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Herts Urgent Care
Out-of-Hours - Home Visits

September 2009



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30 September 2009

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

Report Contents

Introduction	1
Evaluation questions: summary of scores (table 1)	2
Evaluation questions: frequency distribution of ratings (table 2)	3
Evaluation questions: scores and benchmarks (table 3, graph 1)	4,5
Evaluation questions: comparison of scores with previous reports (table 4)	6
Report questions: results	7
Free text responses: patient comments	12
Supporting documents: score explanation and explanation of quartiles	Appendix 1
Supporting documents: sample questionnaire	Appendix 2

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 September 2009. 131 patient questionnaires were sent out and 29 completed questionnaires were returned giving a response rate of 22.14%. Your organisation has done a total of 52 surveys, evaluation question scores for the current and last 2 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 52 surveys involving more than 1589 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	44	56	4
Q 4b	Speed of initial contact	44	55	4
Q 5a	Information provided by GP	53	51	2
Q 5b	Ease of contact of OOH	52	56	3
Q 5c	Manner of treatment by call op	56	62	3
Q 5d	Explanation of next step by call op	57	62	4
About the health professional who called back				
Q 6b	Speed of call back	31	44	4
Visiting health professional				
Q 8a	Warmth of greeting	56	60	4
Q 8b	Ability to listen	59	63	4
Q 8c	Explanations	57	61	4
Q 8d	Reassurance	59	59	3
Q 8e	Confidence in their ability	59	61	3
Q 8f	Express your concerns	62	60	2
Q 8g	Respect shown to you	64	68	4
Q 8h	Length of consultation	62	58	1
Q 8i	Consideration shown	64	60	2
Q 8j	Concern shown	60	61	3
Q 8k	Recommendation to others	62	62	3
Q 8l	Satisfaction with help	64	64	3
Post consultation				
Q 9a	Getting medicines	62	51	1
Q 9b	If worsening condition	48	58	4
Q 9c	When to contact GP about call	57	54	2
Overall Score				
	Overall Score	56	55	2

Benchmarks are based on data from 52 surveys involving more than 1589 patient questionnaires from 17 providers across the UK between 2006 and 2009 with 8 or more responses

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

Table 2

Question

		Very Poor	Fair	Good	Very Good	Excellent	Blank	n/a
Q 1c	Initial telephone contact	3	3	7	9	4	3	0
Q 4b	Speed of initial contact	2	0	12	8	2	5	0
Q 5a	Information provided by GP	0	3	8	10	4	4	0
Q 5b	Ease of contact of OOH	1	2	9	11	4	2	0
Q 5c	Manner of treatment by call op	0	2	10	10	5	2	0
Q 5d	Explanation of next step by call op	0	2	9	11	5	2	0
Q 6b	Speed of call back	3	5	10	3	3	5	0
Q 8a	Warmth of greeting	0	2	8	14	3	2	0
Q 8b	Ability to listen	0	1	9	12	5	2	0
Q 8c	Explanations	1	0	10	11	5	2	0
Q 8d	Reassurance	1	0	8	13	5	2	0
Q 8e	Confidence in their ability	1	0	8	13	5	2	0
Q 8f	Express your concerns	0	0	9	12	5	3	0
Q 8g	Respect shown to you	0	0	8	12	6	3	0
Q 8h	Length of consultation	0	1	7	13	5	3	0
Q 8k	Recommendation to others	0	0	9	12	5	3	0
Q 8l	Satisfaction with help	0	0	8	12	6	3	0
Q 9a	Getting medicines	0	0	7	11	4	3	4
Q 9b	If worsening condition	1	3	8	7	4	2	4
Q 9c	When to contact GP about call	0	0	10	7	4	4	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	44	56	33	52	56	59	71
Q 4b	Speed of initial contact	44	55	24	51	54	58	75
Q 5a	Information provided by GP	53	51	30	47	51	54	67
Q 5b	Ease of contact of OOH	52	56	33	52	56	58	75
Q 5c	Manner of treatment by call op	56	62	47	56	62	63	76
Q 5d	Explanation of next step by call op	57	62	46	58	61	63	75
About the health professional who called back								
Q 6b	Speed of call back	31	44	11	39	44	48	70
Visiting health professional								
Q 8a	Warmth of greeting	56	60	37	59	62	64	75
Q 8b	Ability to listen	59	63	38	60	65	67	83
Q 8c	Explanations	57	61	33	58	62	66	83
Q 8d	Reassurance	59	59	37	56	60	63	79
Q 8e	Confidence in their ability	59	61	33	57	63	67	77
Q 8f	Express your concerns	62	60	37	56	60	64	78
Q 8g	Respect shown to you	64	68	46	65	70	73	83
Q 8h	Length of consultation	62	58	33	56	60	62	73
Q 8i	Consideration shown	64	60	33	56	61	67	75
Q 8j	Concern shown	60	61	36	57	63	67	77
Q 8k	Recommendation to others	62	62	29	58	63	67	79
Q 8l	Satisfaction with help	64	64	38	59	66	69	80
Post consultation								
Q 9a	Getting medicines	62	51	29	46	51	56	72
Q 9b	If worsening condition	48	58	33	54	58	62	76
Q 9c	When to contact GP about call	57	54	20	46	54	58	73
Overall Score								
	Overall Score	56	55	36	52	55	57	68

Benchmarks are based on data from 52 surveys involving more than 1589 patient questionnaires from 17 providers across the UK between 2006 and 2009 with 8 or more responses

Home Visits : Evaluation questions: scores and benchmarks

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30-September-2009
Number Surveyed:29

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

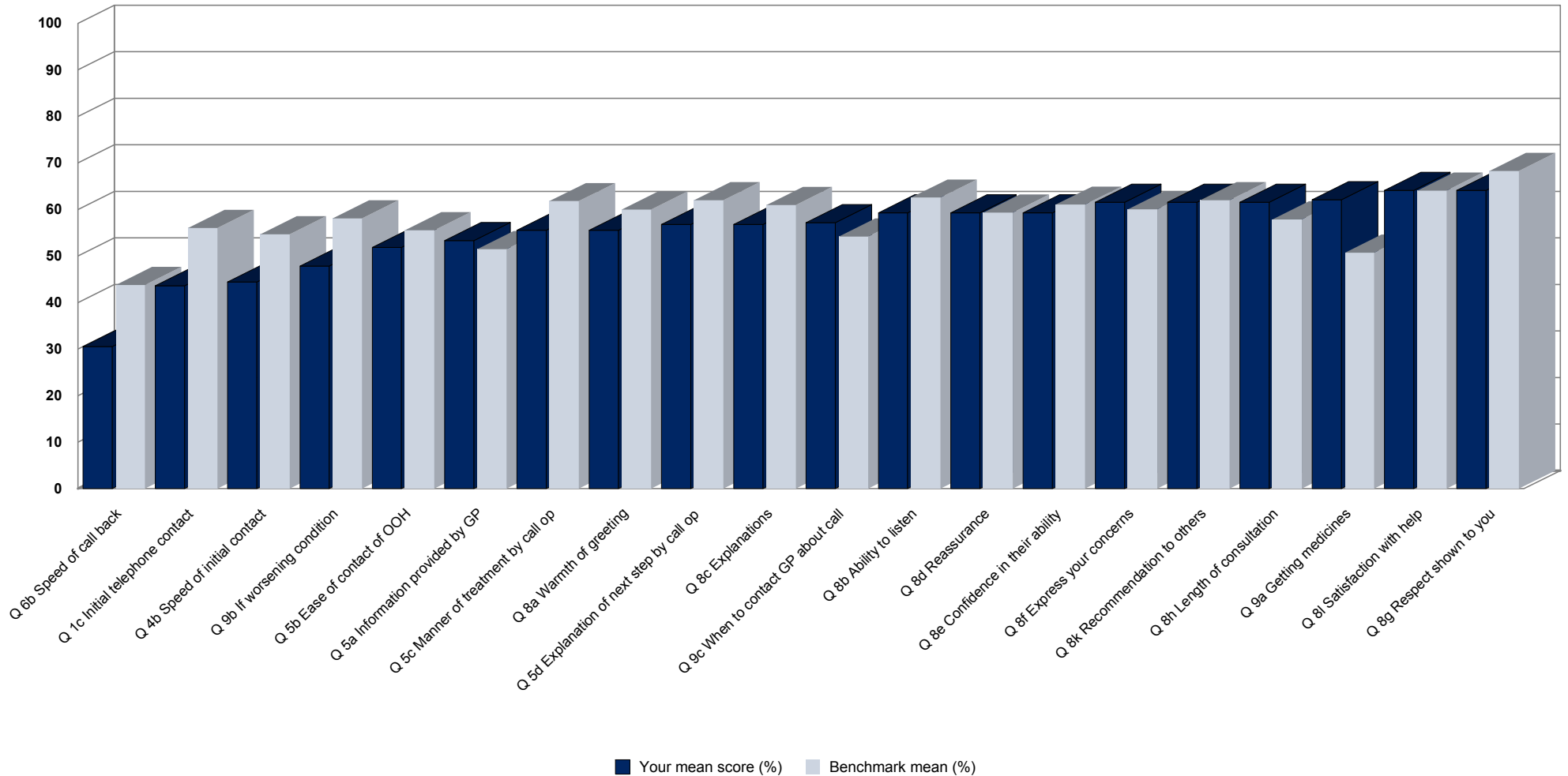


Table 4 Mean percentage scores for current and previous reports

	30/09/09 28419	06/08/09 28080	26/06/08 23845
Q 1c Initial telephone contact	44	54	44
Q 4b Speed of initial contact	44	50	53
Q 5a Information provided by GP	53	46	47
Q 5b Ease of contact of OOH	52	48	52
Q 5c Manner of treatment by call op	56	55	59
Q 5d Explanation of next step by call op	57	56	62
Q 6b Speed of call back	31	35	39
Q 8a Warmth of greeting	56	50	64
Q 8b Ability to listen	59	57	64
Q 8c Explanations	57	56	62
Q 8d Reassurance	59	53	62
Q 8e Confidence in their ability	59	55	61
Q 8f Express your concerns	62	52	64
Q 8g Respect shown to you	64	60	74
Q 8h Length of consultation	62	55	59
Q 8i Consideration shown	64	53	59
Q 8j Concern shown	60	58	61
Q 8k Recommendation to others	62	55	63
Q 8l Satisfaction with help	64	57	68
Q 9a Getting medicines	62	39	51
Q 9b If worsening condition	48	48	57
Q 9c When to contact GP about call	57	44	55
Overall	56	52	58

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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	11	41%
NHS Direct	10	37%
Other	6	22%
Q 1b How many calls		
One	19	73%
Two	5	19%
More than two	2	8%
Q 2a Contacted for yourself?		
Yes	8	30%
No	19	70%
Q 2b Patient's relationship		
My son/daughter	7	37%
My parent	2	11%
My spouse/partner	8	42%
My friend	0	0%
Other	2	11%
Q 3 Use of the service		
First time	6	22%
Once before	6	22%
Twice or more	15	56%
Q 4a Time to answer phone		
0-30 seconds	5	19%
31-60 seconds	15	58%
More than 1 minute	6	23%
Q 6a Time before phone back		
0-10 min	4	15%
11-20 min	7	27%
21-40 min	9	35%
41-60 min	2	8%
> 1 hour	4	15%

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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 7a Visiting professional		
Doctor	22	92%
Nurse	0	0%
Paramedic	1	4%
Don't know	1	4%
Q 7b Length of consultation		
< 5 min	3	12%
5-9 min	5	20%
10-15 min	7	28%
16-20 min	7	28%
>20 min	3	12%
Q 10a Cope with life		
Much better	5	22%
Better	10	43%
Same or Less	8	35%
Q 10b Understand your illness		
Much Better	4	17%
Better	14	58%
Same or Less	6	25%
Q 10c Cope with your illness		
Much Better	5	21%
Better	14	58%
Same or Less	5	21%
Q 10d Keep yourself healthy		
Much Better	3	14%
Better	12	57%
Same or Less	6	29%
Q 10e Confident about your health		
Much Better	2	10%
Better	12	60%
Same or Less	6	30%

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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>Report Questions</u>	Number of Responses	% of Responses
Q 10f Able to help yourself		
Much Better	3	14%
Better	13	59%
Same or Less	6	27%

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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 11a Gender		
Female	13	52%
Male	12	48%
Q 11b Age		
Under 12 yrs	2	8%
16 - 24 yrs	0	0%
25 - 59 yrs	5	19%
Over 60 yrs	19	73%
Q 11c Ethnic group		
White - British	27	96%
White - Irish	0	0%
White - any other background	0	0%
Mixed - White and Black Caribbean	0	0%
Mixed - White and Black African	0	0%
Mixed - White and Asian	0	0%
Mixed - any other background	0	0%
Asian or Asian British - Indian	0	0%
Asian or Asian British - Pakistani	0	0%
Asian or Asian British - Bangladeshi	1	4%
Asian or Asian British - any other background	0	0%
Black or Black British - Caribbean	0	0%
Black or Black British - African	0	0%
Black or Black British - Other	0	0%
Chinese or other ethnic group - Chinese	0	0%
Chinese or other ethnic group - Other	0	0%
Q 11d Accommodation		
Owner occupied/mortgage	15	58%
Rented or other arrangement	11	42%

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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 11f Patient description		
Employed full or part time	6	25%
Unemployed and looking for work	0	0%
At school or in full time education	0	0%
Unable to work due to long term sickness	2	8%
Looking after the home/family	1	4%
Retired from paid work	10	42%
Other (please specify)	5	21%
Q 12 Long-standing illness		
Yes	19	76%
No	6	24%

<u>Report Questions</u>	Number of Responses	% of Responses
Q13.1 Physical disability		
Physical disability	4	100%
Learning disability	0	0%
Sensory disability	0	0%
Deaf	0	0%
Mental disability	0	0%
Other	0	0%

Any comments about how this service could improve

Under 12 yrs

Female No improvement needed. The urgent care service is very good, so just keep up the good work.

25 - 59 yrs

Male More than happy with our out-of-hours' doctors' service.

Over 60 yrs

- On this occasion the doctor who phoned back was very helpful. However on previous occasions the level of help and advice has varied dependent on who is the duty doctor.

- The doctor told me I had a virus which would be better in a couple of days and to take paracetamol. I had to call my own doctor out who came, examined me and sent me to hospital immediately. I was very ill with a severe chest infection and pneumonia.

Female I have always been treated quickly, so as for me I don't think it wants improving. They would have to live on the doorstep to be any quicker.

Female Waiting times are a bit too long.

Female I found the service excellent.

Male We were a bit dismayed at the amount of time it took from the phone call from the doctor to the time a doctor actually arrived. Initially I phoned at about 8pm and was called back at about 9pm and was promised a visit. We worried and waited and then phoned again at about 10pm, again a visit from them was promised. We phoned again at 1am and were told that the doctor was very busy and hadn't left the hospital yet but would phone when leaving, which they did and they arrived about 2am and stayed for about an hour and attended to my parent.

Male Only employ doctors that can be bothered to get up and examine patients.

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

Under 12 yrs

Female There could be more doctors on call instead of one. Had to wait a long time to be seen.

Female No improvement needed. The doctor my child saw was actually from our own surgery, so knows about my child's problems. Overall, a very good service made by the doctor.

25 - 59 yrs

Male The doctor who rang to ask what was wrong wasn't very helpful when I asked for a home visit. They emphasised it would be easier to get an appointment, but because my spouse was dizzy and unsteady it wasn't easier for us. When I visited on a home visit they were very curt and said, 'See what the doctor says when they arrive, but you will have a very long wait'. I did explain that my spouse was diabetic, blind and has neuropathy in both legs, and has had a heart attack in the past and has COPD and also with swine flu about sitting in a waiting room was not a good thing. The doctor who visited was excellent.

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

25 - 59 yrs

Male Again, more than happy with treatment and advice.

Over 60 yrs

- The doctor was excellent (special telephone number - I have cancer). Sent me to hospital as I had pneumonia. I was really impressed with the service.

- Your doctor only took my temperature, so your service could improve by examining the patient more.

Female The doctor and paramedics have been so kind to me. I could not find any fault with either. They all tell me not to panic which I do.

Female Could not see any!

Male I think the service could improve by letting patients know if the doctor is going to be delayed. Five and half hours seems a bit much.

Male They were very good to my parent and myself.

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:29

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1c Initial telephone contact	3	3	7	9	4	3

$$(3 \times -33.3333) + (3 \times 0) + (7 \times 33.3333) + (9 \times 66.6667) + (4 \times 100)$$

29 - 3

=44% 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 $\frac{1}{4}$ 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	44

Means and quartiles (%)					
National mean	Minimum	Lower quartile	Median	Upper quartile	Maximum
56	33	52	56	59	71

Based on our most current benchmarks, your mean score of 44% falls between the Minimum and the lower quartile which is the lowest 25% of all means



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

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

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

INITIAL TELEPHONE CONTACT

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

1a Who did you first call?

- GP Surgery NHS Direct Other

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

- One Two More than two

1c How do you rate this?

- Very poor Fair Good Very good Excellent

2a Did you contact the service for yourself?

- Yes No

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

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

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

- First time Once before Twice or more

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

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

4b How do you rate this?

- Very poor Fair Good Very good Excellent

Please rate the following:

	Very poor	Fair	Good	Very good	Excellent
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"/>

Survey provided by



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Rev 2.1





* A 3 2 - 1 - 1 1 1 1 *

5a	Your satisfaction with the information provided by your GP practice about how to contact the out-of-hours service	1	2	3	4	5
5b	The ease of contacting the out-of-hours service by telephone	1	2	3	4	5
5c	The manner in which you were treated by the first person you spoke to on the phone	1	2	3	4	5
5d	How well the receptionist explained to you about what would happen next	1	2	3	4	5

ABOUT THE HEALTH PROFESSIONAL WHO CALLED YOU BACK (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.

		0 to 10	11 to 20	21 to 40	41 to 60	More than 1 hour
6a	How long did it take for a doctor, nurse or paramedic to call you back (in minutes)?	1	2	3	4	5

		Very poor	Fair	Good	Very good	Excellent
6b	How do you rate this?	1	2	3	4	5

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.

		Doctor	Nurse	Paramedic	Don't know
7a	Which health professional visited you at home?	1	2	3	4

		Less than 5 mins	5 to 9 mins	10 to 15 mins	16 to 20 mins	More than 20 mins
7b	How long did your consultation with the health professional last (in minutes)?	1	2	3	4	5

	Please rate each of the following	Very poor	Fair	Good	Very good	Excellent
8a	The warmth of their greeting	1	2	3	4	5
8b	Their ability to listen to you	1	2	3	4	5
8c	Their explanation of things to you	1	2	3	4	5
8d	The extent to which you felt reassured by them	1	2	3	4	5
8e	Your confidence in their ability to deal with your problem	1	2	3	4	5
8f	The opportunity they gave you to express your concerns or fears	1	2	3	4	5
8g	The respect they showed you	1	2	3	4	5

	Please rate each of the following	Very poor	Fair	Good	Very good	Excellent
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* A 3 3 - 1 - 1 1 1 1 *

8h	The length of consultation with this person	1	2	3	4	5
8i	Their consideration of your personal situation in deciding treatment or advising you	1	2	3	4	5
8j	Their concern for you as a person	1	2	3	4	5
8k	The recommendation you would give to your friends about this person would be	1	2	3	4	5
8l	Your overall satisfaction with the help given	1	2	3	4	5

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 each of the following:		<i>Very Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very good</i>	<i>Excellent</i>	<i>Not applicable</i>
9a	The ease of getting any necessary medicines	1	2	3	4	5	6
9b	The instructions to you as to what to do if your condition became worse	1	2		4	5	6
9c	The advice given about if and when your usual GP practice should be contacted about this condition	1	2	3	4	5	6

Did the out-of-hours service help you feel...		<i>Much Better</i>	<i>Better</i>	<i>Same or Less</i>
10a	Able to cope with life	1	2	3
10b	Able to understand your illness	1	2	3
10c	Able to cope with your illness	1	2	3
10d	Able to keep your self healthy	1	2	3
10e	Confident about your health	1	2	3
10f	Able to help your self	1	2	3

11a	Are you (the patient):	Female	1	Male	2	Important!! The questions 11a to 11f relate to the person who was the patient
11b	How old are you (the patient)?	years				
11c	What is the patient's postcode?					

Which ethnic group does the patient belong to? (please tick one box)		<i>White</i>	<i>Black or Black British</i>	<i>Asian or Asian British</i>	<i>Mixed</i>	<i>Chinese</i>	<i>Other ethnic group</i>
11d		1	2	3	4	5	6

Is the patient's accommodation: (please tick one box)		<i>Owner-occupied/mortgaged</i>	<i>Rented or other arrangements</i>
11e		1	2



* A 3 4 - 1 - 1 1 1 1 *



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

Employed full or part time (includes self-employed)	<input type="checkbox"/>	1	Looking after home/family	<input type="checkbox"/>	5
Unemployed and looking for work	<input type="checkbox"/>	2	Retired from paid work	<input type="checkbox"/>	6
At school or in full time education	<input type="checkbox"/>	3	Other	<input type="checkbox"/>	7
Unable to work due to long term sickness	<input type="checkbox"/>	4	(please describe)		

12	Does the patient have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled the patient over a period of time or that is likely to affect the patient over a period of time.	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/>
		1	2

13 Any comments about how this service could improve

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

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