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Herts Urgent Care
Out-of-Hours - Treatment Centre

January 2010



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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 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 January 2010. 484 patient questionnaires were sent out and 164 completed questionnaires were returned giving a response rate of 33.88%. Your organisation has done a total of 73 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 73 surveys involving more than 3774 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	56	58	3
Q 4b Speed of initial contact	53	57	3
Q 5a Information provided by GP	48	50	3
Q 5b Ease of contact of OOH	56	58	3
Q 5c Manner of treatment by call operator	63	63	3
Q 5d Explanation of next step by call operator	61	63	3
About the health professional who called you back			
Q 6b Speed of call back	45	48	3
Visiting treatment centre or emergency unit			
Q 7c How do you rate travel time?	51	53	3
Q 8b How do you rate waiting time?	44	47	3
Q 9a Ease of getting to centre	55	52	1
Q 9b Respect for privacy at centre	56	58	3
Q 9c Treated by reception staff	56	55	2
Q 9d Comfort of waiting room	43	46	3
About the person you saw			
Q 11a Warmth of greeting	57	55	2
Q 11b Ability to listen	59	58	2
Q 11c Explanations	59	57	2
Q 11d Reassurance	56	54	2
Q 11e Confidence in their ability	61	56	1
Q 11f Express your concerns	59	55	2
Q 11g Respect shown to you	62	61	2
Q 11h Length of consultation	58	55	2
Q 11i Consideration shown	59	56	2
Q 11j Concern shown	61	56	1
Q 11k Recommendation to others	61	58	2
Q 11l Satisfaction with help	63	60	2
Post consultation			
Q 12a Getting medicines	48	48	2
Q 12b If worsening condition	54	54	2
Q 12c When to contact GP about call	48	50	3
Overall Score			
Overall Score	56	54	2

Benchmarks are based on data from 73 surveys involving more than 3774 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
Q 1c	Initial telephone contact	7	22	27	51	44	13
Q 4b	Speed of initial contact	4	26	30	46	37	21
Q 5a	Information provided by GP	10	22	45	43	32	12
Q 5b	Ease of contact of OOH	7	16	39	48	42	12
Q 5c	Manner of treatment by call operator	3	14	36	43	56	12
Q 5d	Explanation of next step by call operator	3	15	39	41	53	13
Q 6b	Speed of call back	7	30	43	38	30	16
Q 7c	How do you rate travel time?	3	29	45	48	35	4
Q 8b	How do you rate waiting time?	14	31	39	33	39	8
Q 9a	Ease of getting to centre	1	23	52	42	43	3
Q 9b	Respect for privacy at centre	0	18	58	38	45	5
Q 9c	Treated by reception staff	3	15	55	41	45	5
Q 9d	Comfort of waiting room	9	29	51	43	25	7
Q 11a	Warmth of greeting	1	16	56	47	42	2
Q 11b	Ability to listen	2	14	48	54	45	1
Q 11c	Explanations	2	17	44	53	46	2
Q 11d	Reassurance	7	14	45	54	42	2
Q 11e	Confidence in their ability	2	13	44	56	47	2
Q 11f	Express your concerns	3	16	42	56	45	2
Q 11g	Respect shown to you	2	12	41	57	50	2
Q 11h	Length of consultation	1	20	40	57	42	4
Q 11i	Consideration shown	3	14	46	51	48	2
Q 11j	Concern shown	4	13	42	49	52	4
Q 11k	Recommendation to others	5	15	36	49	54	5

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	56	58	31	55	57	63	86
Q 4b	Speed of initial contact	53	57	36	53	57	62	88
Q 5a	Information provided by GP	48	50	11	47	50	55	73
Q 5b	Ease of contact of OOH	56	58	24	55	59	62	77
Q 5c	Manner of treatment by call operator	63	63	35	60	64	68	95
Q 5d	Explanation of next step by call operator	61	63	32	59	63	68	90
About the health professional who called you back								
Q 6b	Speed of call back	45	48	10	41	47	55	75
Visiting treatment centre or emergency unit								
Q 7c	How do you rate travel time?	51	53	29	49	52	56	83
Q 8b	How do you rate waiting time?	44	47	17	43	49	53	80
Q 9a	Ease of getting to centre	55	52	33	49	52	54	73
Q 9b	Respect for privacy at centre	56	58	33	55	60	61	77
Q 9c	Treated by reception staff	56	55	25	50	53	60	76
Q 9d	Comfort of waiting room	43	46	23	43	47	52	65
About the person you saw								
Q 11a	Warmth of greeting	57	55	28	50	54	59	82
Q 11b	Ability to listen	59	58	23	53	58	63	85
Q 11c	Explanations	59	57	18	52	57	63	81
Q 11d	Reassurance	56	54	18	48	54	58	82
Q 11e	Confidence in their ability	61	56	15	52	58	61	82
Q 11f	Express your concerns	59	55	26	49	56	61	81
Q 11g	Respect shown to you	62	61	31	56	61	65	85
Q 11h	Length of consultation	58	55	28	51	56	60	83
Q 11i	Consideration shown	59	56	23	52	57	61	85
Q 11j	Concern shown	61	56	23	52	56	61	85
Q 11k	Recommendation to others	61	58	18	53	59	64	82
Q 11l	Satisfaction with help	63	60	21	56	61	65	82
Post consultation								
Q 12a	Getting medicines	48	48	23	42	46	51	86
Q 12b	If worsening condition	54	54	15	48	54	59	83
Q 12c	When to contact GP about call	48	50	20	45	50	55	76
Overall Score								
	Overall Score	56	54	35	50	54	59	72

Benchmarks are based on data from 73 surveys involving more than 3774 patient questionnaires from 17 providers across the UK between 2006 and 2009 with 8 or more responses

Treatment Centre : Evaluation questions: scores and benchmarks

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05-January-2010
Number Surveyed:164

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

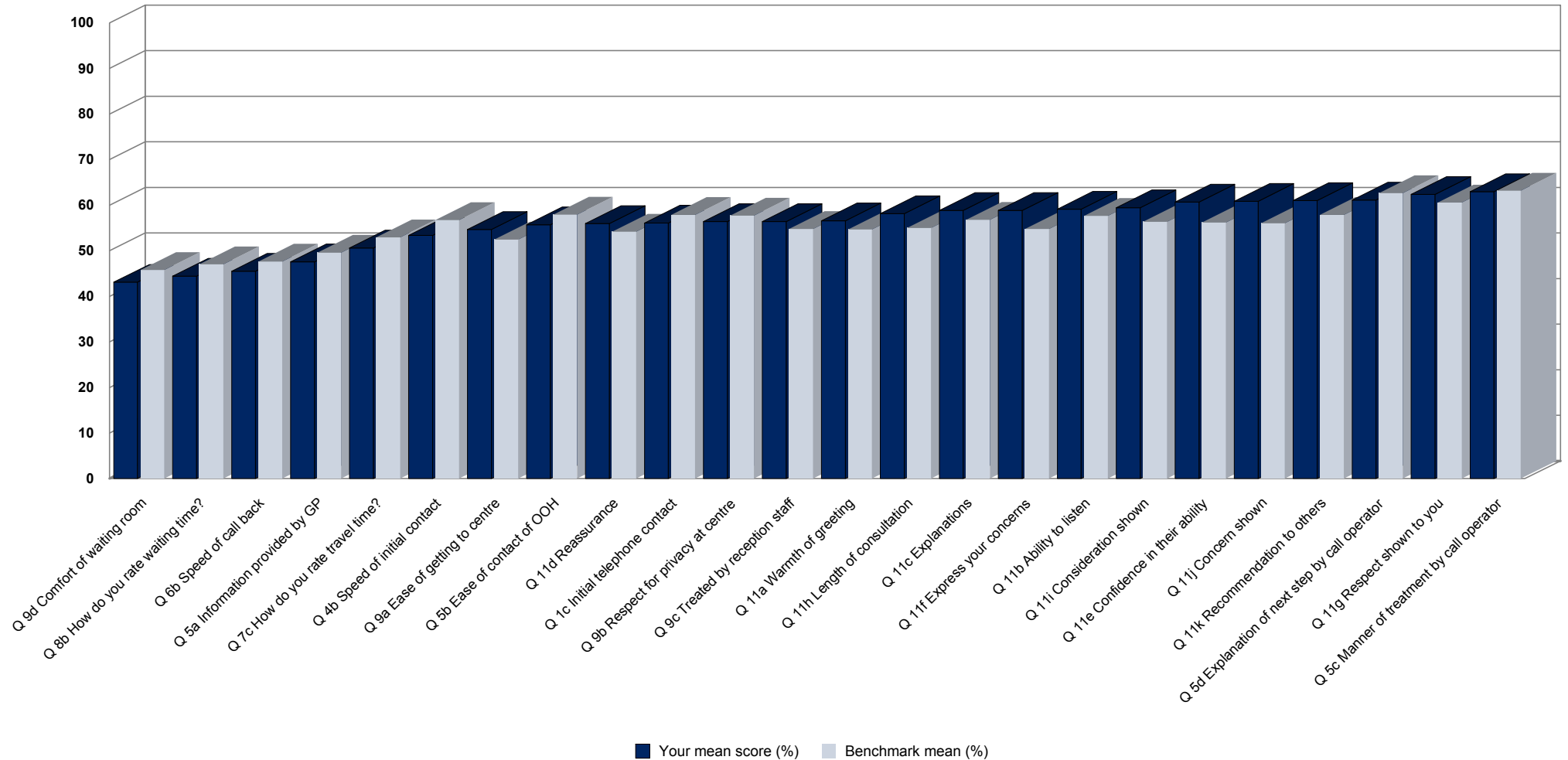


Table 4 Mean percentage scores for current and previous reports

	05/01/10 28515	30/09/09 28421	06/08/09 28082	26/06/08 23847
Q 1c Initial telephone contact	56	58	55	56
Q 4b Speed of initial contact	53	53	52	51
Q 5a Information provided by GP	48	53	50	43
Q 5b Ease of contact of OOH	56	61	56	54
Q 5c Manner of treatment by call operator	63	65	59	60
Q 5d Explanation of next step by call operator	61	63	59	59
Q 6b Speed of call back	45	40	37	46
Q 7c How do you rate travel time?	51	51	49	54
Q 8b How do you rate waiting time?	44	42	41	50
Q 9a Ease of getting to centre	55	52	51	56
Q 9b Respect for privacy at centre	56	57	53	60
Q 9c Treated by reception staff	56	55	52	56
Q 9d Comfort of waiting room	43	40	41	42
Q 11 Warmth of greeting	57	49	45	60
Q 11 Ability to listen	59	53	48	63
Q 11 Explanations	59	53	48	63
Q 11 Reassurance	56	50	46	62
Q 11 Confidence in their ability	61	53	47	62
Q 11 Express your concerns	59	51	45	60
Q 11 Respect shown to you	62	59	51	66
Q 11 Length of consultation	58	52	45	59
Q 11 Consideration shown	59	51	48	60
Q 11 Concern shown	61	52	47	61
Q 11 Recommendation to others	61	52	48	63
Q 11 Satisfaction with help	63	56	50	65
Q 12 Getting medicines	48	43	41	50
Q 12 If worsening condition	54	53	46	57
Q 12 When to contact GP about call	48	44	41	52
Overall	56	52	48	57

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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

Report Questions	Number of Responses	% of Responses
Q 1a Who did you first call?		
GP	90	57%
NHS Direct	45	28%
Other	23	15%
Q 1b How many calls		
One	102	70%
Two	36	25%
More than two	7	5%
Q 2a Contacted for yourself?		
Yes	77	48%
No	82	52%
Q 2b Patient's relationship		
My son/daughter	71	83%
My parent	4	5%
My spouse/partner	9	10%
My friend	0	0%
Other	2	2%
Q 3 Use of the service		
First time	51	32%
Once before	40	25%
Twice or more	69	43%
Q 4a Time to answer phone		
0-30 seconds	67	47%
31-60 seconds	60	42%
More than 1 minute	16	11%
Q 6a Time before phone back		
0-10 min	28	19%
11-20 min	50	33%
21-40 min	41	27%
41-60 min	21	14%
> 1 hour	11	7%

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if some patients did not respond to the question

Report Questions	Number of Responses	% of Responses
Q 7a Time of visit		
Mon-Fri	24	15%
Sat-Sun	123	78%
Night	10	6%
Q 7b Travelling time		
< 15 min	89	56%
15 - 29 min	61	39%
30 - 59 min	8	5%
> 59 min	0	0%
Q 7d Transport to centre		
Own car	142	89%
Taxi	2	1%
Bus	2	1%
Ambulance	0	0%
Other	13	8%
Q 8a Waiting time		
<10 min	52	32%
11 - 15 min	39	24%
16 - 20 min	26	16%
21 - 25 min	14	9%
>26 min	30	19%
Q 10a Visiting professional		
Doctor	143	91%
Nurse	12	8%
Paramedic	1	1%
Don't know	1	1%

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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

Report Questions	Number of Responses	% of Responses
Q 10b Length of consultation		
< 5 min	22	14%
5-9 min	66	42%
10-15 min	42	27%
16-20 min	14	9%
>20 min	12	8%
Q 13a Cope with life		
Much better	37	24%
Better	63	41%
Same or Less	53	35%
Q 13b Understand your illness		
Much Better	39	25%
Better	76	49%
Same or Less	41	26%
Q 13c Cope with your illness		
Much Better	40	25%
Better	79	50%
Same or Less	38	24%
Q 13d Keep yourself healthy		
Much Better	30	20%
Better	60	40%
Same or Less	61	40%
Q 13e Confident about your health		
Much Better	29	19%
Better	66	44%
Same or Less	54	36%
Q 13f Able to help yourself		
Much Better	33	22%
Better	65	43%
Same or Less	52	35%

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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

<u>Demographic Questions</u>	Number of Responses	% of Responses
Q 14a Gender		
Female	93	60%
Male	61	40%
Q 14b Age		
Under 12 yrs	52	38%
16 - 24 yrs	7	5%
25 - 59 yrs	54	39%
Over 60 yrs	25	18%
Q 14c Ethnic group		
White - British	134	84%
White - Irish	1	1%
White - any other background	6	4%
Mixed - White and Black Caribbean	2	1%
Mixed - White and Black African	0	0%
Mixed - White and Asain	0	0%
Mixed - any other mixed background	1	1%
Asian or Asian British - Indian	4	3%
Asian or Asian British - Pakistani	5	3%
Asian or Asian British - Bangladeshi	1	1%
Asian or Asian British - Other	2	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	1	1%
Chinese or other - Other	1	1%
Q 14d Accommodation		
Owner occupied/mortgage	116	76%
Rented or other arrangement	36	24%

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 14f Patient description		
Employed full or part time	52	33%
Unemployed and looking for work	3	2%
At school or in full time education	29	18%
Unable to work due to long term sickness	6	4%
Looking after the home/family	9	6%
Retired from paid work	25	16%
Other (please specify)	35	22%
Q 15 Long-standing illness		
Yes	36	23%
No	124	77%

<u>Report Questions</u>	Number of Responses	% of Responses
Q16.1 Physical disability		
Physical disability	11	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

- I am very happy with the service and it is reassuring to know there is such a service.
- Should not be transferred to NHS Direct who are not good.
- My young child had a ear infection so I called my GP and was told I couldn't have an appointment and may/may not get one the next day. I was therefore forced to call out-of-hours.
- Female I felt the service overall was very good, although the doctor I spoke to when I called scared me a little. I had to drive quite a way to get there and even further away from home to get to a chemist. I would like a centre that is closer and a late night pharmacy.
- Female We love the service which could not improve.
- Female Reasonable service to get us to the hospital/doctor.
- Female Could not fault this service other than we were a long time in the waiting room and did not understand why. This was not a real problem as my child wasn't in a lot of pain and wasn't feeling particularly unwell but had they been, this could have been a problem.
- Female We attended the out-of-hours service in person in error but were treated VERY WELL by the receptionist who arranged for my child to see the doctor.
- Female This is the first time that the same doctor who called me back by telephone also saw my child at the out-of-hours' service. This made a big difference to previous occasions when there were two different people. I have another child who is chronically ill, and so have used the service on other occasions, and this was the best experience so far.
- Female An excellent service.
- Male Very happy - maybe free car parking?
- Male There didn't seem to be any order that you were seen in. I presume it was severe cases first. Would have been nice to have been told this. Also was prescribed medication - being a Sunday and 4.30pm, didn't think we would get the prescription anywhere. Would have been easier to have got it from the hospital.
- Male Do something about the car park. £2.50 for a 30 minute visit is too much and when in a hurry people don't check for change.
- Male More doctors.
- Male I find it unsatisfactory that staff at NHS Direct are not nurse trained to answer patients queries and hence one has to wait for a call back from a nurse.
- Male When you bring a child in with a high temperature, I feel you are dismissed straight away. We are not all over-acting parents and are made to feel we are wasting time and are not taken seriously (not that anyone said that of course!).
- Male Waiting room could be re-modernised.
- Male The building the service is located in is old and needs replacing! We had to wait almost one hour in reception, as the doctor was busy with another patient. The quality of the service is high, but the building quality is low.
- Male Our nearest clinics were more than 30 minutes drive away. A local out-of-hours doctor in the area would have made the experience much easier.
- Male I have used the out-of-hours' service on a number of occasions. Level of service has varied on each occasion. On the whole it has been positive.

Any comments about how this service could improve

Under 12 yrs

Male I felt the service we received was excellent.

16 - 24 yrs

Female The service could be a little faster in returning calls. Other than this, very good.
 Female Waiting room was in a bad state. New magazines needed!
 Female Was told to go to out-of-hours in the area but when we arrived no doctor was present and we were told to wait an hour. We then decided to go to A&E instead.

25 - 59 yrs

Female Unsure - as staff do not have access to patients medical notes.
 Female Fully satisfied.
 Female The system was very good. I was dealt with promptly.
 Female A very good service.
 Female Concerned the local hospital couldn't provide an ultrasound at a weekend. I was discharged by the out-of-hours doctor, but later admitted to the hospital via A&E.
 Female A fantastic service.
 Female Had to speak to three different people before I got an appointment with the out-of-hours' service. The NHS Direct representative tried to persuade me to stay at home, when it was clear I needed antibiotics to clear an infection, although the whole service was much quicker than trying to get an appointment at my local surgery.
 Female When I spoke to the out-of-hours GP I was advised that my symptoms following recent surgery was likely to be a brain infection, but that I would be alright in a few hours. I was told to take paracetamol and if I felt no better in a couple of hours to call the doctor again. I found this very stressful and worrying. When I saw a GP the following morning, they had no idea what this GP had referred to.
 Female Although there were only a couple of people in the waiting room when I arrived, I still had to wait over 40 minutes to see a doctor and other people who arrived after me were seen before me.
 Female It would have been easier for me to phone the service direct instead of going via the closed GP surgery.
 Female Excellent service all round and hope we can keep it.
 Female I didn't have any problems getting the help I needed. I have no complaints whatsoever. Thank you for your help.
 Female A good service but feel there should be home visits by GP for babies.
 Male Get one of the hospitals back. Improve waiting area. I felt like I was at a run-down hostel or unmanaged train station in the middle of nowhere.
 Male Speed and efficiency was great. The A&E waiting room feels like the third world.
 Male Doctor call out needs to improve.
 Male Outstanding, and helped me through a very tough time.

Any comments about how this service could improve

25 - 59 yrs

- Male Do not be so quick to diagnose swine flu! Had to make several phone calls and complain, and insist that I was seen by a doctor before a doctor agreed to see me at the out-of-hours' service.
- Male Perfect.
- Male The service was very good. I'm glad I didn't waste my time calling NHS Direct - they always direct me to an out-of-hours' surgery miles away, because of the county my address is in, rather than one which is closer.
- Male I found that the receptionist at the hospital treated me as an inconvenience. I had to wait for the receptionist to finish a personal conversation with a staff member. The out-of-hours' GP was very brisk.
- Male I live a long way away from the hospital where I was seen. This is not good when feeling ill.

Over 60 yrs

- Female Yes! The real problem was getting constant information about swine flu and NOTHING else. After 30 minutes of this I rang the main reception and was immediately put through to the out-of-hours department.
- Female Happy with the service.
- Female Excellent service.
- Male NHS has improved a lot. Please do not fiddle any more.
- Male I was completely satisfied.
- Male It was very good, and by the receptionist advising that I could book in and come back later, I was able to rest more comfortably and then return.
- Male We still need a hospital and A&E services as the town is growing all the time.
- Male Excellent service. Telephoned the GP surgery for out-of-hours phone numbers at about 4pm. Consultation at centre at 7.20pm and given appropriate antibacterial medication.
- Male When I ring up for help, it always seems to take ages to get the doctor on duty. I always need to speak to a doctor urgently, as I'm a type one diabetic, and at the moment I have injured my arm, and it is causing my blood sugars to go high all the time.
- Male The service is first class.
- Male Very satisfied with the service provided.

Not specified

- Female Children should be made priority. We waited 8 hours for a call from a doctor.
- Female I have always received excellent service from this out-of-hours.
- Female When I arrived for my appointment (I was given a time), there was a long delay. No-one advised me or the other patients why there was a delay or how long we would have to wait.
- Female Very satisfied with my treatment.

Any comments about how this service could improve

Not specified

- | | |
|--------|--|
| Female | You do not have access to patient records, so when I tried to check my parent's medication, you couldn't help. My parent became suddenly extremely confused. |
| Male | I do have concerns about cleanliness of hospital buildings. They don't look as clean as I would want or wish them to be. |
| Male | Had to wait until the following day for medication prescribed. Not impressed. |
| Male | Very good. |

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

Under 12 yrs

- | | |
|--------|---|
| - | Out-of-hours is easy to use and understand. Children can fall ill very quickly and you do not have time to book a doctor appointment. |
| Female | The nurse I saw was great. |
| Female | No improvement needed. Very happy! |
| Female | The doctor could have been more reassuring and detailed, as my child was very young. I was very concerned about my child, and as I am a first time parent, I wasn't reassured. |
| Female | A lack of seating at the hospital. A very long wait to be seen. |
| Female | Speak clearly and don't use too many medical terms. |
| Female | Doctor did not prescribe appropriately and GP had to give a further prescription the following week when the problem had not improved, which was unfortunate. |
| Female | No problems with the doctor. |
| Female | The doctor we saw was friendly, and gave more time and attention than we have received in the past. |
| Male | No improvement needed. Great doctor. |
| Male | My child was checked by the doctor. However, the doctor only examined the throat, ears and tested for fever and made no check on the skin for potential rashes. I felt this would have given me assurance on the diagnosis. |
| Male | The prescription printer wasn't working and it was hand written. It took the pharmacy several minutes to try and interpret it before having to call the doctor to check. At one point it looked like we wouldn't get the medication needed. |
| Male | Please fix the printers in the building! Provide a water cooler for patients (I didn't see one). |
| Male | Very impressed with nurse on duty. Felt reassured. I would be happy to participate in any other research. |
| Male | I felt the service we received was excellent. |

16 - 24 yrs

- | | |
|--------|--|
| Female | Doctor to listen to the symptoms described. Patient saw own GP within 48 hours of this visit. Subsequently diagnosed with an illness which should have been spotted by the emergency doctor that day!! |
| Female | They were very good. |

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

16 - 24 yrs

Female The doctor was told we were on our way to the out-of-hours, but when we arrived the doctor wasn't there - not acceptable.

25 - 59 yrs

Female The doctor was okay. However - shouldn't blame previous carers and should be in a position to help patient in an appropriate, practical way. I badly needed medication for a post op surgery and was given something that was totally inadequate.

Female Fully satisfied.

Female Very good.

Female The doctor was moody, irritable, unsympathetic and uncaring. I felt tired and in pain and couldn't take in what the doctor was saying. The doctor was abrupt when they had to repeat something, was professional but not friendly.

Female Have a separate room for patients who maybe contagious.

Female I was very impressed with the doctor who listened to me, treated me with respect and was down to earth.

Male They were excellent.

Male They do a fantastic job now.

Male Surely a proper consultation takes longer than two minutes and requires the doctor to ask questions, and not to make a diagnosis while standing two metres away! The doctor should have taken a proper look at the severity of the infection. Two days later another doctor was horrified that I had not been admitted and given antibiotics intravenously. As a consequence, I have little confidence in this service.

Male Outstanding.

Male Perfect.

Male I was given a diagnosis of a viral sinus infection, and told to take antibiotics after two days.

Over 60 yrs

Female Happy with the service received.

Female All were good but the phone system was abysmal. No contact with a person, just information about swine flu.

Male It is great now.

Male My GP surgery made the appointment for me to attend the out-of-hours service. It couldn't have been easier.

Male No improvement needed. They worked very well for me.

Male The doctor was very thorough, professional, helpful and friendly.

Male Probably more doctors and nurses on duty.

Male The doctors are excellent, apart from an incident a few years ago when a doctor refused to see me.

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

Not specified

- | | |
|--------|---|
| Female | The doctors that I and my family have seen at the out-of-hours have always been very kind, caring and courteous. |
| Female | I was very impressed by the service provided in all aspects. |
| Female | I was given a wrong diagnosis last time which didn't help to improve my heart condition at that time. The injection and medication given were not helpful at all. I needed to be hospitalised in the end. The doctor should be more careful in understanding the situation well enough. |
| Female | You should have access to patients' records. |
| Male | The service was very useful. I was grateful for being seen on a Saturday. This is an example of the NHS working very well. |
| Male | The doctor I saw was excellent, but unable to give me immediate medication and relief. |

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:164

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1c Initial telephone contact	7	22	27	51	44	13

$$(7 \times -33.3333) + (22 \times 0) + (27 \times 33.3333) + (51 \times 66.6667) + (44 \times 100)$$

164 - 13

=56% 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

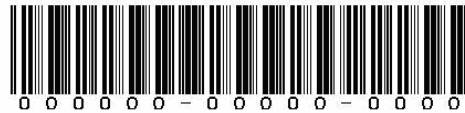
The median, cuts the data set in half

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

	Your mean score (%)
Q 1c Initial telephone contact	56

Means and quartiles (%)					
National mean	Minimum	Lower quartile	Median	Upper quartile	Maximum
58	31	55	57	63	86

Based on our most current benchmarks, your mean score of 56% falls between the lower quartile and the median which is in the lowest 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

ABOUT YOUR VISIT TO THE TREATMENT CENTRE OR EMERGENCY UNIT
 The next section should be completed by the patient, or after consulting with the patient, so that the answers reflect their views

7a What time did you visit the treatment centre (or emergency unit)?

Mon to Fri 6:30pm – 11:00pm Sat to Sun 8:00am – 11:00pm Night 11:00pm – 8:00am

7b How long did it take to travel to the treatment centre/unit (in minutes)?

Less than 15 minutes 15 to 29 minutes 30 to 59 minutes More than 59 minutes

7c How do you rate this?

Very poor Fair Good Very good Excellent

7d What transport did you use to get to the centre/unit?

Own car Taxi Bus Ambulance Other

8a How long did you have to wait in the waiting room before you were treated?

Less than 10 minutes 11 – 15 minutes 16 – 20 minutes 21 – 25 minutes 26 minutes or more

8b How do you rate this?

Very poor Fair Good Very good Excellent

Please rate the following:	Very poor	Fair	Good	Very good	Excellent
9a The ease of getting to the centre/unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9b The respect for patients' privacy at the centre/unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9c The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9d The comfort (e.g. cleanliness) of the waiting room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ABOUT THE PERSON YOU SAW (e.g. nurse, doctor, paramedic)
 The next section should be completed by the patient, or after consulting with the patient, so that the answers reflect their views

10a Which health professional did you see in the treatment centre (or emergency unit)?

Doctor Nurse Paramedic Don't know

10b How long was your consultation 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

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Please rate the following:	Very poor	Fair	Good	Very good	Excellent
11a The warmth of their greeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11b Their ability to listen to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11c Their explanation of things to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11d The extent to which you felt reassured by them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11e 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"/>
11f 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"/>
11g The respect they showed you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11h The length of consultation with this person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11i 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"/>
11j Their concern for you as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11k The recommendation you would give to your friends about this person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11l Your overall satisfaction with the help given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

POST CONSULTATION

The next 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
12a 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"/>
12b 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"/>
12c 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
13a Able to cope with life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13b Able to understand your illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13c Able to cope with your illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13d Able to keep yourself healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13e Confident about your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13f Able to help yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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0 0 3 4 B

Questions 14a to 14f, relate to the person who was the patient

<p>14a Are you?</p> <p><input type="checkbox"/> Female <input type="checkbox"/> Male</p>	<p>14b How old are you?</p> <p><input type="checkbox"/> Under 12 years <input type="checkbox"/> 16 – 24 years <input type="checkbox"/> 25 – 59 years <input type="checkbox"/> Over 60 years</p>																									
<p>14c What ethnic group does the patient belong to? (Please tick one box)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">White</th> <th style="width: 20%;">Mixed</th> <th style="width: 20%;">Asian or Asian British</th> <th style="width: 20%;">Black or Black British</th> <th style="width: 20%;">Chinese or other ethnic group</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> British</td> <td><input type="checkbox"/> White and Black Caribbean</td> <td><input type="checkbox"/> Indian</td> <td><input type="checkbox"/> Caribbean</td> <td><input type="checkbox"/> Chinese</td> </tr> <tr> <td><input type="checkbox"/> Irish</td> <td><input type="checkbox"/> White and Black African</td> <td><input type="checkbox"/> Pakistani</td> <td><input type="checkbox"/> African</td> <td><input type="checkbox"/> Any other</td> </tr> <tr> <td><input type="checkbox"/> Any other White background</td> <td><input type="checkbox"/> White and Asian</td> <td><input type="checkbox"/> Bangladeshi</td> <td><input type="checkbox"/> Any other Black background</td> <td></td> </tr> <tr> <td></td> <td><input type="checkbox"/> Any other Mixed background</td> <td><input type="checkbox"/> Any other Asian background</td> <td></td> <td></td> </tr> </tbody> </table>		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		
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	<input type="checkbox"/> Any other Mixed background	<input type="checkbox"/> Any other Asian background																								
<p>14d Is the patient's accommodation: (please tick one box)</p> <p><input type="checkbox"/> Owner-occupied/ Mortgaged <input type="checkbox"/> Rented or other arrangements</p>	<p>14e What is the patients postcode?</p> <p style="text-align: center;"> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </p>																									
<p>14f Which of the following best describes the patient (please tick one box)</p> <table style="width: 100%;"> <tr> <td><input type="checkbox"/> Employed full or part time (includes self-employed)</td> <td><input type="checkbox"/> Unemployed and looking for work</td> <td><input type="checkbox"/> At school or in full time education</td> </tr> <tr> <td><input type="checkbox"/> Unable to work due to long term sickness</td> <td><input type="checkbox"/> Looking after the home/family</td> <td><input type="checkbox"/> Retired from paid work</td> </tr> <tr> <td colspan="3"><input type="checkbox"/> Other</td> </tr> </table>		<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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<input type="checkbox"/> Other																										
<p>15 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</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>																										
<p>16 (Optional) So that we can ensure that our services are accessible to all, please indicate if the following applies to you</p> <table style="width: 100%;"> <tr> <td><input type="checkbox"/> Physical disability</td> <td><input type="checkbox"/> Learning disability</td> <td><input type="checkbox"/> Sensory disability (hearing or sight impaired)</td> </tr> <tr> <td><input type="checkbox"/> Deaf (BSL is first language)</td> <td><input type="checkbox"/> Mental disability</td> <td><input type="checkbox"/> Other</td> </tr> </table> <p>If you have ticked other please provide details: <input style="width: 300px;" type="text"/></p>		<input type="checkbox"/> Physical disability	<input type="checkbox"/> Learning disability	<input type="checkbox"/> Sensory disability (hearing or sight impaired)	<input type="checkbox"/> Deaf (BSL is first language)	<input type="checkbox"/> Mental disability	<input type="checkbox"/> Other																			
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<p>17 Any comments about how this service could improve?</p>																										
<p>18 Any comments about how the doctor/nurse/paramedic could improve?</p>																										

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

Survey provided by



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