

Gloucestershire Hospitals  
NHS Foundation Trust



# **Physiotherapy Outpatient Respiratory Exercise Class**

## **Patient Satisfaction Survey September 2005 – June 2006**

**FINAL REPORT**

*Patient & Public Involvement Department  
June 2006*

Physiotherapy Outpatient Respiratory Exercise Class Patient Satisfaction Survey  
2005/2006

Introduction

This report provides a summary of the results of the Physiotherapy Outpatient Respiratory Exercise Class Patient Satisfaction Survey which took place during September 2005 – June 2006 at Gloucestershire Royal Hospital.

This survey was carried out to identify the patients' view of the new service. Patients were given the opportunity to provide free text comments within the questionnaire on their experience and also how the service could be improved. 15 surveys were distributed to patients whilst attending the exercise class and returned to the Patient and Public Involvement (PPI) Department using pre-paid envelopes.

9 surveys were completed and returned to the PPI Department, giving a response rate of 60%. 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

45% of respondents were referred to the exercise group by the Respiratory Nurse. The majority of respondents felt that the timing of the session was convenient (89%), although fewer respondents felt that the location of the session was convenient (67%).

100% of respondents felt that they were given adequate information about the group prior to starting the group.

The majority of respondents were happy that the team member listened to what they had to say (100%) and felt able to ask questions they wanted (100%). Respondents felt happy with the individual attention that they received during the programme (94%) and felt safe whilst exercising (100%).

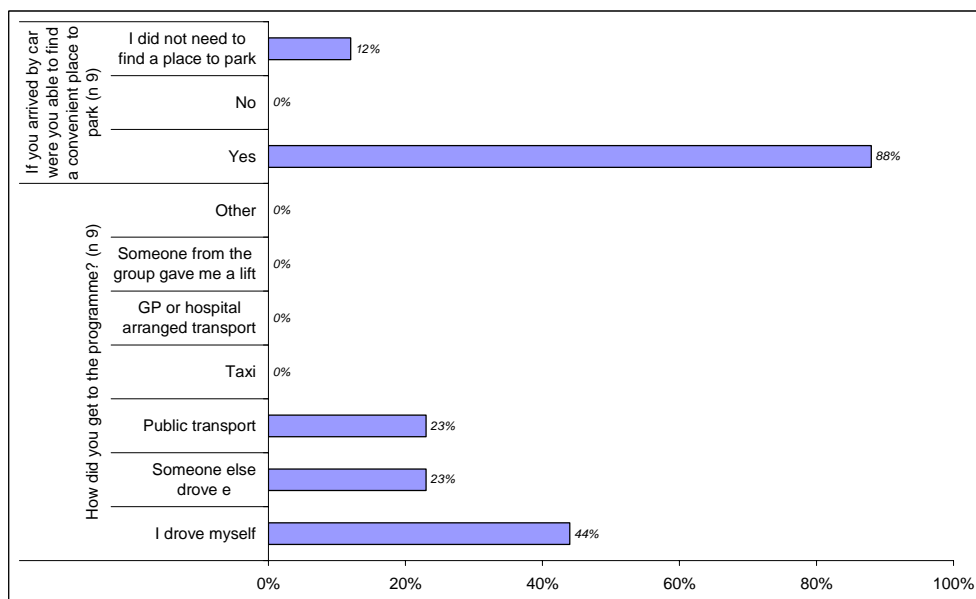
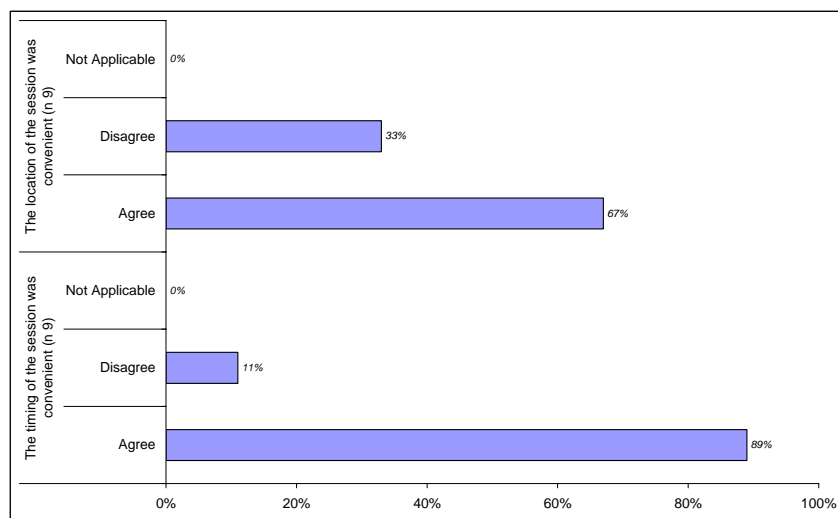
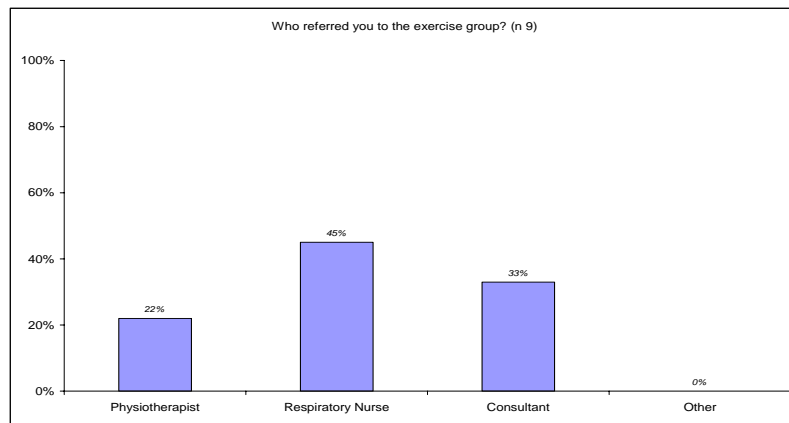
The majority of respondents felt that there was enough space to exercise (94%) and found the length of each session appropriate (100%). However, only 63% of respondents thought that the number of sessions was appropriate.

Overall 100% of respondents felt that the exercise class was worth attending and stated that it had improved their confidence and enabled them to share their experience with other users.

100% of respondents were white with a range of ages between 45 and 74.

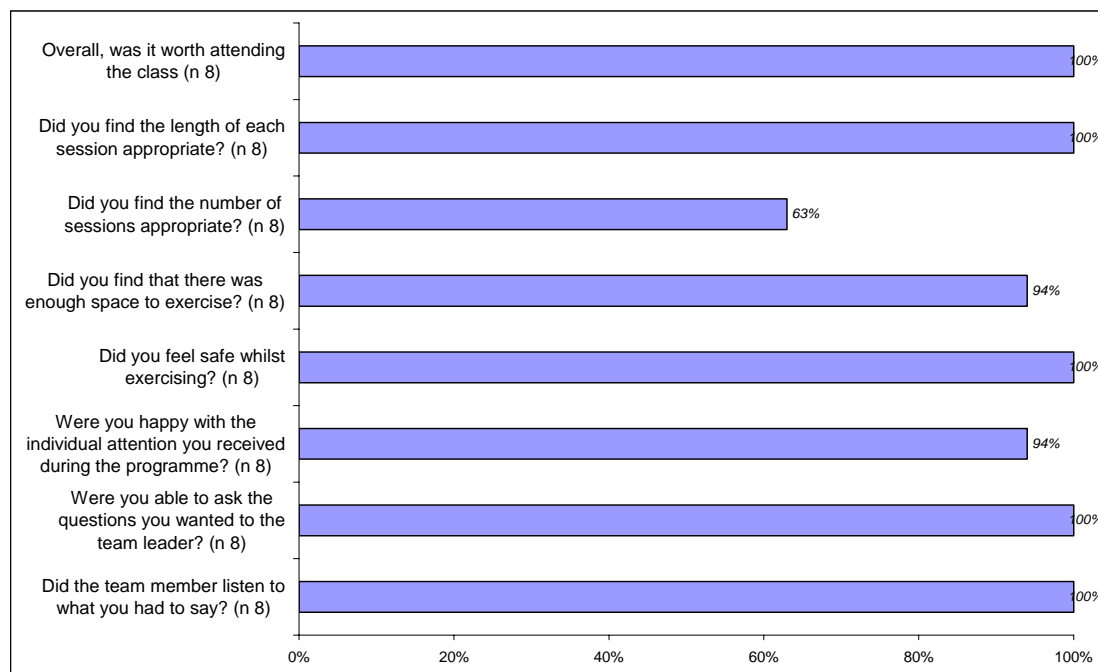
This report has been prepared by Amy Silk – Patient & Public Involvement Officer.

## Appendix One



Do you feel you were given adequate information about the group prior to starting the group?	Number of respondents (%)
Yes	100%
No	0%

Table 1 (9 respondents)



To which of these ethnic groups would say you belong?	Number of respondents (%)
White	100%
Black	0%
Asian	0%
Chinese	0%
Mixed	0%
Other, please state	0%
I do not wish to include my details	0%

Table 2 (8 respondents)

Are you:	Number of respondents (%)
Male	34%
Female	56%

Table 3 (8 respondents)

What is your age group?	Number of respondents (%)
Under 16	0%
16 to 24	0%
25 to 34	0%
35 to 44	0%
45 to 54	0%
55 to 64	19%
65 to 74	25%
75 to 84	44%
85 and over	12%

Table 4 (16 Respondents)

Patient comments

What did you find most helpful about the class?

From the staff down everybody was so friendly
Was not rushed to do exercises and given time to relax as necessary
It gave me the confidence of being able to exert myself to the limit of my ability, knowing that help was at hand if required. I would not have done this at home in case I caused myself 'adverse reactions'. It was also helpful meeting people with the same problems and discussing things.
It was nice to interact with other sufferers outside of hospital ward also gave me confidence to exercise and not feel embarrassed about breathing hard and sometimes having to use my inhaler outside gym's I find quite intimidating because of this.
It helped my breathing and encouraged me to exercise
It gave me confidence. I am now able to go out on my own without my nebuliser. I now know what to do if I get short of breath. I met others with the same condition and it helped to share experiences and learn how others cope.
Improved my fitness
Realising other people's difficulties were worse. Knowing what kind of exercises were advisable. Being part of a group with no pressure to compete.

Do you have ideas on how the class could be improved?

It would be nice to alter the exercises and maybe add some new ones. Also to maybe use some of the other exercise equipment (under supervision of course). Also it would be nice to have two classes a week at different times so other people could attend.
I don't think the actual class needs improving but it would be great to have another eight weeks or more.
More patient to attend.
A little more information on the benefits of the exercises and what they were supposed to achieve.

Please add any further comments you would like to make

Have found the course beneficial and will continue to do exercises at home
The physio we had was X but maybe to help other Doc's and physio's etc understand it would be nice if sometimes we had a change about of they could sit in on a class occasionally (and do it with us)
Gloucester is a distance to travel if I didn't drive I could not have done it. I work full-time but have good employers so was given the time off, like many things it does not take workers into account.
I found the class so helpful and it really did boost my confidence and breathing. I'm sorry the classes have finished and I will be lost without them. They were something I looked forward to.
Very enjoyable times. Thank you.