

Gloucestershire Hospitals
NHS Trust



NEUROLOGY DEPARTMENT
PATIENT SATISFACTION SURVEY
SEPTEMBER – OCTOBER 2003

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GLOUCESTERSHIRE HOSPITALS NHS TRUST

A patient satisfaction survey was carried out within the Neurology Department at Gloucestershire Royal Hospital in September – October 2003 to measure the level of satisfaction amongst the patients visiting the department in this period.

Questions were asked regarding waiting times, verbal and written information, relationship between the patients and doctors/nurses as well as the physical environment within the department.

500 questionnaires were distributed to patients, of which 301 were returned, giving a response rate of 60%.

The below table (1) gives an overview of which clinics the patients visited:

Clinic code	% of patients
GNF/1(G)F	6.4%
GNF/7(G)	3.7%
GNF/9F	6.7%
GNF/1GM	9.4%
GNF/7GM	3.7%
GNF/1GR	2.4%
GNF/3GR	1.0%
GNF/7GR	1.3%
GNF/1SH	2.0%
GNF/7GH	1.0%
GNF/9GH	1.3%
GNF/3S	7.4%
GNF/7GS	2.7%
GNF/9S	9.4%
GNF/3MS	5.4%
GNF/3MW	2.4%
GNF/3MM	5.4%
GNF/3MR	1.3%
GNF/EN1	6.1%
GNF/EN2	1.7%
GNF/EN5	2.0%
GNG/EN6	0.3%
GNF/BOT	5.7%
GNF/7EF	4.4%
GNF/7ES	1.7%
GNF/9GA	3.7%
GNF/RR2	0.7%
GNF/NS6	0.7%

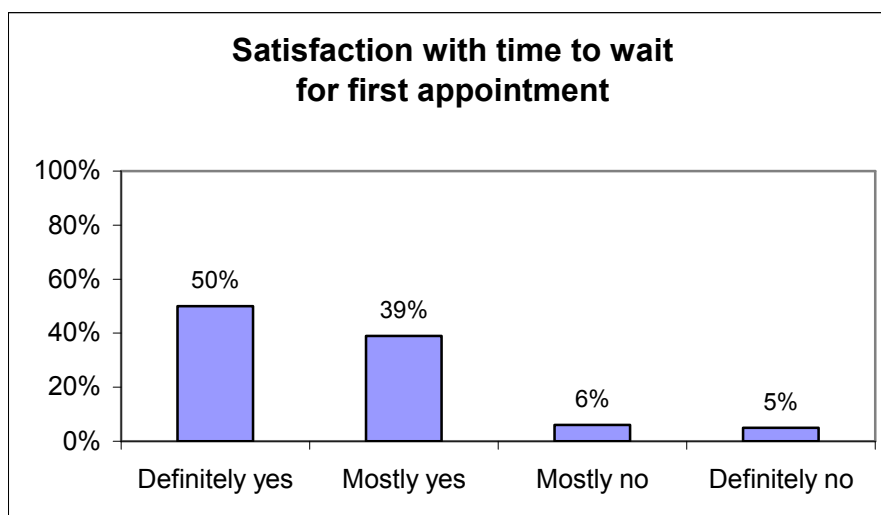
Table 1

Summary of results

The overall results of the survey are summarised below, divided into the way in which they were asked in the questionnaire.

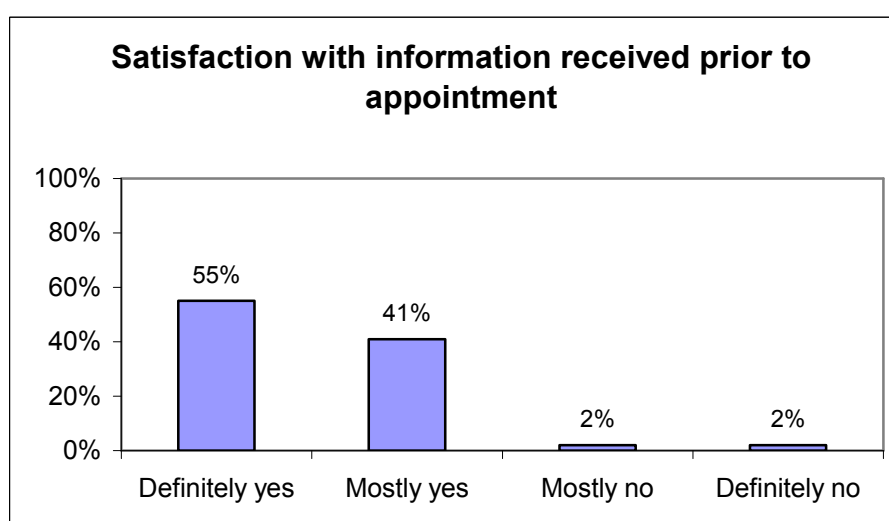
1. BEFORE YOUR VISIT TO THE CLINIC

This section asked for patients' satisfaction with waiting time for first appointment and information provided prior to the appointment. The answers are illustrated in graphs 1 and 2 below:



Graph 1

Graph 1 shows that the majority of patients were satisfied with the time they had to wait for their first appointment; with 89% being very satisfied or satisfied, and 11% dissatisfied.

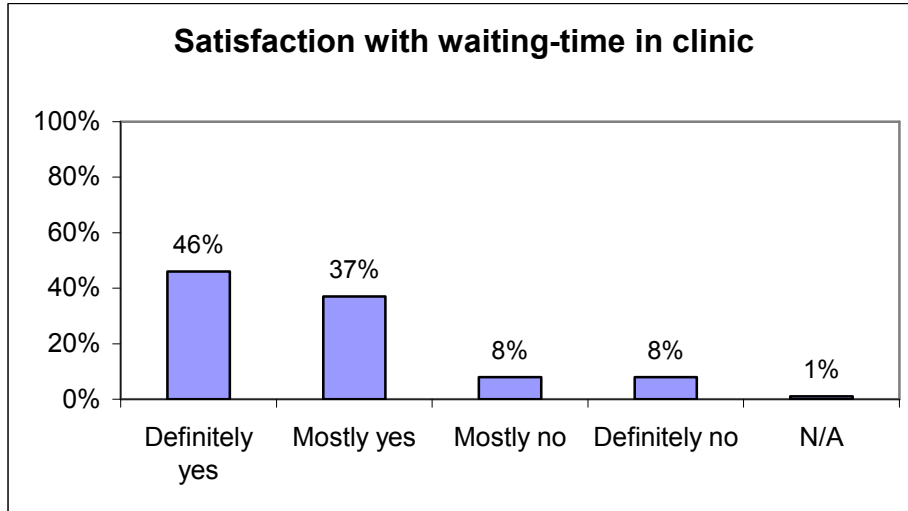


Graph 2

Graph 2 shows that most patients (96%) were satisfied with the information they received prior to their appointment.

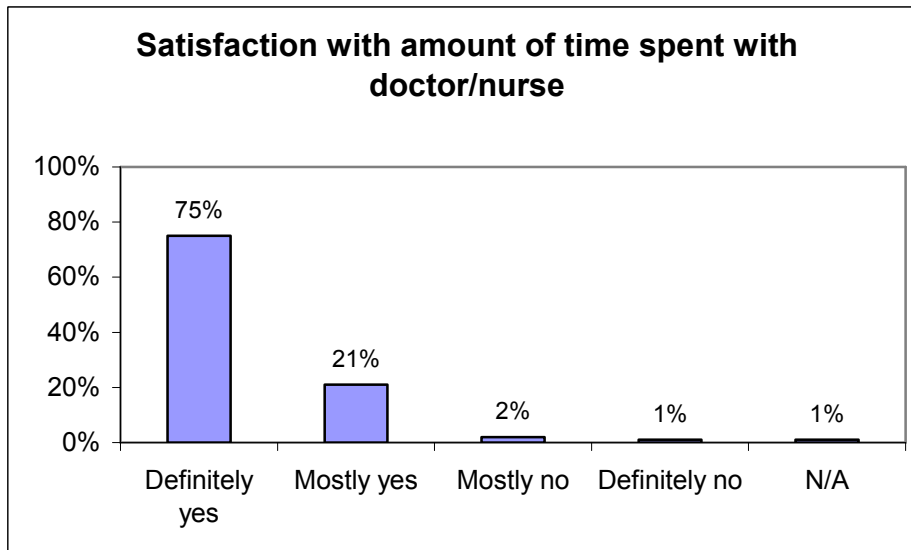
2. ABOUT YOUR VISIT TO THE CLINIC

This section asked patients about waiting time in the clinic, time spent with doctor or nurse, information provided, how they were treated and if they felt that they were listened to and whether they were treated with dignity and respect, as illustrated in graphs 3-8 below.



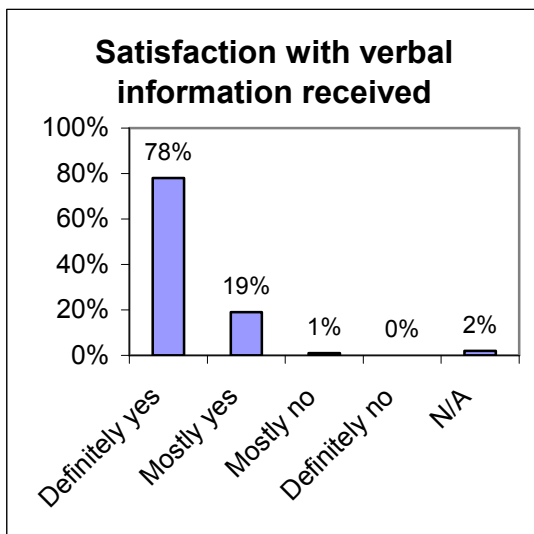
Graph 3

Graph 3 shows that most patients were satisfied with the time they had to wait for their appointment in the clinic.

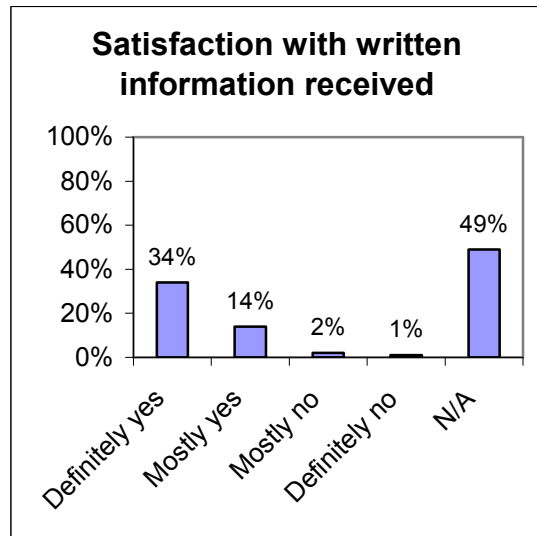


Graph 4

As seen in graph 4 above, the majority of patients very satisfied (75%) or satisfied (21%) with the amount of time they spent with the doctor or nurse.



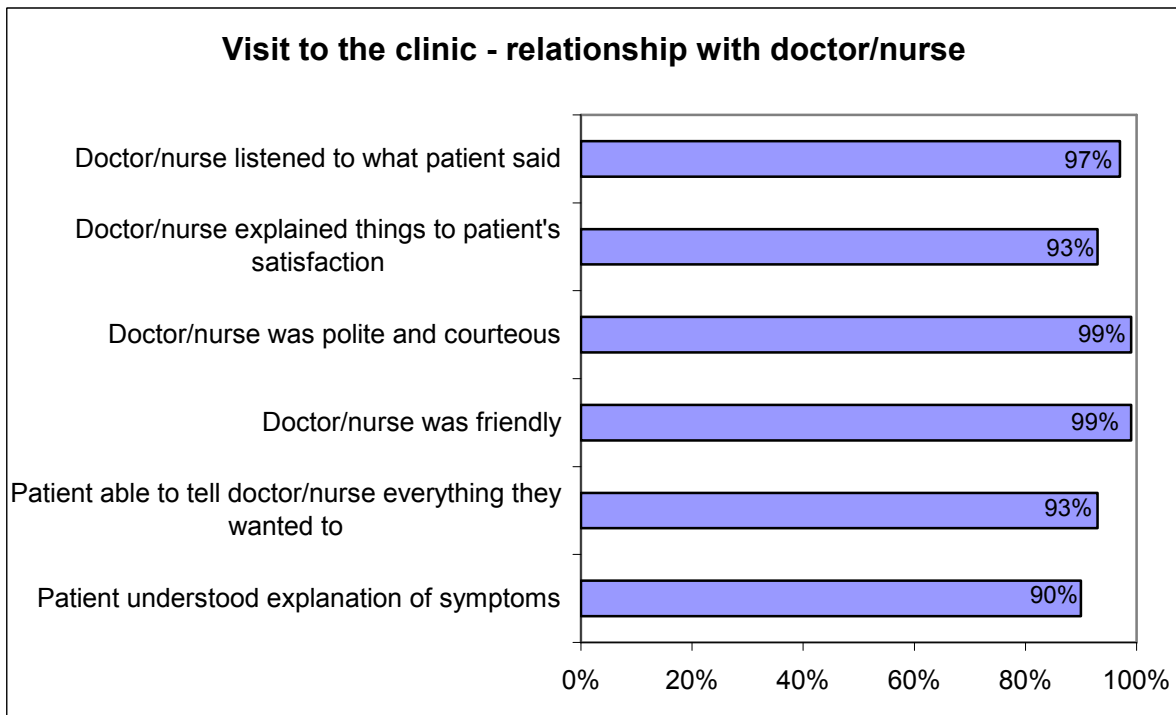
Graph 5



Graph 6

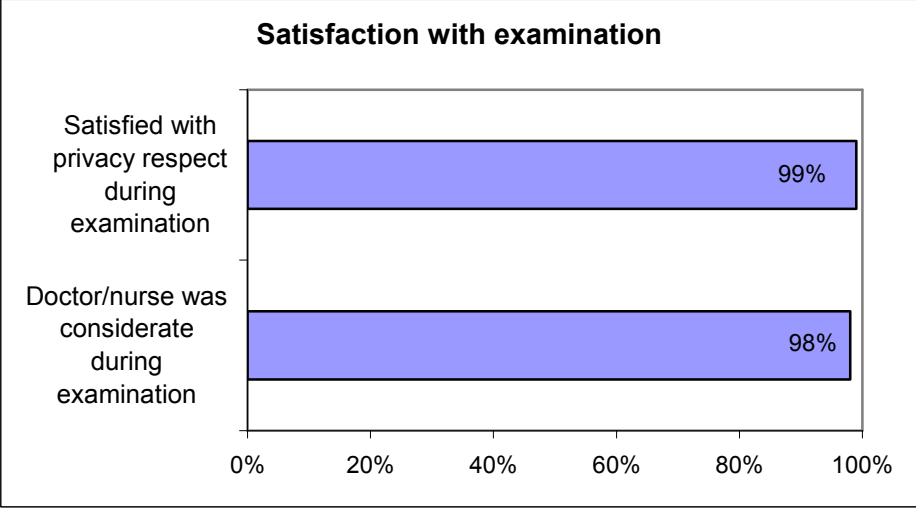
Graphs 5 and 6 above show that the majority of the patients were very satisfied or satisfied with both the verbal and written information they received from the doctor or nurse, although almost half of the patients (49%) said that the question regarding written information was not applicable to them, so it must be assumed that they did not receive any written information during this particular appointment.

Patients were asked about their relationship with the doctor or nurse. As illustrated in graph 7 below, the overall level of satisfaction is very high.



Graph 7

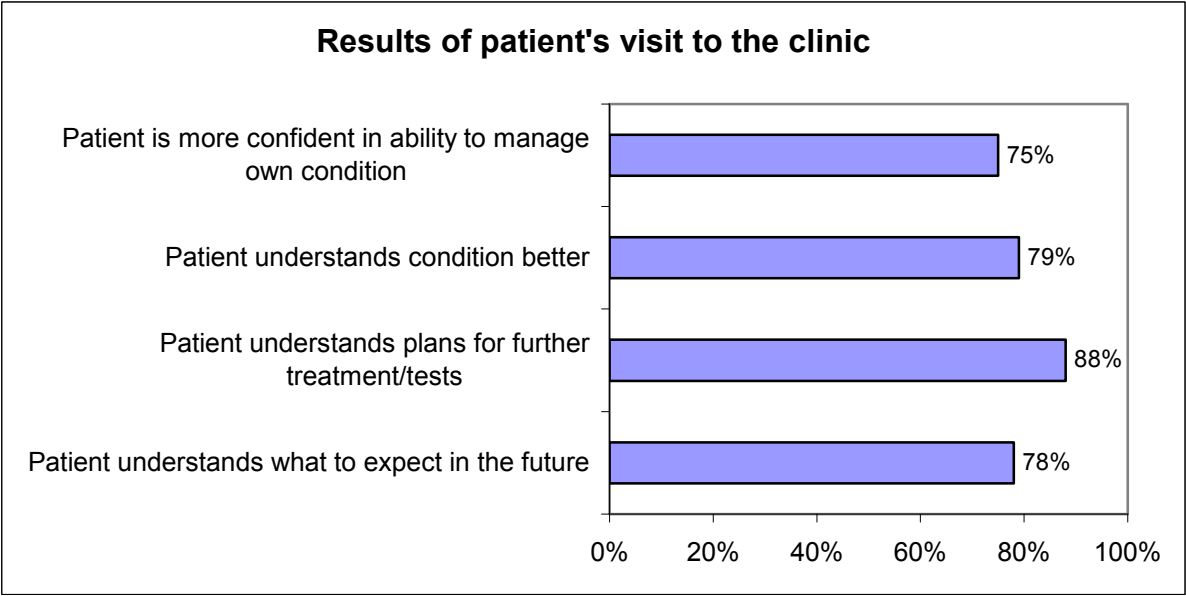
52 % of the respondents said they had been examined by the doctor or nurse during this particular appointment. Graph 8 shows that the vast majority of patients that were examined are satisfied with both the level of privacy and respect during the examination and that they felt the doctor or nurse was considerate.



Graph 8

3. AS A RESULT OF YOUR VISIT TO THE CLINIC

This section asked patients how they felt the visit to the clinic had helped them understanding and managing their condition, as well as their expectations towards the future.

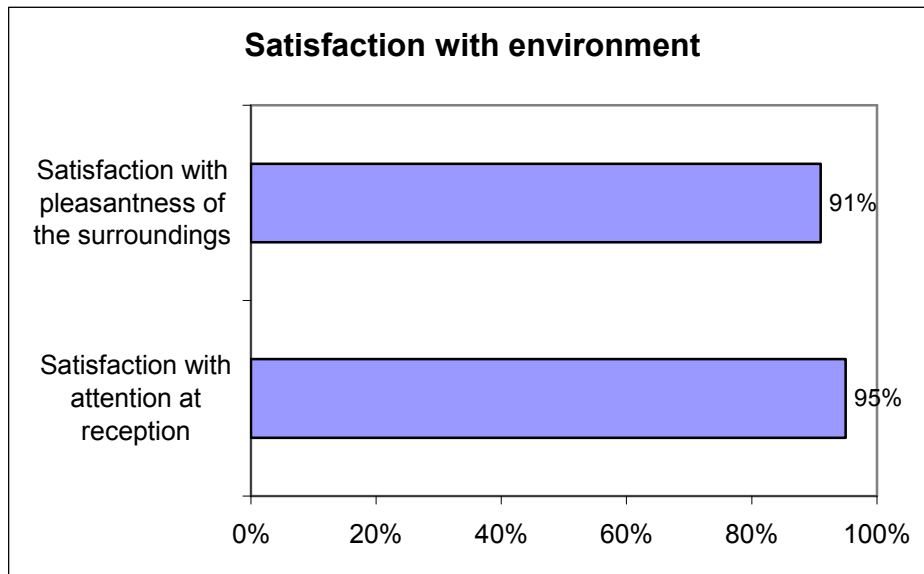


Graph 9

Graph 9 above show that, overall, patients were confident (75%); that they understand their condition better (79%); that they understand plans for future treatments and tests (88%) and that they understand what to expect in the future (78%).

4. ABOUT THE ENVIRONMENT

In this section patients were asked about their satisfaction with the physical environment in the clinic and how they were received at the clinic reception.

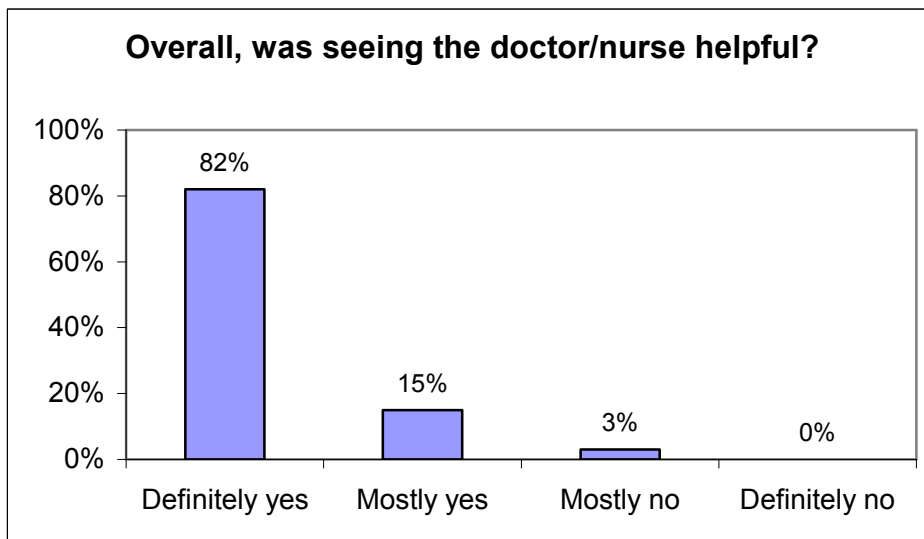


Graph 10

Graph 10 above shows that the majority of patients were overall satisfied (91%) with the surroundings of the clinic and that they were overall satisfied (95%) with the attention they received at reception.

5. YOUR VIEW GENERALLY

This section asked patient if they were satisfied on an overall basis.



Graph 11

Graph 11 above shows that the vast majority of the patients said that seeing the doctor or nurse was very helpful (82%) or helpful (15%) and that only a small number (3%) found seeing the doctor or nurse not to be helpful.

Patients were also asked if they had ever seen any other health professionals in neurology, and if so, if this had been useful. 46% of the respondents said they had seen one or more other health professionals. Table 2 below provides an overview of how many patients have seen other health professionals and gives an overall indication of how useful these patients felt this particular service was:

Health professional	% of patients who have used service	How useful
Specialist nurse	20%	94%
Psychologist	5%	83%
OT	4%	81%
Physiotherapist	13%	76%
Speech and language therapist	4%	88%

Table 2

Respondents were finally asked if they would recommend the Neurology service to friends or relatives. 96% of the respondents answered this question, and they all said they would recommend the service.