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Herts Urgent Care
Out-of-Hours - Treatment Centre

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. 567 patient questionnaires were sent out and 222 completed questionnaires were returned giving a response rate of 39.15%. 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	63	58	1
Q 4b Speed of initial contact	61	57	2
Q 5a Information provided by GP	55	50	1
Q 5b Ease of contact of OOH	62	58	1
Q 5c Manner of treatment by call operator	68	63	1
Q 5d Explanation of next step by call operator	68	63	1
About the health professional who called you back			
Q 6b Speed of call back	46	48	3
Visiting treatment centre or emergency unit			
Q 7c How do you rate travel time?	53	53	2
Q 8b How do you rate waiting time?	45	47	3
Q 9a Ease of getting to centre	53	52	2
Q 9b Respect for privacy at centre	58	58	3
Q 9c Treated by reception staff	56	55	2
Q 9d Comfort of waiting room	49	46	2
About the person you saw			
Q 11a Warmth of greeting	59	55	1
Q 11b Ability to listen	64	58	1
Q 11c Explanations	63	57	1
Q 11d Reassurance	61	54	1
Q 11e Confidence in their ability	62	56	1
Q 11f Express your concerns	63	55	1
Q 11g Respect shown to you	67	61	1
Q 11h Length of consultation	63	55	1
Q 11i Consideration shown	63	56	1
Q 11j Concern shown	62	56	1
Q 11k Recommendation to others	64	58	1
Q 11l Satisfaction with help	66	60	1
Post consultation			
Q 12a Getting medicines	49	48	2
Q 12b If worsening condition	58	54	2
Q 12c When to contact GP about call	56	50	1
Overall Score			
Overall Score	59	54	1

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	5	21	37	79	71	9
Q 4b	Speed of initial contact	4	21	46	67	65	19
Q 5a	Information provided by GP	10	21	50	69	53	19
Q 5b	Ease of contact of OOH	4	16	48	73	66	15
Q 5c	Manner of treatment by call operator	2	12	38	81	75	14
Q 5d	Explanation of next step by call operator	2	11	42	78	77	12
Q 6b	Speed of call back	12	45	46	59	43	17
Q 7c	How do you rate travel time?	8	27	60	75	47	5
Q 8b	How do you rate waiting time?	18	52	41	44	58	9
Q 9a	Ease of getting to centre	5	22	68	81	41	5
Q 9b	Respect for privacy at centre	2	24	63	70	58	5
Q 9c	Treated by reception staff	4	27	57	74	54	6
Q 9d	Comfort of waiting room	10	29	72	61	44	6
Q 11a	Warmth of greeting	2	18	61	83	55	3
Q 11b	Ability to listen	1	16	48	87	67	3
Q 11c	Explanations	2	21	42	86	69	2
Q 11d	Reassurance	5	19	45	89	61	3
Q 11e	Confidence in their ability	2	23	47	83	65	2
Q 11f	Express your concerns	5	17	44	83	67	6
Q 11g	Respect shown to you	4	11	43	83	78	3
Q 11h	Length of consultation	4	17	51	77	70	3
Q 11i	Consideration shown	3	15	51	80	68	5
Q 11j	Concern shown	4	13	55	79	64	7
Q 11k	Recommendation to others	4	15	47	82	70	4

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	63	58	31	55	57	63	86
Q 4b	Speed of initial contact	61	57	36	53	57	62	88
Q 5a	Information provided by GP	55	50	11	47	50	55	73
Q 5b	Ease of contact of OOH	62	58	24	55	59	62	77
Q 5c	Manner of treatment by call operator	68	63	35	60	64	68	95
Q 5d	Explanation of next step by call operator	68	63	32	59	63	68	90
About the health professional who called you back								
Q 6b	Speed of call back	46	48	10	41	47	55	75
Visiting treatment centre or emergency unit								
Q 7c	How do you rate travel time?	53	53	29	49	52	56	83
Q 8b	How do you rate waiting time?	45	47	17	43	49	53	80
Q 9a	Ease of getting to centre	53	52	33	49	52	54	73
Q 9b	Respect for privacy at centre	58	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	49	46	23	43	47	52	65
About the person you saw								
Q 11a	Warmth of greeting	59	55	28	50	54	59	82
Q 11b	Ability to listen	64	58	23	53	58	63	85
Q 11c	Explanations	63	57	18	52	57	63	81
Q 11d	Reassurance	61	54	18	48	54	58	82
Q 11e	Confidence in their ability	62	56	15	52	58	61	82
Q 11f	Express your concerns	63	55	26	49	56	61	81
Q 11g	Respect shown to you	67	61	31	56	61	65	85
Q 11h	Length of consultation	63	55	28	51	56	60	83
Q 11i	Consideration shown	63	56	23	52	57	61	85
Q 11j	Concern shown	62	56	23	52	56	61	85
Q 11k	Recommendation to others	64	58	18	53	59	64	82
Q 11l	Satisfaction with help	66	60	21	56	61	65	82
Post consultation								
Q 12a	Getting medicines	49	48	23	42	46	51	86
Q 12b	If worsening condition	58	54	15	48	54	59	83
Q 12c	When to contact GP about call	56	50	20	45	50	55	76
Overall Score								
	Overall Score	59	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

Herts Urgent Care

23-March-2010
Number Surveyed:222

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

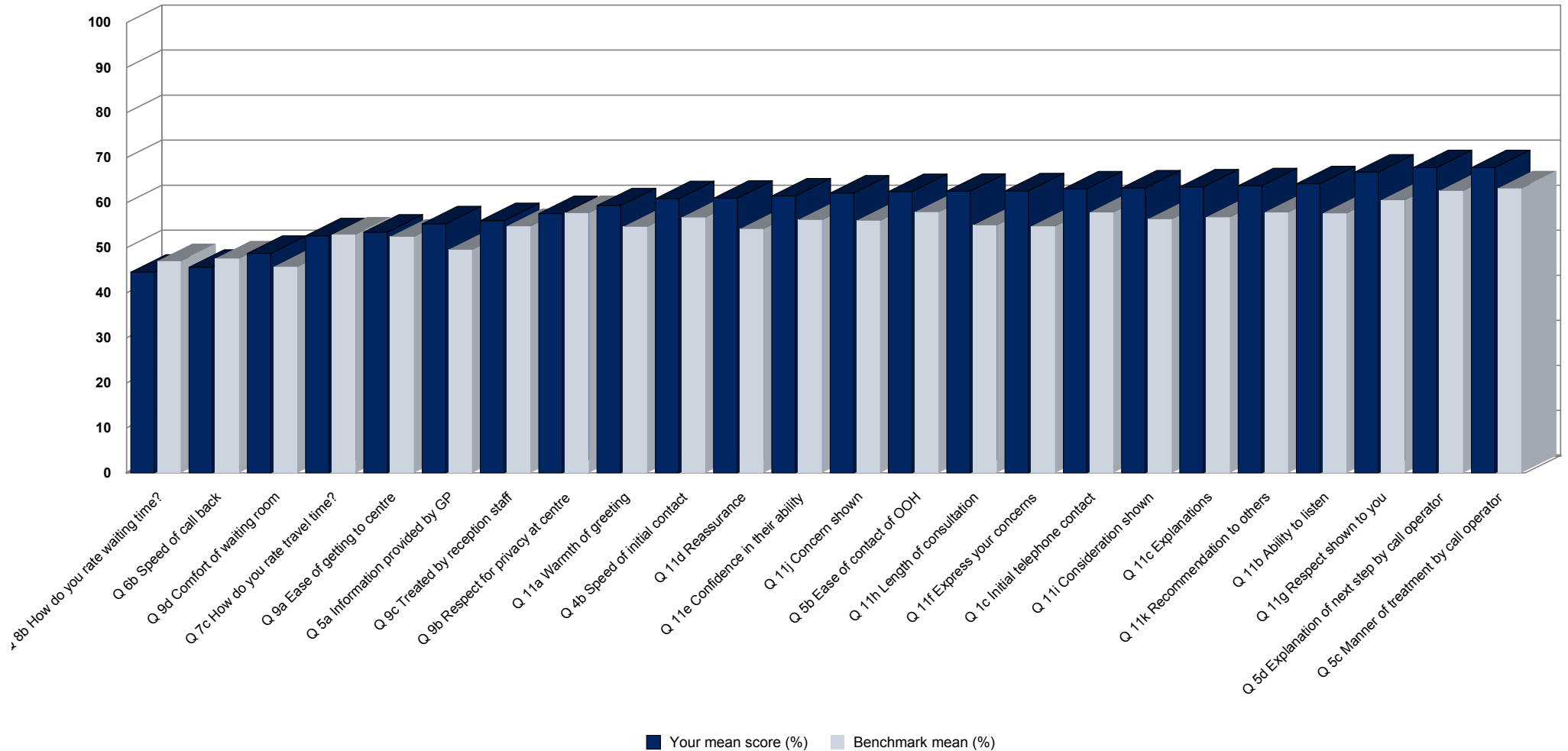


Table 4 Mean percentage scores for current and previous reports

	23/03/10 28957	05/01/10 28515	30/09/09 28421	06/08/09 28082
Q 1c Initial telephone contact	63	57	58	55
Q 4b Speed of initial contact	61	54	52	52
Q 5a Information provided by GP	55	48	53	49
Q 5b Ease of contact of OOH	62	56	61	55
Q 5c Manner of treatment by call operator	68	63	64	59
Q 5d Explanation of next step by call operator	68	61	63	59
Q 6b Speed of call back	46	46	40	36
Q 7c How do you rate travel time?	53	51	51	49
Q 8b How do you rate waiting time?	45	45	42	41
Q 9a Ease of getting to centre	53	54	51	51
Q 9b Respect for privacy at centre	58	57	57	53
Q 9c Treated by reception staff	56	56	54	52
Q 9d Comfort of waiting room	49	43	40	41
Q 11 Warmth of greeting	59	56	49	45
Q 11 Ability to listen	64	59	53	48
Q 11 Explanations	63	59	52	48
Q 11 Reassurance	61	56	49	46
Q 11 Confidence in their ability	62	61	52	47
Q 11 Express your concerns	63	58	50	45
Q 11 Respect shown to you	67	62	58	51
Q 11 Length of consultation	63	58	51	45
Q 11 Consideration shown	63	59	51	48
Q 11 Concern shown	62	60	52	47
Q 11 Recommendation to others	64	61	51	48
Q 11 Satisfaction with help	66	63	56	50
Q 12 Getting medicines	49	48	43	41
Q 12 If worsening condition	58	54	52	46
Q 12 When to contact GP about call	56	48	44	41
Overall	59	56	52	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	127	60%
NHS Direct	54	25%
Other	32	15%
Q 1b How many calls		
One	160	77%
Two	42	20%
More than two	7	3%
Q 2a Contacted for yourself?		
Yes	114	52%
No	104	48%
Q 2b Patient's relationship		
My son/daughter	77	69%
My parent	6	5%
My spouse/partner	19	17%
My friend	3	3%
Other	7	6%
Q 3 Use of the service		
First time	70	32%
Once before	52	24%
Twice or more	94	44%
Q 4a Time to answer phone		
0-30 seconds	118	58%
31-60 seconds	68	33%
More than 1 minute	19	9%
Q 6a Time before phone back		
0-10 min	39	19%
11-20 min	59	28%
21-40 min	53	25%
41-60 min	31	15%
> 1 hour	28	13%

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 Time of visit		
Mon-Fri	54	25%
Sat-Sun	146	69%
Night	13	6%
Q 7b Travelling time		
< 15 min	110	51%
15 - 29 min	92	43%
30 - 59 min	12	6%
> 59 min	2	1%
Q 7d Transport to centre		
Own car	187	88%
Taxi	5	2%
Bus	2	1%
Ambulance	0	0%
Other	18	8%
Q 8a Waiting time		
<10 min	63	29%
11 - 15 min	45	21%
16 - 20 min	27	13%
21 - 25 min	25	12%
>26 min	56	26%
Q 10a Visiting professional		
Doctor	183	87%
Nurse	23	11%
Paramedic	0	0%
Don't know	5	2%

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	23	11%
5-9 min	87	40%
10-15 min	74	34%
16-20 min	19	9%
>20 min	12	6%
Q 13a Cope with life		
Much better	53	27%
Better	80	40%
Same or Less	65	33%
Q 13b Understand your illness		
Much Better	57	28%
Better	101	49%
Same or Less	47	23%
Q 13c Cope with your illness		
Much Better	56	28%
Better	102	50%
Same or Less	44	22%
Q 13d Keep yourself healthy		
Much Better	40	20%
Better	79	40%
Same or Less	78	40%
Q 13e Confident about your health		
Much Better	39	20%
Better	84	43%
Same or Less	73	37%
Q 13f Able to help yourself		
Much Better	42	22%
Better	78	41%
Same or Less	72	38%

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	128	62%
Male	80	38%
Q 14b Age		
Under 12 yrs	63	35%
16 - 24 yrs	6	3%
25 - 59 yrs	73	40%
Over 60 yrs	39	22%
Q 14c Ethnic group		
White - British	178	82%
White - Irish	2	1%
White - any other background	16	7%
Mixed - White and Black Caribbean	2	1%
Mixed - White and Black African	0	0%
Mixed - White and Asain	2	1%
Mixed - any other mixed background	1	0%
Asian or Asian British - Indian	5	2%
Asian or Asian British - Pakistani	0	0%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Other	4	2%
Black or Black British - Caribbean	2	1%
Black or Black British - African	4	2%
Black or Black British - Other	0	0%
Chinese or other - Chinese	0	0%
Chinese or other - Other	0	0%
Q 14d Accommodation		
Owner occupied/mortgage	145	72%
Rented or other arrangement	56	28%

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	73	35%
Unemployed and looking for work	3	1%
At school or in full time education	32	15%
Unable to work due to long term sickness	6	3%
Looking after the home/family	17	8%
Retired from paid work	35	17%
Other (please specify)	42	20%
Q 15 Long-standing illness		
Yes	53	25%
No	161	75%

<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%
Q19 Happy to be contacted		
yes	0	0%
no	0	0%

Any comments about how this service could improve

Under 12 yrs

34937	Female	Was very happy with the trainee doctor we saw that night who was very kind and made me feel at ease, even though I was concerned about my young daughter.
	Female	Generally good, but key is to reduce waiting times at the centre.
54815	Female	When I arrived at the hospital the lights were off and I had to be let in by a security guard. I had to turn the lights on myself and wait in an empty minor injuries unit alone. This may have been exceptional circumstances as it was New Years Eve at 10.10pm.
38946	Female	Nearer access to out-of-hours' pharmacy. Another car drive is required to collect any prescribed medicine.
52812	Female	Dispensary in the hospital. Had quite a long way to travel.
48736	Female	We were very happy this service exists nearby, as travelling all the way to the hospital would have been VERY distressing for us, as well as difficult. Thank you for a good service, especially on Christmas day.
	Female	Very good. Very nice, understanding doctor, who takes great care in looking after my child.
	Female	I think the out-of-hours' treatment centre is doing a great job.
	Female	I have used this service with both my children, and have found it an excellent service all-round.
	Female	Waiting times once at the out-of-hours. Appointment times weren't kept!
52575	Female	The only complaint is we had to wait almost one hour to be seen, which hadn't happened when I have been to out-of-hours' service before.
58632	Female	We asked NHS direct to call us back. Six hours later after no call, we rang them again and were immediately referred to the out-of-hours service. The delay was inconvenient and extended the patient's discomfort, albeit in a non-emergency condition. The request to be called back on my mobile phone had been overlooked.
67517	Male	I'm very happy with your service. I'm always calling if I have a problem and they are always very helpful and I am happy with them.
70622	Male	Doctor could be far less patronising.
60380	Male	I had an appointment but would have seen a doctor quicker if I just walked in!! My child was quite poorly and had to wait over an hour, even though we had an appointment. Had different queues for walk-in patients - appointment and emergencies!
	Male	The GP surgery could have been clearer about what would follow/happen next.
	Male	Better response time from out-of-hours' doctor (by telephone). Shorter waiting time for appointment at 'OOH' centre. Four hour wait for appointment.
	Male	No improvement needed. Over the last few visits, the service has been excellent.
	Male	Home visits would have made things easier, as my child is very young and was very unwell.
	Male	Being able to get prescribed medication at the centre/unit as most pharmacies are usually closed out-of-hours.
	Male	The wait was ridiculous, especially for children and babies who are poorly - over an hour is unacceptable.

Any comments about how this service could improve

Under 12 yrs

	Male	I would choose to ring out-of-hours now rather than NHS Direct, as they were too busy to call me back straightaway.
	Male	Had to wait in the admissions' waiting room to be seen by a nurse for over an hour, and then had another wait for over 30 minutes in a different waiting room (out-of-hours). Would have preferred one place to visit and then be seen.
38369	Male	As a parent of small children who has attended this clinic 3 times with them, I was seen right away, and have no complaints at all. On my recent visit, my baby was diagnosed only after quick and thorough thinking by doctor.
68742	Male	Reception staff were rude/standoffish.
65403	Male	An on-site 24 hour pharmacy would be useful. The pharmacy at the supermarket was open, however they did not have one of my medicines available. They kept the slip and told me they would have it the following day. In the morning my spouse went to another supermarket, and ended up paying for the drug, even though we had part of the prescription for my child, because the first supermarket had kept the other part, they would only release the drug on payment, even though my child is young.
62855	Male	Car parking is bad.
40462	Male	To make children priority and for doctors to do more house visits.

25 - 59 yrs

55170	-	I was given two items on prescription, both of which did not solve the problem. Visited own GP a few days later, and given a prescription that eased the problem.
61196	Female	Need a centre closer in the area to see a doctor.
35845	Female	Very good.
60284	Female	Would have helped if told how long it would be before I could see the doctor. I had to ask.
63134	Female	Publicise the service and the contact number.
66812	Female	All good.
59268	Female	When sent to A&E for bloods, should be able to fast-track. Had to wait four and a half hours, and was then admitted at 7.00am, when out-of-hours' appointment was at 6.50pm, so 12 hours hanging around in pain.
60208	Female	The doctor who called me back offered me an appointment at 10:30. I wasn't seen until 11:30. Would it not be better to have one doctor seeing 'walk ins', and another for those with appointments?
60165	Female	The receptionist could have been a lot nicer on the phone.
62720	Female	All very good.
56742	Female	The lady I contacted at NHS direct wasn't very warm or caring, especially as I was ill and upset.
65208	Female	The OOH phone number seems to regularly change. It would help if it stayed the same, and if necessary calls were redirected free of charge to patients. OOH GPs used to be based in the town. That was much better than going elsewhere in pain during the night. I was given an appointment, but was not seen until nearly 45 minutes later.
56094	Female	100% happy with the care received.

Any comments about how this service could improve

25 - 59 yrs

	Female	It's a very helpful and useful service.
	Female	Access to medicines out-of-hours - I had to travel to the chemists in town to get the antibiotics I needed.
	Female	There is no sign in reception telling you how to find the clinic - I only found it because I had been before. The hospital main doors are locked at 9pm. I could not find my way out and was wandering around for quite some time (not good as I had swine flu). There should be somewhere to park for a short time while visiting the clinic, as I had to pay £3 to park.
	Female	For a new hospital, the waiting room felt aged and damaged.
49756	Female	Not so long to wait at surgery - was over five hours after I phoned, then had to wait ages there.
	Female	Find it silly that we have to repeat the same thing to the receptionist and then again to the doctor. Otherwise very happy with the service.
46684	Female	Less waiting time and more doctors on duty.
53690	Female	Very good.
53433	Female	Update waiting area - crowded, uncomfortable and outdated. Provide adequate GPs to meet demands, i.e. numbers of GPs. Reception staff unprofessional, and started talking/chatting amongst themselves, even though I was clearly trying to ask them a question.
36684	Female	Maybe less waiting time when at the treatment centre.
	Female	If given appointment they should stick to it. Reception could explain a little better, not just refer you to a laminated card. I could barely stand up, yet there were no seats.
50771	Male	The service is very good and a reasonable replacement for a home visit from GP. It doesn't assist patients who don't drive or are too old or too sick to drive.
69074	Male	No improvements necessary according to my visit.
64692	Male	The only issue as a mature, working, reasonably knowledgeable patient, is when you know what's wrong and that you need antibiotics but you work miles away from your practice, you can't always get a doctor appointment, early or late, and end up going to NHS direct. It took 2-3 hours out of a Sunday to get the antibiotics. I'm not ungrateful, but think a quicker local doctor service would be helpful for the employed, as surgeries are often full of retired people and at-home parents taking up early/late appointments.
65894	Male	Very good service all round.
64208	Male	On the night I attended the out-of-hours surgery, they could not find any wound dressings! Poor stocktaking by someone. Apart from that, very good.
68066	Male	The doctor who saw our child was very good. However, the previous time we visited we were seen by a doctor who checked our child's mouth and ears and diagnosed the problem as mouth ulcers and prescribed corosodyl and told us to wipe it around our 18 month old child's gums. We were unsure of this and saw our GP the next day who diagnosed an ear and throat infection. The out-of-hours doctor in my opinion, was and is not fit to be a doctor in this country or any other.
43113	Male	No improvement needed. This is a better service than the GP 'in' hours. Well done!
	Male	Works well for our family from previous experiences.

Any comments about how this service could improve

25 - 59 yrs

49749	Male	Spell people's names correctly.
	Male	Cannot think of any improvement, only receptionist needs to pay more attention.
	Male	When first phoning, I should not have been told a doctor would be out in an hour, and then a nurse phoning me to tell me to get my spouse to hospital myself half an hour later.
	Male	No ability to communicate between NHS Direct and the out-of-hours' service. Ended up going through exactly the same procedure for one after the other. Not exactly an efficient use of resources.

Over 60 yrs

57947	-	At this visit I was very satisfied.
37641	-	Better control of appointment times to minimise the time spent in the out-of-hours waiting room. I had to wait about an hour after my appointment time.
	Female	I was impressed that after my first phone call, seeing the doctor and collecting the correct prescription was completed in 90 minutes.
	Female	Service and help from staff very good.
56338	Female	The service I received was outstanding.
66891	Female	Easier access to hospitals. Bus service and how often?
67390	Female	The follow-up visit from the district nurse was efficiently organised and cheerfully and competently carried out.
57845	Female	It was a great comfort to find that this service exists.
48967	Female	Found the doctor very helpful but I have hearing difficulties and had someone with me. Would have been communication problems if not.
44821	Female	Have a GP stationed at our own surgery, which would be within walking distance. Having to drive to a hospital through heavy traffic was VERY inconvenient. It also meant I had to use alternative pharmacy, rather than walking to my local pharmacist. I don't see why a rota of medical staff can't be arranged at the local GP surgeries.
	Male	The service was brilliant.
47752	Male	More information about this service and specific information on getting to this service, i.e. not using an ambulance but using other means of transport to get there.
67305	Male	No improvements needed.
61034	Male	My experience was first class.
61027	Male	Keep doing the same.
68752	Male	No improvements necessary.

Not specified

49092	Female	I was happy with the very good service.
41986	Female	The time the doctor gets back to you. The waiting facility at SACH.

Any comments about how this service could improve

Not specified

58506	Female	It was very hard to find located in the hospital, and I didn't feel safe about getting to and from my car in the car park. Parking fees were extremely high.
67658	Female	Very pleased with the service.
61377	Female	Allow walk-in patients, even if they have to wait, which would be their choice. There seems enough time to fit them in and it would make the service more useful for minor illnesses needing to see a doctor.
	Female	I found the service very good - quick and exact response, and a feeling of relief at the outcome.
	Female	NHS Direct told me that it would be approximately 6-12 hours before I would be called back by a nurse. So I called the out-of-hours' service, and within 10 minutes I was speaking to a doctor. This is a fantastic service! OK, I had to wait about an hour and a half to be seen, but as it was after 11pm on a Sunday, and there were others ahead of me, this seemed fair enough. Thank you. I felt NHS Direct could have advised me about the out-of-hours' service, but then I imagine you would be swamped as well.
58071	Female	Help with transport to the out-of-hours service, if one had no transport at all or no money for a taxi.
68861	Male	An excellent service.
36178	Male	The service was very effective.
66798	Male	Very impressed.

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

Under 12 yrs

67727	-	A bit hard to find within the hospital - poor signposting, could be improved.
34937	Female	Would like to say a bit thank you! You all do a wonderful job, keep it up!
54815	Female	The doctor was brilliant.
	Female	Good overall.
52827	Female	We felt the doctor was slightly dirty looking - under the doctor's nails, and being a hospital, hygiene should be 100%.
52812	Female	This doctor was very good, but the doctor we saw with our child before was quite aggressive and not very attentive.
	Female	I was satisfied with their services.
	Female	Doctor very nice and understanding.
	Female	They knew it was swine flu my daughter was suffering from, but were not honest about it. Called it a general viral infection, yet the notes said swine flu! It was imperative I knew as I was pregnant.
58632	Female	Prior to being referred, we had no idea that our GP used an out-of-hours service locally, having been sent elsewhere in the past. Had we known this service was available we would have driven straight there rather than go through NHS direct, which added 8 hours of delay.
67517	Male	Couldn't be better. Thank you to all.
41650	Male	Have more than one doctor available.

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

Under 12 yrs

40462	Male	Stop standing about talking and do more work.
64540	Male	The particular nurse prescriber we saw was very friendly, approachable and helpful which was a really nice and pleasant change from doctors who make you feel rushed.
62855	Male	This particular nurse was excellent.
68742	Male	The doctor was brilliant.
	Male	Although it was late in the evening, a welcoming person would have been nice, rather than being made to feel as if the doctor had better things to do than being sat there.
	Male	Fantastic.
	Male	They needed more sleep as appeared tired.
38369	Male	This was far better than normal GP visit.

25 - 59 yrs

	Female	I would like to pass on how impressed I was with the doctor and student who treated me - very caring, helpful, and explained everything. A really great service. Please pass on my thanks.
	Female	I was feeling very unwell but was told it wasn't the medication making me feel ill. In the end it turned out it was in fact the medication.
	Female	Doctor was fine. The clinic receptionist is not welcoming, makes no eye contact at all and doesn't tell you how long you have to wait, which is not good when you are feeling ill.
49756	Female	Doctor was outstanding!! Put kids totally at ease - asked about their presents, and joked about needing ice cream, and fully explained/reassured them. Kids were totally happy to do as the doctor asked! Wish all doctors were as good as this one!!
53433	Female	Doctor's printer wouldn't work, so couldn't give me a prescription immediately. Provide staff with adequate tools.
	Female	I waited over two hours without complaint, and yet came out with my fifth course of antibiotics, and two days later my condition worsened, to reveal something further.
56094	Female	100% happy with the service received. 6.30am and very cold, icy and snowy.
65208	Female	The doctor was really great. No improvements needed. Having an OOH service in the town would be much better than having to go further afield. I don't know how I would have got there without a car.
62720	Female	All very good.
60165	Female	It sounded like the doctor was busy, and was in a rush to speak to other people.
66812	Female	All good.
	Male	Not really any improvement needed.
49749	Male	Too many staff standing in full view of the waiting room - doing nothing!
	Male	The doctor had the typical aloof attitude.
	Male	Some do try very hard, especially the GP, but the Saturday visit was the worst.

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

25 - 59 yrs

65894	Male	I was very happy.
50771	Male	All the doctors I have seen at various visits were caring and helpful.
69074	Male	The whole service provided by NHS Direct, doctor was excellent. I received a very prompt diagnosis, and was admitted to hospital quickly receiving the treatment I needed. Very impressed by the whole service received.

Over 60 yrs

37641	-	I appreciated how the nurse prescriber engaged with problems of a chronic recurring chest infection. This suggests that increasing the number of nurse prescribers should be considered.
64192	Female	I had cystitis, so I knew I needed antibiotics quickly, but I had very little help from the doctor who was less than helpful and hardly looked at me. The receptionist was very helpful directing me to a late open pharmacy.
67390	Female	I was calling the district nurse service, to check on the time they would be making a visit to my home to give me an injection following hospital treatment the day before.
44821	Female	Run an out-of-hours' surgery with skeleton staff at local GP surgeries. Many people do not drive, or are too unwell, and they should not be expected to travel to a hospital, with added expense and inconvenience of parking.
48967	Female	Be deaf aware.
	Female	Spend a little more time with me. I would have liked to have had my blood pressure checked, as I had overdosed on tablets prescribed for another person but given to me.
68752	Male	No improvements necessary.
67305	Male	The doctor was excellent and commitment was demonstrated by the desire for feedback after I had been seen by the hospital. I was in hospital 2 days for tests.
47752	Male	The staff are already at their professional best.

Not specified

	Female	Could we have the pharmacist open till out-of-hours' doctor service closes, until 11pm? I had to drive somewhere else to get medicine after 8pm.
41986	Female	The doctor this time was brilliant.
49092	Female	They were very good thank you.
58506	Female	They were fine, although by the time I was seen (on a Sunday evening), there were no pharmacists open that the doctor could direct me to.
58071	Female	All were helpful.
36178	Male	The doctor was very effective.
68861	Male	All staff are excellent.

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:222

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1c Initial telephone contact	5	21	37	79	71	9

$$(5 \times -33.3333) + (21 \times 0) + (37 \times 33.3333) + (79 \times 66.6667) + (71 \times 100)$$

$$222 - 9$$

=63% 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	63

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 63% falls on the upper quartile



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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 Rev 2.1



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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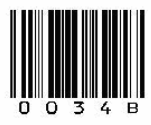
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Please rate the following:	Very poor	Fair	Good	Very good	Excellent
11a The warmth of their greeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11b Their ability to listen 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"/>



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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<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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