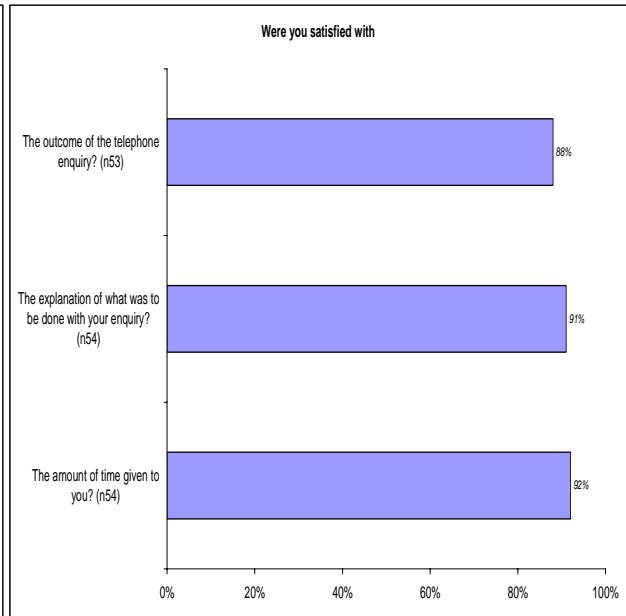
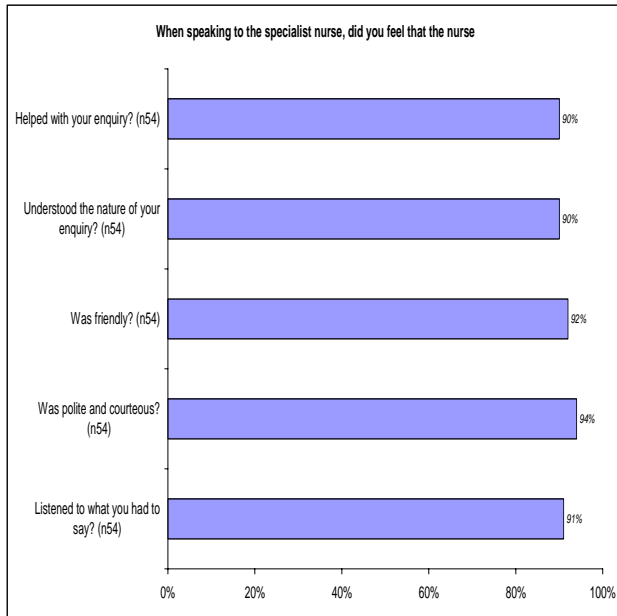
## Appendix One



If yes, when did you use this service? (n=56)	Number of respondents (%)
Before January 2004	5%
During 2004/2005	77%
Both	18%

Please identify which helpline you telephoned (n=56)	Number of respondents (%)
Gloucestershire Royal Hospital	50%
Cheltenham General Hospital	46%
Both	4%
Other, please specify	0%





**Patient Comments**

70 respondents made additional comments; 32 helpful and 37 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.

<b>Access and waiting time</b>	
Helpful Comments	When able to actually speak to IBD nurse – appointment is fairly quick if required.
	The IBD nurse was able to get me an urgent appointment with my consultant when normal channels failed due to a breakdown in communication between Glos hosp and Cheltenham General Hospital.
	Doctor comes to Tetbury hospital which makes life easy for me.
	Having a recurrence of ulcerative colitis this year, I was really pleased that I could speak to someone who understood exactly what problems I had, and saw me at Cheltenham General hospital within days, rather than going to my GP then having to wait for a hospital appointment. She also telephoned me to find out whether the medication had helped me, which it certainly had.
	Ability to get an appointment at clinic at short notice. However I don't recall ever getting advice other than come to clinic.
	I was able to get an appointment to see the specialist nurse and the consultant which helped me with the problem with my condition at the time.
	Saves time in making appointments by not having to be referred by a doctor.
Improvement Comments	Have service manned between 9am and 5pm and have answer service in the evening.
	Extending the service to include weekends and 'out of office' hours.
<b>Safe, High Quality Co-ordinated care</b>	
Helpful Comments	Having only been diagnosed with IBD during the last 18 months, during the occasional flare up I have found the specialist nurse of great help, my calls have always been returned. To have a telephone is a great reassurance to me with this condition.
	It enabled me to know what to do when I get really ill.
	Being able to speak to someone straight away.
	It's there.
	Quick and always available ? ? ?need to see GP.
	Haven't had to use it yet – thankfully.
	Able to ask a question that didn't really need a visit to the doctor.
	The nurses are very qualified in this particular subject. If they had any doubt on my questions. I was contacted almost immediately with a satisfactory answer. They give an excellent service.
	It saved me the need to make an appointment & wait days/weeks for some advice that can be readily be given in minutes by experienced personnel.
	The telephone helpline help me the day after ringing and arranged for me an appointment with a specialist nurse for the following week.
	I was satisfied with the service.
	Quicker then trying to contact GP or Consultant.
	I found it helpful that there is a number I can ring if I have any problems with my condition.
	One got an answer to one's problem without bothering a doctor.
	That someone was contactable if I ahs a query or a problem and didn't need to go back to my doctors etc.
	Consultant removed my name for future consultations. Disease is under control – due to GP care and food precautions.
	Good to know there is someone to talk with on the phone when needed.
	Opportunity to seek help or clarification. Helpful contact with a nurse who could act as a liaison between the patient and the consultants or various departments dealing with rests etc. Excellent service in having the IBD nurse present at the ? with the surgeon and having time alone with her afterwards to discuss any queries. Very pleasant to have the friendly personal contact. I could not speak too highly of X.
I have only really used this service in connection with the monitoring by blood tests of possible side effects caused by my medication i.e I have notify the nurse when I have had	

a blood test and she has got back to me to tell me whether or not there is cause for concern and when I should next have a test (I presume this is indeed the helpline with which you are concerned – phone no. 08454 222475) I cannot therefore comment on advice given ? if this is the subject of the enquiry.
I get an efficient response to my query and it can be treated ASAP which helps my condition.
Learning and understanding my disease helped me not to panic when things are happening.
I was able to speak to a 'specialist' nurse.
The fact that the service is available if required is comforting.
When I was initially given my IBD nurses telephone number I didn't really appreciate to what effect it would be important. My first contact with her resulted in her finding out that I could possibly have coeliacs disease as well as ulcerative colitis. She organised a diagnostic appointment for me and the results proved positive. My second discussion resulted in an appointment at her clinic and altogether it proved to be just a 'flare up', I felt more at ease with the situation. The way this service is operated is excellent. Thank you.
I have not had to telephone the IBD helpline, but it is nice to know there is a service there if I do need to.
Firstly that it exists, i.e. so I wasn't having to make an appointment with my GP and secondly knowing that I would receive a reply which would help in managing my condition, and where necessary an appointment was made for me to attend the rapid access clinic.
Just knowing that the service is there is the main thing – excellent idea!
It's a comfort to know that it's there even if I haven't had the need to use it yet.
No. I have used this service on 3 occasions and been very happy with the service.
Keep it going.
No – I think it works very well – for me anyway!
If I had contacted my local Dr then I don't think he would have enough knowledge about Crohn's to advise me straightaway. Without my medication I would be unable to work, take my children to school, leave the house, as I am having a flare up at the moment. Without the helpline the only way to get advice would be to make an appointment to see the consultant. This is not only not immediate but also an IBD nurse maybe able to answer the question saving the consultant's time for another patient.
Very helpful and efficient. Many thanks to both X & X!! A very necessary service when it can be very long periods of time between outpatients' appointments.
It's good to know it is there if required.
I would like to congratulate GRH on the efficient and professional service I have received from the Gastroenterology team.
As this service is often only available during mon-fri office hours I have found that it is superficial as the specialists' secretary will answer immediately and 'get things going'. On failing with the service twice the specialist's secretary has been very efficient at making necessary arrangements.
Although I have not had occasion to use this service, a dedicated helpline is an excellent idea, apart from the "peace of mind" aspect, it obviously provides a quick re-entry to the system should the problem recur.
The telephone hotline was great as my condition was cleared up within a month of seeing the specialist nurse and made my life happy, thank you.
At present I have not had to use the helpline, however, I am very pleased such a service is available to help deal with any future problems I may have.
Thank you for offering this service – I think it is very reassuring and an excellent service X have been v. helpful and friendly – thank you.
My GP is looking after me Dr is very helpful and has given good advice and care. My thanks to you all.
The colo-rectal unit in Cheltenham General is highly impressive and the IBD nurses are an invaluable addition to the team.
Although I have not used the helpline I am happy that the facility is available.
I found it to be an excellent service like me with a chronic condition needing help quickly. Long may it continue. Thank you.
Since using the service I feel that I have regained some control and a better understanding of my illness. I also feel that I now have somewhere to go if and when things go wrong, as

	they seem to do. Thanks for your help.
	This is a very good service that is provided for people with IBD. Keep up the good work.
	Thank you for being there.
	I have always been treated well by any department of Gloucester Hospital.
	I would use this service when I need to, but haven't needed any advice.
Improvement Comments	It seems rather trivial but the prescription that I needed had to be signed by a doctor, and a great deal of time was spent by X trying to find a doctor who was available in order to obtain his signature. Surely someone of her capabilities should be able to do this herself.
	I, up until last month visited Chedworth Suite CGH for an infliximab infusion, I now visit GRH but the impression is that the staff cannot cope due to the pressure of day surgery work. We have our infusions in the waiting room; this doesn't seem clinically safe to me. I have no complaint of the staff, they are all wonderful. I just think more assistance is needed, or a different venue.
	I may have been identified by my comments. I felt that the nurse concerned had tunnel vision and was unable to grasp concepts other than IBD. I feel that she should not be allowed to write to GPs I would never use the helpline again.
	I have not used the system as I feel that when phoning help-lines, as they are not aware of your own specific medical history, the advice given will most likely be to contact your GP/ Specialist nurse or consultant, so that would be my first action. This is not a judgement on the system – just my belief.
<b>Better information, communication and choice</b>	
Helpful Comments	The service is a good idea in theory and would be very helpful if the nurse responded to the messages I left.
	Perhaps to make the patients more aware of the service and the situations where they can be of help. It had been about 4 years since my diagnosis and it was a chance comment by a registrar that made me aware that this was available. Only a few months later I actually needed to use the service.
	I received the information and help I needed very quickly.
	Being able to talk to somebody who understands what my problems are. Getting help and information straight away. Due to the nature of the illness you can never predict as to when you will need help!
	I felt happy to raise issues using the helpline. I have also found the e-mail facility useful on most occasions I have received a prompt response but on one occasion I did have to ring back to obtain an answer to my query.
	I had very quick responses to the messages left and knew that the person on the other end actually understood what I was talking about. Both X & X were very helpful at what was a worrying time & appointments were made quickly which was necessary at the time. It was also good to know that I wasn't going to be made to feel that I was wasting anybodies time.
	Quick answers and guidance.
	The IBD nurse helped me over the phone with what type of diet I should keep to and if certain foods upset me I was to leave them alone.
	The fact that someone would actually return your call and try to help you as much as possible, explaining what could/wouldn't happen.
	The fact that I could talk to someone who knows about Crohn's and was able to give me the advice straightaway. It meant I could carry on with normal life, work etc by being told I could still take my medication and that I could see X in a few days to check everything was ok. (I rang the helpline because I had severe sickness on a Sunday, which my local doctor came out to stop, and then needed advice about medication on Monday and should I take it or not).
	Get a consultant to ring patient back if specialist nurse unable to answer a question.
	I have never used this service but I did e-mail the nurse and was very impressed with her prompt reply and information received.
	Explain to patients they will get through to an answer machine and leave a message, someone will get back in touch very soon.
	I have been in contact with the IBD nurse at Cheltenham, this was initially through my own doctor. I have since then spoken several times to her about various problems connected with Azathioprine and low blood count. She was always helpful and prompt to reply to messages I presume her phone number is the IBD helpline number.

Improvement Comments	Quicker access to a real person.
	E-mail contact could be a good idea.
	Is the service available for family member/partners to ring? Sometimes I think it would be more useful for them to learn about their loved ones condition from someone else not personally and emotionally involved i.e. the patient.
	To make this service readily available to patients. I had no idea this service was available via my GP surgery or hospital. Publicise please!
	My only suggestion is that the nurse rings back as when I rang I had no reply.
	Inform existing patients by letter of the service available I knew nothing of this service.
	Answering machine messages are dealt with on same day as recorded.
	When patients attend outpatient clinics concerning IBS it would be helpful to be given a leaflet or card about the IBS helpline and its phone number. This could speed up appropriate help or self help with diet or lifestyle. I notice there is no phone number given on this questionnaire.
	It would be more reassuring to speak with someone than an answer phone but understand this is not viable. Would be good to have a timescale for call back – i.e. we'll call you between 2 – 4pm or something.
	It may be better to have a time in the day when patients call and speak to someone rather than leave a message.
	Because IBD nurses work a job share and demand for the service is high, there are times when they are under a lot of pressure to keep pace. Perhaps an actual person manning the phone would enable them to prioritise the most urgent calls. Extending the hours worked by the nurses would be helpful but perhaps not financially possible.
	I cannot fault the attention of my GP or the wonderful care of X prior to and after my operation. To them I owe much – but as to information of whom to contact/helpline etc totally blank. No information supplied in any form what-so-ever or at least “not brought to my attention”.
	Did not know it was available.
	I find it most reassuring to know that I can speak to a qualified nurse should my Ulcerative Colitis flare up again.
	That you could speak to a trained nurse concerning my condition and she understood all about me.
	I have used the helpline service several times and spoken to X who I found very helpful indeed, she listened to what I had to say, giving me confidence in managing the Ulcerative Colitis which still had not settled down since having a colonoscopy at the end of June 2005. She also came to see me when I was in Cheltenham Hospital in September this year and again she was very helpful and reassuring.
	Sometimes when you need to speak to a specialist nurse or doctor that knows about Chrones URGENTLY then I think this is an area that could be improved on as one day I was in agony and needed some answers but my call was not returned until the next day. My GP does not know much about Chrones at all, I had it for a year and they kept fobbing me off until I got so ill, I had to ask my own GP for a referral. What I'm trying to say is that I didn't really have another alternative (eg GP) number to try and speak to a specialist nurse so I had to carry on in agony all night until my call was returned the very next day.
	Prompt return of calls would be nice. Information given and received by IBD nurse needs to be followed up.
	The only suggestion would be for this helpline to be available for all patients with IBD. I have a colleague who is also a sufferer but unfortunately this service is not available Slough area.
	Provide information on possible admission if really ill on the answer phone message when no-one is available as this will save time and effort for both patient and hospital staff.
When the nurse was away there was no-one else to speak to.	
More regular attention to the messages left on the answer phone whenever possible would improve the service.	
Just build upon what you do. I am still not sure what to expect next time it flares up if it can get worse or not.	
The service is quite adequate and good.	
Did not know it was available. This is the first time I have received information about this service.	

	Now I know I will be able to use it. Thank you.
	When you are told something by the specialist nurse regarding your treatment it would be nice if it was actually done! Also GP seems to be unaware of current treatment which IBD nurse was supposed to pass on.
	It would be good to know the telephone helpline tele no.
	Please advise patients of the helpline number.
	I have dealt with the specialist nurse, but felt that she was not qualified enough to answer my queries as some of her responses were not relevant to my own condition; so I personally would contact the consultants secretary or the Stoma nurse, so they would discuss the issues with the consultant, who I trust to decide whether I need seeing or am worrying unnecessarily. This is just my own personal experience of dealing with the specialist nurse rather than the doctor or surgeon.
	It would have made sense to have included the telephone helpline phone number for the people who are not aware of it in your covering letter.
	I am sorry I cannot be of much help with this questionnaire, having no knowledge of it before receiving this, but thank you for putting it to me. I am now living in Surrey having moved in August.
	I have never been aware of this service and would be pleased to receive any information which is available on this service.
	It would be nice to have the information about the telephone.
	Would like more info.
	I am aware there is a specialist nurse and was given a contact number for her. I have not used this number and would like any numbers for her and the helpline for future use please.
	Is there a helpline for PSC/ or liver problems. As I have been jaundiced for the last 3 months, so I am not sure, due to the very high Bilirubin levels, if it's from narrowing of my colonic tubes or that my liver cells are damaged or both.
	My doctors have never told me such a helpline existed
	I wish I had known about this service at the time – it sounds a good idea.
	I feel part of the problem with the service may be with communication between doctors and helpline staff. I was told that my details would be passed and someone would contact me however this did not happen in the end I contacted them. Perhaps greater clarity of what the service offers would be helpful.
	They need to explain more details to patients before they do operations or other treatments to people.
	I did not know of this helpline but I am very glad that there is help at the end of a phone and if I felt I needed to use this service I would do so.
	I wish I had known about the telephone helpline.
	It would have been nice to know. Why was I not told it may save me and my GP a lot of time. What is the helpline number?
	Please send me the IBD helpline number! (I have telephoned the hospital when I have had problems, and spoken to the gastroenterologist nurse only, who has been very helpful).
	I would like to know more about the helpline.
	I am not aware that a helpline exists for patients with IBD but would be interested to know more about it.
	Why were people with bowel disease not told soon about this telephone helpline, it's never been mentioned before.
	I wish I had known about this before! I still don't know what it is – your literature does not tell me. I have in the past telephoned and found her very helpful, but i do not know whether this number is the official help line. I hope your report will make it clear what the number is and how/when it may be used.
	Avoid situation where nurse 'A' can't help and books appointment with nurse 'B' – who says you need to see a consultant – who isn't there. Gloucester specialist nurse introduced herself basically as the 'azothioprine' nurse and it didn't really occur to me to call her on nay other IBD matters.
<b>Building relationships</b>	
Helpful Comments	Both nurses are very helpful always and most of all very reassuring. I have thanked them both for always being there when I have any problem at all they are always very

	reassuring, and very very helpful.
	The nurse was very approachable, easy to talk to and readily mentioned the context of the helpline and how to use it! Also, she had a card with all of the contact details on which has helped!
	The two nurses at Cheltenham were very helpful and quick to act to my phone calls.
	Everybody was so helpful.
	It is most helpful to know that I can contact a nurse as soon as I have a problem rather than having to wait for a doctor appt. As well as this the nurse is someone you can easily talk to she is understanding.
	The caring way they go about things. Nothing was too much trouble for them.
	Personal advice.
	X is my nurse and she is very very good. She is the gastroenterology nurse specialist.
	I have good contact with "specialist nurses".
	The nurses are very caring and understand how the condition can 'get you down' – they follow the call through until you are satisfied that you can now cope with the 'flare up' until it has cleared.
	Keep up the good work. X is a star and good how she explains the illness and how to cope with it.
Improvement Comments	It would be better to speak to one of the nurses and not an answer machine. When patients are taking medication and waiting to go into hospital it would be nice for someone to keep in contact with the patient.

*No Comments regarding the theme 'Clean, comfortable place to be in' were made.*

## 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/In correct/Offensive/Abusive/ Over familiar
- **Response** – Delay/Failure
- **Choice** – Commissioning/Provider function
- **Advice provided** – None/*Good*/Incorrect/Misleading/Conflicting/Inad equate/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