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Herts Urgent Care
Out-of-Hours - Telephone Advice

March 2010



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23 March 2010

Dear Mrs Jackson

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 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

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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 March 2010. 488 patient questionnaires were sent out and 157 completed questionnaires were returned giving a response rate of 32.17%. 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
Question			
Initial telephone contact			
Q 1c Initial telephone contact	57	56	2
Q 4b Speed of initial contact	52	54	3
Q 5a Information provided by GP	47	49	3
Q 5b Ease of contact of OOH	60	56	1
Q 5c Manner of treatment by call op	64	61	1
Q 5d Explanation of next step by call op	61	61	3
About the health professional who called you back			
Q 6b Speed of call back	40	42	3
About the telephone advice			
Q 8a Warmth of manner	47	51	3
Q 8b Ability to listen	51	54	3
Q 8c Explanations	50	54	4
Q 8d Reassurance	48	50	3
Q 8e Confidence in their ability	49	51	3
Q 8f Express your concerns	50	51	3
Q 8g Respect shown to you	54	57	3
Q 8h Length of phone consultation	50	51	3
Q 8i Consideration shown	48	53	3
Q 8j Concern shown	50	52	3
Q 8k Recommendation to others	52	55	3
Q 8l Satisfaction with help	54	56	3
Post consultation			
Q 9a Getting medicines	35	41	3
Q 9b If worsening condition	47	52	4
Q 9c When to contact GP about call	42	48	4
Overall Score			
Overall Score	51	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	1	17	45	47	40	7	0
Q 4b	Speed of initial contact	1	22	44	49	28	13	0
Q 5a	Information provided by GP	8	22	45	47	27	8	0
Q 5b	Ease of contact of OOH	1	12	44	50	40	10	0
Q 5c	Manner of treatment by call op	0	9	41	55	45	7	0
Q 5d	Explanation of next step by call op	2	9	42	57	39	8	0
Q 6b	Speed of call back	9	36	45	42	21	4	0
Q 8a	Warmth of manner	6	23	51	47	26	4	0
Q 8b	Ability to listen	4	18	52	50	29	4	0
Q 8c	Explanations	6	19	49	47	30	6	0
Q 8d	Reassurance	9	26	39	46	33	4	0
Q 8e	Confidence in their ability	8	25	42	45	33	4	0
Q 8f	Express your concerns	5	19	54	43	31	5	0
Q 8g	Respect shown to you	3	16	55	40	38	5	0
Q 8h	Length of phone consultation	3	24	50	44	30	6	0
Q 8i	Consideration shown	10	23	43	40	34	7	0
Q 8j	Concern shown	8	16	50	45	32	6	0
Q 8k	Recommendation to others	7	18	47	38	40	7	0
Q 8l	Satisfaction with help	7	18	42	42	42	6	0
Q 9a	Getting medicines	10	15	60	0	20	10	42
Q 9b	If worsening condition	13	15	43	35	32	10	9
Q 9c	When to contact GP about call	9	22	39	28	21	11	27

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

23-March-2010
Number Surveyed:157

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

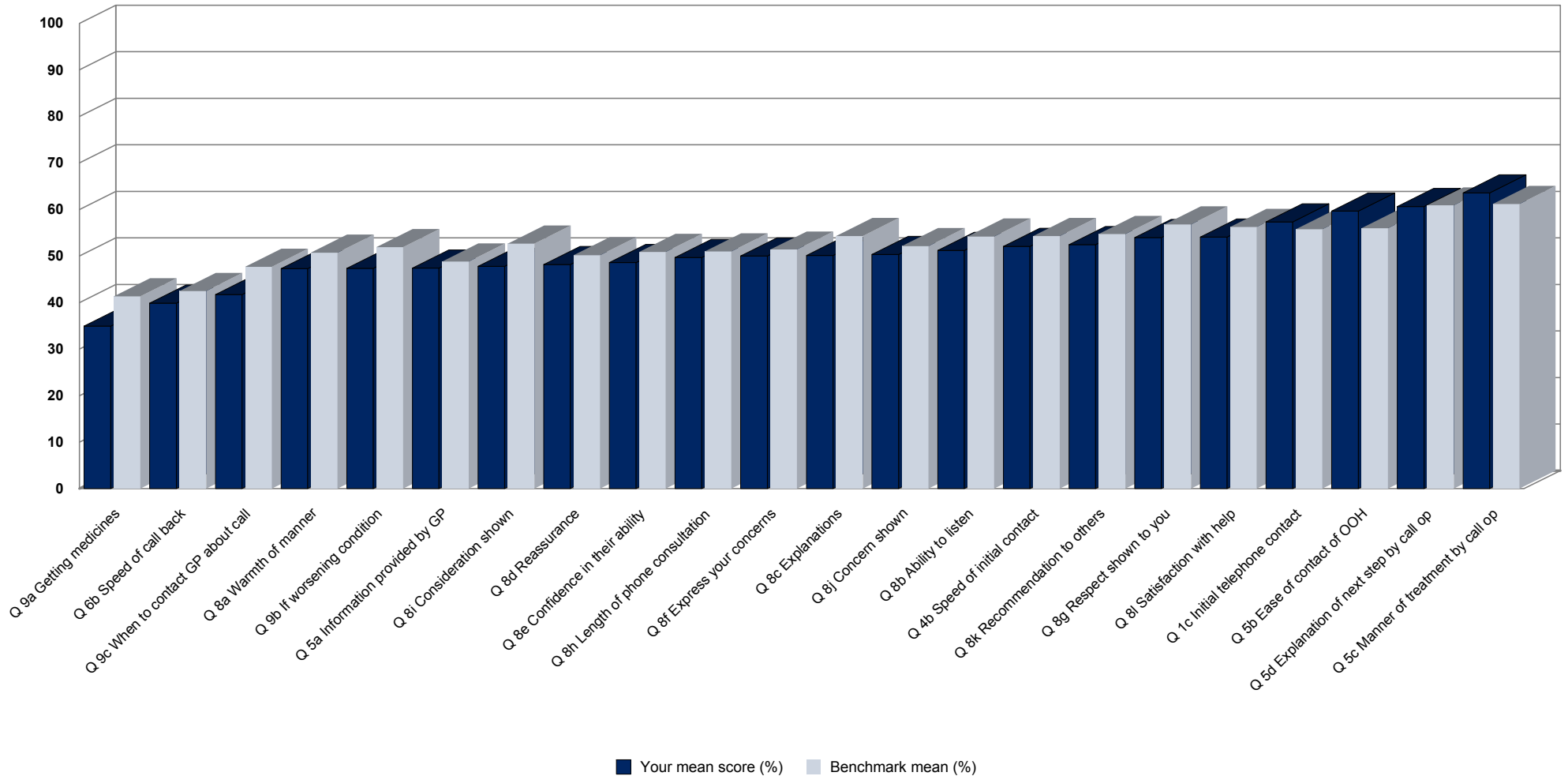


Table 4 Mean percentage scores for current and previous reports

	23/03/10 28956	05/01/10 28514	30/09/09 28420	06/08/09 28081
Q 1c Initial telephone contact	57	51	48	51
Q 4b Speed of initial contact	52	48	46	47
Q 5a Information provided by GP	47	48	46	49
Q 5b Ease of contact of OOH	60	53	50	56
Q 5c Manner of treatment by call op	64	58	56	56
Q 5d Explanation of next step by call op	61	60	58	57
Q 6b Speed of call back	40	40	32	34
Q 8a Warmth of manner	47	48	48	45
Q 8b Ability to listen	51	52	49	49
Q 8c Explanations	50	52	51	48
Q 8d Reassurance	48	49	46	44
Q 8e Confidence in their ability	49	47	47	45
Q 8f Express your concerns	50	45	48	44
Q 8g Respect shown to you	54	52	52	51
Q 8h Length of phone consultation	50	45	47	46
Q 8i Consideration shown	48	48	47	47
Q 8j Concern shown	50	48	47	47
Q 8k Recommendation to others	52	49	50	49
Q 8l Satisfaction with help	54	54	53	52
Q 9a Getting medicines	35	30	29	32
Q 9b If worsening condition	47	50	48	49
Q 9c When to contact GP about call	42	40	42	50
Overall	51	49	48	48

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

Report Questions	Number of Responses	% of Responses
Q 1a Who did you first call?		
GP	88	59%
NHS Direct	46	31%
Other	15	10%
Q 1b How many calls		
One	121	81%
Two	24	16%
More than two	5	3%
Q 2a Contacted for yourself?		
Yes	68	44%
No	85	56%
Q 2b Patient's relationship		
My son/daughter	52	58%
My parent	11	12%
My spouse/partner	20	22%
My friend	0	0%
Other	6	7%
Q 3 Use of the service		
First time	46	29%
Once before	35	22%
Twice or more	75	48%
Q 4a Time to answer phone		
0-30 seconds	64	43%
31-60 seconds	65	44%
More than 1 minute	19	13%
Q 6a Time before phone back		
0-10 min	26	17%
11-20 min	41	27%
21-40 min	39	25%
41-60 min	23	15%
> 1 hour	25	16%

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

Report Questions	Number of Responses	% of Responses
Q 7a Which professional		
Doctor	113	77%
Nurse	17	12%
Paramedic	1	1%
Don't know	16	11%
Q 7b Length of phone call		
< 5 min	61	41%
5-9 min	65	43%
10-15 min	20	13%
16-20 min	3	2%
>20 min	1	1%
Q 10a Cope with life		
Much better	35	24%
Better	62	43%
Same or Less	48	33%
Q 10b Understand your illness		
Much Better	33	23%
Better	60	41%
Same or Less	52	36%
Q 10c Cope with your illness		
Much Better	32	22%
Better	65	45%
Same or Less	48	33%
Q 10d Keep yourself healthy		
Much Better	26	18%
Better	46	32%
Same or Less	70	49%
Q 10e Confident about your health		
Much Better	29	20%
Better	45	32%
Same or Less	68	48%

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

<u>Report Questions</u>	Number of Responses	% of Responses
Q 10f Able to help yourself		
Much Better	31	22%
Better	56	39%
Same or Less	57	40%

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

<u>Demographic Questions</u>	Number of Responses	% of Responses
Q 11a Gender		
Female	95	64%
Male	54	36%
Q 11b Age		
Under 12 yrs	38	25%
16 - 24 yrs	5	3%
25 - 59 yrs	63	41%
Over 60 yrs	47	31%
Q 11c Ethnic group		
White - British	134	86%
White - Irish	2	1%
White - any other background	5	3%
Mixed - White and Black Caribbean	1	1%
Mixed - White and Black African	0	0%
Mixed - White and Asian	3	2%
Mixed - any other background	0	0%
Asian or Asian British - Indian	1	1%
Asian or Asian British - Pakistani	3	2%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Other	3	2%
Black or Black British - Caribbean	3	2%
Black or Black British - African	0	0%
Black or Black British - Other	0	0%
Chinese or other - Chinese	0	0%
Chinese or other - Other	0	0%
Q 11d Accommodation		
Owner occupied/mortgage	95	67%
Rented or other arrangement	47	33%

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

<u>Demographic Questions</u>	Number of Responses	% of Responses
Q 11f Patient description		
Employed full or part time	35	23%
Unemployed and looking for work	3	2%
At school or in full time education	26	17%
Unable to work due to long term sickness	11	7%
Looking after the home/family	9	6%
Retired from paid work	39	26%
Other (please specify)	26	17%
Q 12 Long-standing illness		
Yes	62	41%
No	91	59%

<u>Report Questions</u>	Number of Responses	% of Responses
Q13.1 Physical disability		
Physical disability	26	100%
Learning disability	0	0%
Sensory disability	0	0%
Deaf	0	0%
Mental disability	0	0%
Other	0	0%
Q13.5 Mental disability		
Physical disability	5	100%
Learning disability	0	0%
Sensory disability	0	0%
Deaf	0	0%
Mental disability	0	0%
Other	0	0%
Q16 Happy to be contacted		
Yes	0	0%
No	0	0%

Any comments about how this service could improve

Under 12 yrs

	Female	NHS Direct very informative/good advice and reassuring.
	Female	Cannot fault the service on this occasion. Have used the service before for my daughter and found it much better than NHS Direct.
50026	Female	Perhaps the receptionist should read back the given number to avoid delays. Also, there were no pharmacies open on this date in the area.
64965	Female	When we arrived at the out-of-hours surgery, there was no-one on the reception desk. We were unsure what to do and even if it was open. Maybe a ticket machine would be good so there is more of a system, unless of course there is an emergency.
	Male	Doctor to be able to communicate better and not mumble. Doctor to see patients, rather than telling them to go to A&E instead. We just wanted reassurance as parents about a small head cut - whether it needed a stitch or not. We live near the hospital and thought HEMS was a good place to go to get advice, but the doctor advised us to go to A&E - which is in another town, and after a certain time of night, is in yet another town for children. Doctor gave zero advice on where A&E was! Therefore in this case HEMS was useless. In other cases HEMS has been very good - like when my other child had an infection - the advice from the doctor then was brilliant, and I was able to be assertive with the GP's receptionist the next day, who said they thought it was swine flu and stay at home, instead of seeing a doctor and getting antibiotics. You see it is a battle ground here to get any help from these people! Also apparently HEMS operates out of one of two hospitals after 11pm, so we have no cover in the county. Marvellous!
	Male	No improvement needed. Service was very quick and efficient.
71142	Male	I phoned back at 9.30ish on a Saturday evening, and was told to phone back at 7am, as there were no appointments until then!
47559	Male	No improvements required at present.
38992	Male	I have used this service a few times and have been very happy with the staff and help received. My main concern is the gap between talking to the receptionist and talking to the doctor, but am aware there is little that can be done due to timing.
44519	Male	Only continuity - we called twice in an hour, and it would have been great to have spoken to the same doctor, rather than two separate doctors. Otherwise, very impressed!
47992	Male	The service was hugely helpful at a difficult time at which to see a doctor.
	Male	Keep up the good work!
45071	Male	Doctors should be more patient and mindful when dealing with parents with children/young babies. The babies can't tell you what's wrong, so you may worry about nothing.
43019	Male	Normally our service from out-of-hours is brilliant. On this occasion it was poor - very unusual.
40413	Male	Very pleased.

16 - 24 yrs

43939	Female	The person who answered the phone was very abrupt and sharp which isn't good when you are scared, frightened and in a panic.
	Female	Back up with check-ups from same doctor you spoke to/saw at urgent care centre. Continuity of service.

Any comments about how this service could improve

25 - 59 yrs

-		It's a very good service which I hope continues, as it is very helpful during weekends and holidays.
	Female	The check list used at the beginning of the telephone call in relation to medical information, should be more specific, rather than just standard questions for each individual patient's needs.
	Female	Repeat the out-of-hours telephone number when calling the surgery as it is said so quickly you have to ring 2 or 3 times to write it down.
	Female	Quite difficult to do a fair survey on this occasion, as it was a dental problem and I was pregnant. It was also at night, so the help offered was limited. I have used out-of-hours before, and have always found them excellent on those occasions.
	Female	Qualified staff - doctors/nurses should be answering the phone.
40326	Female	Calls from a mobile phone to the out-of-hours service are charged at a higher rate. If you have little credit on your phone you may not be able to complete the call!
53104	Female	Perhaps shorten the time it takes for a doctor to call back? I waited 2 hours.
61632	Female	Please continue with the good service.
69608	Female	When coming to collect a prescription, it would be helpful to be informed that there is a drop off/pick up parking area next to casualty (this would avoid having to pay the £2.50 parking fee).
71068	Female	Considering the patient was a very sick child, it would have been prudent to offer a home visit, as opposed to me driving 25 miles at 3am with my child crying and in obvious distress. A home visit was not suggested as an option.
58996	Female	The service was fine and easy to use. All comments relate to the doctor returning my call, and negative ratings are due to that. The initial receptionist took a lot of details, which could have been more helpfully referred to by the GP and explored, rather than having to recount events (when upset) again from scratch.
53229	Female	I thought the service was excellent, especially as I had to call over Christmas, faxing a prescription direct to the supermarket pharmacy. Really helped my situation with a small baby. Please keep up the good work!
39031	Female	My only observation is that the out-of-hours' doctors said they would send a short summary of our phone conversation to my GP, but didn't. It would have been helpful if they had for the continuity in patient care.
36464	Female	The clarity of the GP surgery message.
65481	Female	Have doctors who speak English clearly and are not dog-tired and then say unsuitable things. Please, ENGLISH SPEAKING doctors on phone!
71159	Female	Careful evaluation and management of a patient problem or diagnosis.
64758	Female	Telling callers to just call back if you feel worse is not a suitable remedy for them.
61161	Female	Some of the doctors I have spoken to before this instance about my young child are always happy to diagnose over the phone and don't appear to always be understanding to parental concerns and worries.
72121	Female	I was asked by the emergency doctor should he come out or not and did I want him to come out or not, to which he should have known the answer. Two days later I had to take my 2 year old child to A&E.
61786	Female	The doctor was great, but they are a bit hit and miss. All that usually happens is they rule out a couple of life threatening illnesses and then can't help.

Any comments about how this service could improve

25 - 59 yrs

64593	Male	We wish we could get this excellent, prompt service from our usual GP surgery. At the surgery, unless it's an emergency, it's a 2 week wait.
58842	Male	Excellent, all round service.
71017	Male	GP visited at 1 am. Called GP out-of-hours at 6.30 pm. Response time needs to be quicker from GP.
50975	Male	Ensure faxes of prescriptions are sent to the pharmacy when they are supposed to be.
63901	Male	Online self-diagnosis (official NHS) tool, or ability to chat online with NHS doctors.
	Male	NHS Direct were excellent!! Very informative and good clear advice. Out-of-hours' contact was appalling!! They didn't call back after 90 minutes, and eventually over 2 hours later at 2am, I finally spoke to someone who was abrupt, and felt was too busy typing to listen.
	Male	A GP visit should have been an option and an ambulance should have been on offer. Severe stomach pains indicated a possible appendicitis and no visit was made or any medication to relieve pain.

Over 60 yrs

48695	-	My call was for medication on Christmas day. Within an hour I had a call to say my prescription would be at local chemist. Excellent service.
	-	No improvement needed. Excellent.
	-	To be answered back quicker. Sometimes wait a long time.
57737	Female	My mother had died and an out of hours doctor came to confirm her death. I feel communication of information could be greatly improved as my mother should not have received this survey. When I rang your service to say my mother had died I did feel angry at the telephone person when they told me a doctor would still come but wasn't sure what time, as our need was no longer urgent, which I found very insensitive.
61524	Female	The doctor we spoke to was really good but didn't know any patient history as none was available. My parent is allergic to an antibiotic of which I didn't know the name.
66276	Female	Response to emergency buzzer (piper alarm) very good. Call back from GP good and ambulance response very quick.
63674	Female	Excellent - thank you for wonderful care at the surgery - always.
68926	Female	This was a home visit by a doctor from our local surgery after hours.
45847	Female	Maybe it would have been better to have remained lying where I slipped, and some passer-by would have called an ambulance, instead of trying to help myself!
66308	Female	Little help or suggestions were given. I asked if I should go to A&E, and the person just said 'yes'. Why didn't this person suggest it?
67772	Female	A doctor sure to see the patient if you phone to say you're ill.
50459	Female	Sometimes there is a two or three hour wait for a call back which is not very good when you are feeling quite poorly.
	Female	Not really any improvement to be made. There is always help at the end of a phone.

Any comments about how this service could improve

Over 60 yrs

	Female	More help from doctors.
49006	Male	The receptionist should have explained that the home visit was between 4-6 hours.
	Male	Very good service.
	Male	If the NHS does not improve, I think one may call the paramedic straightaway.
43225	Male	My spouse and I were shocked to discover that a home visit was not available. We were offered an appointment at the hospital in the night, when my spouse had a temperature and was delirious. Our conclusion is don't get ill at night. What will it take to get a home visit, and would it be better to dial 999 next time?!
62039	Male	It is not always an answer to instruct patients to see their doctor the next day as sometimes due to doctors loading, this cannot be possible, so a system needs to be in place to ensure patients will be guaranteed a consultation if you recommend it.

Not specified

	Female	Very satisfied.
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Any comments about how the doctor/nurse/paramedic could improve?

Under 12 yrs

62746	Female	The doctor I spoke to was fantastic and really took time to talk and returned my call to provide extra information I needed. It has been a fantastic service for my young baby who has quite a few infections.
	Female	Be more polite, patient, explain symptoms better and be prepared to answer questions that we need reassurance for.
	Male	Doctors should be reminded about the Hippocratic oath to care for patients. GPs should provide care for their patients. My advice in the county is 'don't get ill'. I don't need a 'relationship' with my doctor, just help and then sent on my way.
47992	Male	Excellent service. No improvement needed.
38992	Male	I have had nothing but excellent help and advice on all occasions using the service.
47559	Male	No improvement required.
41745	Male	Would prefer if they could do more home visits, as sometimes it is difficult to get all children out if you have no-one to look after them or do not own a car.
62671	Male	Service and staff excellent.

16 - 24 yrs

41038	Female	More time to discuss symptoms and options on how to treat, not just a simple 'I can't help you, you need to see your GP', when I couldn't see my GP for 20 days!
43939	Female	The doctor was reassuring and made me feel a lot better.

25 - 59 yrs

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

25 - 59 yrs

58996	Female	A warmer manner with more explanation over medication prescribed (how to use, for how long and potential side-effects). Less abrupt and more empathic. Could give the patient a chance to ask questions, and more time when upset. Needs to consider all factors and listen more closely, e.g. effect of medication on breastfeeding not explored.
44236	Female	My spouse called the out-of-hours service as I was 23 weeks pregnant and woke at 1am, sweating, feeling faint yet shivering uncontrollably. The doctor asked to speak to me and advised me to wrap up warm and have a hot drink as I felt so cold. My spouse didn't think this was a good idea as I had a high temperature and surely that would make me hotter. The doctor seemed unsure as what to suggest and wouldn't make a house visit as it had been snowing the previous day and suggested we drive ourselves to the hospital if we were still worried. Surely going out in the snow at 23 weeks pregnant with a temperature and shivering uncontrollably was not a good thing to suggest? Overall, we were not reassured at all with the advice given. In the end I decided to take 2 paracetamol, went back to bed and visited my GP the next day who told me I had a flu virus. If anything like that should happen again I will call for an ambulance rather than the out-of-hours service.
45416	Female	Actually the doctor who left the phone message sounded quite poorly - was losing their voice!
	Female	I consider the doctors should be more patient-orientated and willing to come out, rather than giving advice over the phone, as it defeats the purpose when you have already spoken to the receptionist and nurse and then having to wait a long time - usually over several hours, for a doctor to literally repeat the same advice, rather than coming out with the appropriate medication that would help the patient, rather than staying ill until patients make their own way to hospital or GP surgery.
	Female	The doctor was excellent but had to refer me to hospital for ECG.
	Female	It's sometimes hard to understand some of the doctors at the out-of-hours surgery. I have a very rare disease and they don't always listen. Some don't take the time and I have been given the wrong information. Some doctors have helped me more than they will know.
61786	Female	Don't only care about the 3 or 4 illnesses on their list. Just because it's not written doesn't mean it's less dangerous or less painful.
72121	Female	The doctor should know what to do and not ask me if I wanted them to come out, which made me feel it was wrong to have called them in the first place.
61161	Female	Some of the doctors could be more polite and some who are not British are difficult to understand and can come across a little rude/blunt. No offense intended by this comment.
61527	Female	I am pleased with response and telephone care.
64758	Female	I had to call back again to speak to a nurse who advised the same thing as the health adviser of my first call. I ended up getting my GP to come to visit and give me an injection.
65481	Female	Service is good.
71159	Female	Doctors need to evaluate and diagnose patient properly. Able to give proper treatment and advice to the patient at the right time and immediate treatment if possible.
64593	Male	Excellent help and care.

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

25 - 59 yrs

- Male Telephone manner - abrupt and just reeling off questions that were obviously in front of this person. Was given wrong telephone number to get medication for swine flu. Felt like they were being inconvenienced by the call. Not really empathic or that helpful.
- Male A visit should have been available within the hour and medication to relieve the excruciating pain should have been an option. I was told to take paracetamol which was not a sufficient answer.

Over 60 yrs

- 63674 Female No improvement necessary.
- 68926 Female A reassuring visit which eased my worry.
- 66276 Female Treatment by paramedics and in A&E was excellent.
- 57737 Female The doctor we spoke to on the phone was lovely and helpful and the doctor who came to confirm my mother's death was very kind and informative.
- 61524 Female If the doctor came out to visit, we would have been more at ease because my parent is elderly and lives alone. Because the doctor had no patient history and my parent is allergic to an antibiotic, we had to wait until Monday to get the prescription checked before medication could be taken.
- 67221 Female Because we did not dial 999, we had to wait 1.5 hours for an ambulance to take the patient to hospital. For an elderly individual this seemed forever and they began to think no-one was coming. Some indication of time would have been nice to reassure the patient, especially as they had fallen and bumped their head.
- Female Much help from doctors.
- Female Very satisfied.
- 66308 Female I was asked to drive to the hospital if I wanted to see a doctor. I live some distance away. With chronic diarrhoea, I could not consider leaving the house. No help or reassurance given.
- 67772 Female Come out to see you, and not tell you over the phone what is wrong with you without seeing you.
- 46472 Female My reason for calling was that I had fallen down stairs 2 days prior and had a severe headache. The doctor suggested paracetamol which I had in the house.
- 41274 Female They were very good - thank you.
- 49006 Male The doctor was exceptionally good, extremely helpful and we believe saved my parent's life.
- Male Very good.
- Male Not very helpful to suggest at approximately 3 am that I drive my spouse who has Alzheimer's to hospital, as the doctor on call was very busy.
- Male My GP is very good. Always get seen to straightaway.

Not specified

- Female Very satisfied.

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:157

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1c Initial telephone contact	1	17	45	47	40	7

$$(1 \times -33.3333) + (17 \times 0) + (45 \times 33.3333) + (47 \times 66.6667) + (40 \times 100)$$

$$157 - 7$$

=57% 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	57

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 57% falls between the median and the upper quartile which is in the highest 50% 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
5a Your satisfaction with the information provided by your GP practice about how to contact the Out-of-Hours' service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5b The ease of contacting the Out-of-Hours' service by telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5c The manner in which you were treated by the first person you spoke to on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5d How well the receptionist explained what would happen next	<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
8a The warmth of their manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8b Their ability to listen to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8c Their explanation of things to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8d The extent to which you felt consulted by them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8e 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"/>
8f 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"/>
8g The respect they showed you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8h 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"/>
8i 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"/>
8j Their concern for you as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8k 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"/>
8l 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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