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Ascots Lane  
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**Herts Urgent Care**  
**Out-of-Hours - Telephone Advice**

**January 2010**



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Ms Lorri Connors  
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05 January 2010

Dear Ms Connors

Please find enclosed your report outlining patient feedback from the Out-of-Hours Patient Questionnaire (OPQ).

This report has been updated with the aim to illustrate feedback in a clearer and easier to assimilate format.


A summary report showing scores achieved from the evaluation questions has been provided for quick reference, however for maximum benefit reflection on all the feedback in the report is advised.

Please contact Matthew Taylor on 01392 252740 or [matthew.taylor@cfep.co.uk](mailto:matthew.taylor@cfep.co.uk) if you require further information about your report.

I hope the report gives you useful feedback about how patients rated your organisation and its service, and provides you with a good basis for reflection.

Please contact me if you require any further information about your results.

Yours sincerely



Helen Powell  
Data Manager

## Report Contents

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This survey was designed to give you an insight into how your Out-of-Hours service is viewed by your patients. The report outlines the information that has been collected and analysed from patients using your service in the form of graphs and tables. Explanation on how to interpret this information can be found in the report. Benchmarks are provided where applicable. From the report you will be able to clearly pinpoint areas where you performed well and also those areas where you feel that improvements may be needed. A summary page has been incorporated into the report for quick reference but it is advisable to take time to assimilate all the feedback in order for you to get the best overall picture of performance.

**Details of your survey**

Data for this survey was collated in January 2010. 374 patient questionnaires were sent out and 92 completed questionnaires were returned giving a response rate of 24.60%. Your organisation has done a total of 68 surveys, evaluation question scores for the current and last 3 surveys is displayed on page 6.

**Benchmarks**

Benchmarks have been provided to give you some sense of your performance in relation to other out of hours providers. However, you should be aware that as it is not a mandatory requirement for all out of hours providers to carry out this survey, benchmark data may not provide the overall picture of performance nationally.

The benchmarks have been derived from data from 68 surveys involving more than 2775 questionnaires from 17 providers across the UK between 2006 and 2009 with 8 or more responses.

Table1	Your mean score (%)	Benchmark mean (%)	Performance Band
<b>Question</b>			
<b>Initial telephone contact</b>			
Q 1c Initial telephone contact	51	56	4
Q 4b Speed of initial contact	48	54	4
Q 5a Information provided by GP	48	49	3
Q 5b Ease of contact of OOH	52	56	3
Q 5c Manner of treatment by call op	59	61	3
Q 5d Explanation of next step by call op	60	61	3
<b>About the health professional who called you back</b>			
Q 6b Speed of call back	41	42	3
<b>About the telephone advice</b>			
Q 8a Warmth of manner	48	51	3
Q 8b Ability to listen	52	54	3
Q 8c Explanations	52	54	3
Q 8d Reassurance	49	50	3
Q 8e Confidence in their ability	48	51	3
Q 8f Express your concerns	45	51	4
Q 8g Respect shown to you	52	57	3
Q 8h Length of phone consultation	45	51	4
Q 8i Consideration shown	48	53	3
Q 8j Concern shown	48	52	3
Q 8k Recommendation to others	49	55	4
Q 8l Satisfaction with help	54	56	3
<b>Post consultation</b>			
Q 9a Getting medicines	30	41	4
Q 9b If worsening condition	51	52	3
Q 9c When to contact GP about call	40	48	4
<b>Overall Score</b>			
Overall Score	49	52	3

Benchmarks are based on data from 68 surveys involving more than 2775 patient questionnaires from 17 providers across the UK between 2006 and 2009 with 8 or more responses

1	Your mean score for this question falls in the highest 25% of all mean scores
2	Your mean score for this question falls in the highest 50% of all mean scores
3	Your mean score for this question falls in the lowest 50% of all mean scores
4	Your mean score for this question falls in the lowest 25% of all mean scores

Table 2

**Question**

		Very Poor	Fair	Good	Very Good	Excellent	Blank	n/a
Q 1c	Initial telephone contact	4	15	22	28	21	2	0
Q 4b	Speed of initial contact	1	17	25	29	14	6	0
Q 5a	Information provided by GP	3	10	25	38	8	8	0
Q 5b	Ease of contact of OOH	3	9	25	41	13	1	0
Q 5c	Manner of treatment by call op	2	5	26	37	21	1	0
Q 5d	Explanation of next step by call op	1	6	28	31	25	1	0
Q 6b	Speed of call back	8	18	22	26	14	4	0
Q 8a	Warmth of manner	3	11	33	30	14	1	0
Q 8b	Ability to listen	2	7	37	28	17	1	0
Q 8c	Explanations	4	9	27	35	16	1	0
Q 8d	Reassurance	5	11	28	29	18	1	0
Q 8e	Confidence in their ability	7	13	22	32	17	1	0
Q 8f	Express your concerns	6	14	28	27	16	1	0
Q 8g	Respect shown to you	3	7	35	25	19	3	0
Q 8h	Length of phone consultation	4	18	23	34	12	1	0
Q 8i	Consideration shown	6	13	25	29	18	1	0
Q 8j	Concern shown	5	12	28	29	17	1	0
Q 8k	Recommendation to others	7	10	27	27	20	1	0
Q 8l	Satisfaction with help	7	6	27	25	26	1	0
Q 9a	Getting medicines	5	11	32	0	8	6	30
Q 9b	If worsening condition	5	11	23	24	20	4	5
Q 9c	When to contact GP about call	5	15	20	20	10	7	15

Table 3 Question		Your mean score (%)	Benchmark mean (%)	Quartile of national means (%)				
				Min	Lower quartile	Median	Upper quartile	Max
<b>Initial telephone contact</b>								
Q 1c	Initial telephone contact	51	56	30	52	55	59	81
Q 4b	Speed of initial contact	48	54	33	50	54	58	81
Q 5a	Information provided by GP	48	49	11	45	50	53	67
Q 5b	Ease of contact of OOH	52	56	26	51	57	60	78
Q 5c	Manner of treatment by call op	59	61	37	58	62	64	79
Q 5d	Explanation of next step by call op	60	61	37	56	62	66	75
<b>About the health professional who called you back</b>								
Q 6b	Speed of call back	41	42	7	35	43	49	69
<b>About the telephone advice</b>								
Q 8a	Warmth of manner	48	51	28	46	52	56	74
Q 8b	Ability to listen	52	54	28	50	53	58	76
Q 8c	Explanations	52	54	30	51	55	60	74
Q 8d	Reassurance	49	50	19	46	50	55	70
Q 8e	Confidence in their ability	48	51	18	47	51	56	74
Q 8f	Express your concerns	45	51	18	47	53	56	74
Q 8g	Respect shown to you	52	57	28	52	57	61	79
Q 8h	Length of phone consultation	45	51	19	46	51	58	74
Q 8i	Consideration shown	48	53	15	48	53	57	78
Q 8j	Concern shown	48	52	19	46	51	56	73
Q 8k	Recommendation to others	49	55	13	50	54	59	79
Q 8l	Satisfaction with help	54	56	26	53	56	60	78
<b>Post consultation</b>								
Q 9a	Getting medicines	30	41	14	35	39	44	60
Q 9b	If worsening condition	51	52	17	49	52	56	78
Q 9c	When to contact GP about call	40	48	21	44	48	53	70
<b>Overall Score</b>								
	Overall Score	49	52	26	49	52	56	67

Benchmarks are based on data from 68 surveys involving more than 2775 patient questionnaires from 17 providers across the UK between 2006 and 2009 with 8 or more responses

# Telephone Advice : Evaluation questions: scores and benchmarks

Herts Urgent Care

05-January-2010  
Number Surveyed:92

Graph 1: Evaluation question mean scores in ascending order of performance with benchmarks

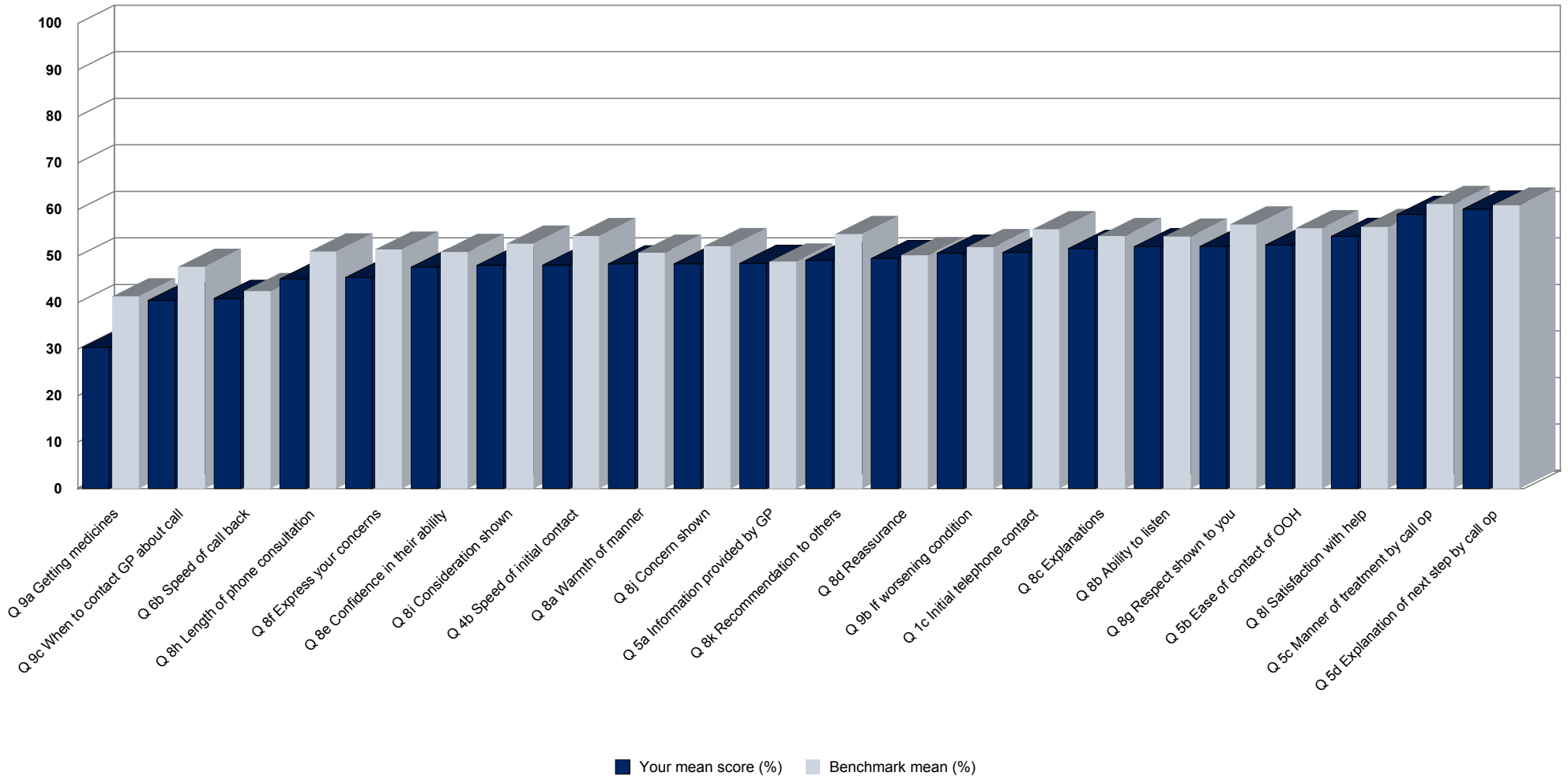


Table 4 Mean percentage scores for current and previous reports

	05/01/10 28514	30/09/09 28420	06/08/09 28081	26/06/08 23846
Q 1c Initial telephone contact	51	48	51	53
Q 4b Speed of initial contact	48	46	47	50
Q 5a Information provided by GP	48	46	49	42
Q 5b Ease of contact of OOH	52	50	56	50
Q 5c Manner of treatment by call op	59	56	56	57
Q 5d Explanation of next step by call op	60	58	57	59
Q 6b Speed of call back	41	32	34	39
Q 8a Warmth of manner	48	48	45	47
Q 8b Ability to listen	52	49	49	53
Q 8c Explanations	52	51	48	53
Q 8d Reassurance	49	46	44	48
Q 8e Confidence in their ability	48	47	45	50
Q 8f Express your concerns	45	48	44	51
Q 8g Respect shown to you	52	52	51	55
Q 8h Length of phone consultation	45	47	46	49
Q 8i Consideration shown	48	47	47	50
Q 8j Concern shown	48	47	47	50
Q 8k Recommendation to others	49	50	49	52
Q 8l Satisfaction with help	54	53	52	53
Q 9a Getting medicines	30	29	32	38
Q 9b If worsening condition	51	48	49	47
Q 9c When to contact GP about call	40	42	50	44
Overall	49	48	48	50

## Herts Urgent Care

The total number of responses in these tables may not equal the total number of patients surveyed (see top right of page)  
if some patients did not respond to the question

<b>Report Questions</b>	Number of Responses	% of Responses
<b>Q 1a Who did you first call?</b>		
GP	49	55%
NHS Direct	29	33%
Other	11	12%
<b>Q 1b How many calls</b>		
One	64	71%
Two	25	28%
More than two	1	1%
<b>Q 2a Contacted for yourself?</b>		
Yes	43	47%
No	49	53%
<b>Q 2b Patient's relationship</b>		
My son/daughter	28	56%
My parent	5	10%
My spouse/partner	14	28%
My friend	1	2%
Other	2	4%
<b>Q 3 Use of the service</b>		
First time	26	28%
Once before	25	27%
Twice or more	41	45%
<b>Q 4a Time to answer phone</b>		
0-30 seconds	32	36%
31-60 seconds	46	52%
More than 1 minute	10	11%
<b>Q 6a Time before phone back</b>		
0-10 min	20	22%
11-20 min	24	27%
21-40 min	24	27%
41-60 min	15	17%
> 1 hour	7	8%

Herts Urgent Care

The total number of responses in these tables may not equal the total number of patients surveyed (see top right of page) if some patients did not respond to the question

<b>Report Questions</b>	Number of Responses	% of Responses
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**Q 7a Which professional**

Doctor	68	79%
Nurse	7	8%
Paramedic	0	0%
Don't know	11	13%

**Q 7b Length of phone call**

< 5 min	41	45%
5-9 min	34	37%
10-15 min	14	15%
16-20 min	1	1%
>20 min	1	1%

**Q 10a Cope with life**

Much better	19	25%
Better	28	36%
Same or Less	30	39%

**Q 10b Understand your illness**

Much Better	22	26%
Better	36	42%
Same or Less	27	32%

**Q 10c Cope with your illness**

Much Better	21	25%
Better	33	40%
Same or Less	29	35%

**Q 10d Keep yourself healthy**

Much Better	11	14%
Better	31	39%
Same or Less	37	47%

**Q 10e Confident about your health**

Much Better	14	18%
Better	33	42%
Same or Less	32	41%

Herts Urgent Care

The total number of responses in these tables may not equal the total number of patients surveyed (see top right of page) if some patients did not respond to the question

<b><u>Report Questions</u></b>	Number of Responses	% of Responses
<b>Q 10f Able to help yourself</b>		
Much Better	14	17%
Better	35	44%
Same or Less	31	39%

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The total number of responses in these tables may not equal the total number of patients surveyed (see top right of page) if some patients did not respond to the question

<b><u>Demographic Questions</u></b>	<b>Number of Responses</b>	<b>% of Responses</b>
<b>Q 11a Gender</b>		
Female	58	65%
Male	31	35%
<b>Q 11b Age</b>		
Under 12 yrs	24	29%
16 - 24 yrs	1	1%
25 - 59 yrs	33	40%
Over 60 yrs	24	29%
<b>Q 11c Ethnic group</b>		
White - British	79	86%
White - Irish	0	0%
White - any other background	2	2%
Mixed - White and Black Caribbean	2	2%
Mixed - White and Black African	0	0%
Mixed - White and Asian	0	0%
Mixed - any other background	0	0%
Asian or Asian British - Indian	3	3%
Asian or Asian British - Pakistani	2	2%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Other	1	1%
Black or Black British - Caribbean	0	0%
Black or Black British - African	1	1%
Black or Black British - Other	0	0%
Chinese or other - Chinese	0	0%
Chinese or other - Other	2	2%
<b>Q 11d Accommodation</b>		
Owner occupied/mortgage	64	78%
Rented or other arrangement	18	22%

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The total number of responses in these tables may not equal the total number of patients surveyed (see top right of page) if some patients did not respond to the question

<b><u>Demographic Questions</u></b>	Number of Responses	% of Responses
<b>Q 11f Patient description</b>		
Employed full or part time	22	26%
Unemployed and looking for work	0	0%
At school or in full time education	15	17%
Unable to work due to long term sickness	3	3%
Looking after the home/family	7	8%
Retired from paid work	24	28%
Other (please specify)	15	17%
<b>Q 12 Long-standing illness</b>		
Yes	30	34%
No	57	66%

<b><u>Report Questions</u></b>	Number of Responses	% of Responses
<b>Q13.1 Physical disability</b>		
Physical disability	9	100%
Learning disability	0	0%
Sensory disability	0	0%
Deaf	0	0%
Mental disability	0	0%
Other	0	0%
<b>Q13.5 Mental disability</b>		
Physical disability	2	100%
Learning disability	0	0%
Sensory disability	0	0%
Deaf	0	0%
Mental disability	0	0%
Other	0	0%

## Any comments about how this service could improve

**Under 12 yrs**

- Female Yes. I was told prescription would be ready to collect at the hospital, but GP forgot to leave it, so had to spend an extra 90 minutes waiting to see the GP again.
- Female The service is great. Well done.
- Female No improvement needed. Found to be very helpful both times we have had to use the service.
- Female More concrete follow-up by GP. Could your own GP practice (even a nurse?) follow-up out-of-hours' call, 12-24 hours later with a phone call from them?
- Female Speed of return phone call. We were told 20 minutes and waited 20 minutes. It was good to be told time frame, but then we needed to call an ambulance, so would have been great if the GP had called back sooner. I understand it is not an emergency service though.
- Male There are considerable delays in the doctor calling to talk to you, even when it is obvious that the patient needs to be seen. In our case a very distressed child who was in pain. We had to wait for an hour to be called before we could go up and be seen.
- Male Although there is an out-of-hours surgery where we live, it isn't open throughout the weekend which means that a surgery out of the area is the other option. It would help if there was a facility where we live (or nearby), that was open for the duration of the weekend.
- Male To name a pharmacy available during out-of-hours.
- Male No comments on improvement. Excellent service provided most of the time.

**25 - 59 yrs**

- Female It would be good if the GP services was as good as out-of-hours. Often it is difficult to get hold of medication at night etc.
- Female Call the patient back to check they are okay.
- Female Help more with manic depression.
- Female It would be nice to have a service similar to this during normal surgery hours. This is because when wishing to talk to a doctor over the phone in the week, the call can take several hours where the out-of-hours respond promptly.
- Female The time it took for the doctor to ring back was appalling. I had to phone twice and both times I was told the doctor would phone within 30 minutes. It was a good job my condition did not deteriorate over the three hours it took for the doctor to eventually call.
- Female I was very happy with the service.
- Female It took the doctor two hours or more to call back. If I had known I would have admitted myself to A&E sooner, the result - kidney stones.
- Male More understanding out-of-hours' doctors!!!
- Male Parking permits could be given so we don't have to pay £3 to park for a few minutes.
- Male If the service I got is anything to go by, no improvements are required to the service or the health professionals.

## Any comments about how this service could improve

**Over 60 yrs**

- The doctor and district nurse visited patient, and nurse arranged for removal to palliative care unit.
- Female I am glad this experience was good, as some years ago, after I had been home for a week following weeks in the hospital after a bad accident, I had a very bad experience. In the very early morning, I was very breathless with chest pains, and my spouse called the same service. The doctor came quickly and told me to pull myself together, even though my spouse told the doctor that they thought it was the same condition my spouse had had a year before. The doctor said 'no' and left. One hour later I collapsed and yes, it was the same condition. I then spent another week in hospital. One doesn't forget this easily, therefore delighted with a good response this time.
- Female Only by the provision of facilities to obtain prescriptions at the hospital. I was seen by most efficient staff on a Sunday. The supermarket was the only pharmacy available.
- Female We were very happy with the service.
- Female Was a very good service on a Saturday.
- Female I have found out-of-hours' doctors helpful with many of my problems, mainly arthritis in knees and back. Maybe if the out-of-hours' doctors had our computer details on them in some way.
- Female I found it very difficult getting through on the telephone to speak with someone while in pain and living on my own at the age of eighty. Eventually a health carer came on the phone and proceeded to offer some help. I then requested a medic such as a nurse or doctor. Having spoken with a nurse she advised me a doctor would contact me within 30 minutes. The doctor did ring me and told me to take paracetamol and drive myself to A&E in one hour.
- Male By allowing the service to log into my medical records held by my GP's surgery. With this information I would not be told to drink 3 pints of water a day and then 2 days later I was restricted to a litre of fluid a day by the hospital. I was ill and couldn't care less who knows my medical history. For me, I say to 'hell' with data protection!
- Male Very helpful when needed.
- Male A very helpful service.
- Male A&E should be nearer to the town.

**Not specified**

- Female On the whole, the service is good. Good receptionists but poor doctors.
- Female We later used the out-of-hours service on the 8th November. It took over one hour to be seen by the doctor even though we were given an appointment. We were sent to the hospital and I noticed that the paperwork stated that we had been seen 30 minutes after our appointment time of 3pm and not the hour that was the actual case. I believe this had been done to stay within target times, but it was a false statement!
- Female After hours service very good but distant! Finding a chemist open to get prescription can be difficult.
- Male Get the doctors to visit and not to rely on 999, who were not required as matter was not life threatening.

## Any comments about how the doctor/nurse/paramedic could improve?

**Under 12 yrs**

- Female Doctor could call back sooner.
- Female No improvement needed. Very good with my child. Spoke to my child at their own level.
- Female Always respectful. Thank you.
- Female The doctor to remember to leave prescriptions.
- Male I do not have much confidence in some of the doctors who work for the out-of-hours. They are sometimes vague or dismissive. They rarely do a thorough physical examination of my small child, by which I mean ears, throat and chest. On several occasions I've gone to my GP the next day to get a diagnosis and appropriate treatment for my child, none of which were given by the out-of-hours service. On one occasion I was told to take my child home and feed them (my child was crying, had a fever and was screaming). My GP diagnosed acute tonsillitis!
- Male Not all the doctors/nurses have been as helpful and kind as the one I spoke to recently.

**25 - 59 yrs**

- Out-of-hours' service by phone is very good. Quite a long time at surgery, but not a problem really. Annoying to have to pay £3 to park though!
- Female The phone call for the patient was for a pregnancy related problem, so on the day needed more attention and further support beyond the doctor's limits on the phone, but in post phone calls we have had good service.
- Female Call back a lot sooner.
- Female The doctor called me the first time almost straightaway, but did not give me time to answer the phone, which rang only three times. Then I had to call again to the service an hour later, finally I spoke with the doctor.
- Female Help was very difficult to obtain.
- Female The doctor didn't want to check me over and was not nice. Wish I had gone to A&E to get help, as the doctor was not concerned that I hadn't eaten for 6 days, and I was ill with food poisoning on holiday.
- Female Understand patients with manic depression and suicidal.
- Male It was our first time using this facility, and I feel I would not bother again.
- Male It is an excellent service.
- Male No improvements required.

**Over 60 yrs**

- Female No improvement needed. Doctor was excellent. Long may this service be available at the hospital.
- Female They were all excellent.
- Female No improvement needed. Their help and understanding has been excellent. Amen all of them.

## Any comments about how the doctor/nurse/paramedic could improve?

**Over 60 yrs**

- Female Yes. Having not seen a patient, not knowing what other medication that patient is taking and to advise any medication or to drive a car when in great pain and can't move well, is very irresponsible. The system should be more accessible for an out-of-hours service. The whole system is a nightmare. Having not been able to make an appointment and no doctor available to help me, I went by taxi to A&E.
- Female I can find no fault with the service, for which I was most grateful.
- Female Very good in our case.
- Male They were very helpful.
- Male Response of the doctor could improve and be more prompt.
- Male No improvement needed. Paramedics outstanding.

**Not specified**

- Female Doctor should have been more sympathetic. Also made a comment that 'I would survive the night' knowing that my condition was due to low blood pressure. Extremely disappointed by the doctor's manner.
- Female I spoke to 3 different doctors in one evening and all of them gave me different advice. The first 2 doctors were appalling. They didn't care about my condition and just wanted me off the phone. They sent me to the out-of-hours GP at the hospital unnecessarily and was a complete waste of time. Next time I will be going straight to the A&E.
- Female The doctor did not tell me that taking high doses of codeine could/would lead to constipation. Apparently this is well known (not to me). This caused me a lot of pain and after many days resulted in an enema.
- Female Our criticism is with our GP surgery. The doctors loath to do home visits even during regular hours. Made to feel guilty about ringing GP even to discuss over the phone. Too much salary - not enough hours. The after hours service is a good support when in a crisis. I once had to drive out of the area to pick up a prescription and then drive to another area to get the prescription made up - all at 10pm!
- Male The emergency doctor should be charged with wasting the time of the emergency services!! I told the doctor (out-of-hours) that it was not life threatening.

Supporting documents : Score Explanation

Each individual score for the evaluation questions is expressed as a mean (average) for all patients who completed the question. These scores are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses (items left blank) are not used in the score calculations. The overall score is the mean percentage score of all evaluation questions for all patients who completed the questionnaire.

All questions follow a five point rating scale ranging from -33.3333% to 100%.

	Very Poor	Fair	Good	Very Good	Excellent	Not Specified
Percentage Score (%)	-33.3333	0	33.3333	66.6667	100	n/a

The following example uses data from your question Q 1c

Number of Patients Surveyed:92

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1c Initial telephone contact	4	15	22	28	21	2

$$(4 \times -33.3333) + (15 \times 0) + (22 \times 33.3333) + (28 \times 66.6667) + (21 \times 100)$$

---


$$92 - 2$$

=51% mean percentage score

Explanation of Quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

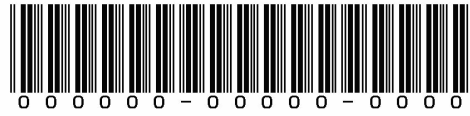
The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

	Your mean score (%)
Q 1c Initial telephone contact	51

Means and quartiles (%)					
National mean	Minimum	Lower quartile	Median	Upper quartile	Maximum
56	30	52	55	59	81

Based on our most current benchmarks, your mean score of 51% falls between the Minimum and the lower quartile which is the lowest 25% of all means



**You can help this Out-Of-Hours' Service improve its care**

- {provider name} welcomes your honest feedback
- If you are completing the questionnaire on behalf of someone else, please make sure you read the instructions very carefully throughout the questionnaire and respond on their behalf
- If you are answering the questions on behalf of a child under 12, please give us your honest judgement of the child's experience

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice

**INITIAL TELEPHONE CONTACT**

**If you did not call the service yourself, please complete by discussing each item with the person who made the initial call to the Out-of-Hours' service**

**1a Who did you first call?**

- GP Surgery     NHS Direct     Other

**1b How many calls did you make before you spoke to an Out-of-Hours' service receptionist?**

- One     Two     More than two

**1c How do you rate this?**

- Very poor     Fair     Good     Very good     Excellent

**2a Did you contact the service for yourself?**

- Yes     No

**2b If no, what was the patient's relationship to you? They were...**

- My son/daughter     My parent     My spouse/partner     My friend     Other

**3 How often have you used this service in the past?**

- First time     Once before     Twice or more

**4a How long did the receptionist take to answer the phone (after any pre-recorded messages)?**

- 0 to 30 seconds     31 to 60 seconds     More than 1 minute

**4b How do you rate this?**

- Very poor     Fair     Good     Very good     Excellent

**Please rate the following:**

	Very poor	Fair	Good	Very good	Excellent
<b>5a Your satisfaction with the information provided by your GP practice about how to contact the Out-of-Hours' service</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5b The ease of contacting the Out-of-Hours' service by telephone</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5c The manner in which you were treated by the first person you spoke to on the phone</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5d How well the receptionist explained what would happen next</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**ABOUT THE HEALTH PROFESSIONAL WHO CALLED YOU BACK (e.g. nurse, doctor, paramedic)**  
 This section should be completed by the patient, or after consulting with the patient, so that the answers reflect their views

**6a** How long did it take for a doctor, nurse or paramedic to call you back (in minutes)?

0 to 10     11 to 20     21 to 40     41 to 60     More than one hour

**6b** How do you rate this?

Very poor     Fair     Good     Very good     Excellent

**7a** Which health professional discussed your problem and gave you advice on the phone?

Doctor     Nurse     Paramedic     Don't know

**7b** How long was your phone call with the health professional (in minutes)?

Less than 5 minutes     5 to 9 minutes     10 to 15 minutes     16 to 20 minutes     More than 20 minutes

Please rate the following:

	Very poor	Fair	Good	Very good	Excellent
<b>8a</b> The warmth of their manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8b</b> Their ability to listen to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8c</b> Their explanation of things to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8d</b> The extent to which you felt consulted by them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8e</b> Your confidence in their ability to deal with your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8f</b> The opportunity they gave you to express your concerns or fears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8g</b> The respect they showed you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8h</b> The length of time they spent giving you advice on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8i</b> Their consideration of your personal situation in deciding treatment or advising you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8j</b> Their concern for you as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8k</b> The recommendation you would give to your friends about this person would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8l</b> Your overall satisfaction with the help given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**POST CONSULTATION**

This section should be completed by the patient, or after consulting with the patient, so that the answers reflect their views

Please rate the following:	Very poor	Fair	Good	Very good	Excellent	Not Applicable
9a The ease of getting any necessary medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9b The instructions to you as to what to do if your condition became worse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9c The advice given about if and when your usual GP practice should be contacted about this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the Out-of-Hours' service help you feel...	Much better	Better	Same or less
10a Able to cope with life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10b Able to understand your illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10c Able to cope with your illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10d Able to keep yourself healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10e Confident about your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10f Able to help yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Questions 11a to 11f, related to the person who was the patient**

11a Are you?  Female  Male

11b How old are you?  Under 12 years  16 – 24 years  25 – 59 years  Over 60 years

11c What ethnic group does the patient belong to? (Please tick one box)

White	Mixed	Asian or Asian British	Black or Black British	Chinese or other ethnic group
<input type="checkbox"/> British	<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> Indian	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Chinese
<input type="checkbox"/> Irish	<input type="checkbox"/> White and Black African	<input type="checkbox"/> Pakistani	<input type="checkbox"/> African	<input type="checkbox"/> Any other
<input type="checkbox"/> Any other White background	<input type="checkbox"/> White and Asian	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Any other Black background	
	<input type="checkbox"/> Any other Mixed background	<input type="checkbox"/> Any other Asian background		

11d Is the patient's accommodation: (please tick one box)  Owner-occupied/ Mortgaged  Rented or other arrangements

11e What is the patients postcode?

11f Which of the following best describes the patient (please tick one box)

<input type="checkbox"/> Employed full or part time (includes self-employed)	<input type="checkbox"/> Unemployed and looking for work	<input type="checkbox"/> At school or in full time education
<input type="checkbox"/> Unable to work due to long term sickness	<input type="checkbox"/> Looking after the home/family	<input type="checkbox"/> Retired from paid work
<input type="checkbox"/> Other		

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**12 Does the patient have any long-standing illnesses, disability or infirmity? By long-standing we mean anything that has troubled the patient over a period of time or that is likely to affect the patient over a period of time**

Yes       No

**13 (Optional) So that we can ensure that our services are accessible to all, please indicate if the following applies to you**

Physical disability       Learning disability       Sensory disability (hearing or sight impaired)  
 Deaf (BSL is first language)       Mental disability       Other

If you have ticked other please provide details:

**14 Any comments about how this service could improve?**

**15 Any comments about how the doctor, nurse, paramedic could improve?**

SAMPLE

Thank you for completing this questionnaire  
Please post it back in the freepost envelope provided  
Your help is very much appreciated.

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