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Herts Urgent Care
Out-of-Hours - Treatment Centre

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

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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 September 2009. 678 patient questionnaires were sent out and 181 completed questionnaires were returned giving a response rate of 26.70%. Your organisation has done a total of 73 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 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	59	58	2
Q 4b Speed of initial contact	53	57	3
Q 5a Information provided by GP	54	50	2
Q 5b Ease of contact of OOH	61	58	2
Q 5c Manner of treatment by call operator	65	63	2
Q 5d Explanation of next step by call operator	63	63	2
About the health professional who called you back			
Q 6b Speed of call back	40	48	4
Visiting treatment centre or emergency unit			
Q 7c How do you rate travel time?	52	53	2
Q 8b How do you rate waiting time?	43	47	3
Q 9a Ease of getting to centre	52	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	41	46	4
About the person you saw			
Q 11a Warmth of greeting	50	55	3
Q 11b Ability to listen	54	58	3
Q 11c Explanations	53	57	3
Q 11d Reassurance	50	54	3
Q 11e Confidence in their ability	53	56	3
Q 11f Express your concerns	52	55	3
Q 11g Respect shown to you	59	61	3
Q 11h Length of consultation	52	55	3
Q 11i Consideration shown	51	56	4
Q 11j Concern shown	53	56	3
Q 11k Recommendation to others	52	58	4
Q 11l Satisfaction with help	56	60	3
Post consultation			
Q 12a Getting medicines	43	48	3
Q 12b If worsening condition	53	54	3
Q 12c When to contact GP about call	44	50	4
Overall Score			
Overall Score	53	54	3

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	3	11	51	60	44	12
Q 4b	Speed of initial contact	6	24	36	59	37	19
Q 5a	Information provided by GP	5	19	47	57	36	17
Q 5b	Ease of contact of OOH	3	9	49	63	45	12
Q 5c	Manner of treatment by call operator	1	7	45	65	52	11
Q 5d	Explanation of next step by call operator	2	10	41	66	49	13
Q 6b	Speed of call back	8	37	49	44	20	23
Q 7c	How do you rate travel time?	5	23	47	59	35	12
Q 8b	How do you rate waiting time?	21	32	35	43	39	11
Q 9a	Ease of getting to centre	5	21	57	54	38	6
Q 9b	Respect for privacy at centre	5	11	57	53	49	6
Q 9c	Treated by reception staff	7	17	43	61	43	10
Q 9d	Comfort of waiting room	15	29	56	47	26	8
Q 11a	Warmth of greeting	5	27	57	51	36	5
Q 11b	Ability to listen	4	22	52	58	40	5
Q 11c	Explanations	7	20	53	53	43	5
Q 11d	Reassurance	16	18	49	49	45	4
Q 11e	Confidence in their ability	12	20	43	52	49	5
Q 11f	Express your concerns	10	22	49	49	45	6
Q 11g	Respect shown to you	6	13	50	53	53	6
Q 11h	Length of consultation	5	25	54	49	43	5
Q 11i	Consideration shown	11	20	53	44	46	7
Q 11j	Concern shown	10	19	50	49	45	8
Q 11k	Recommendation to others	14	19	48	45	49	6

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	59	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	54	50	11	47	50	55	73
Q 5b	Ease of contact of OOH	61	58	24	55	59	62	77
Q 5c	Manner of treatment by call operator	65	63	35	60	64	68	95
Q 5d	Explanation of next step by call operator	63	63	32	59	63	68	90
About the health professional who called you back								
Q 6b	Speed of call back	40	48	10	41	47	55	75
Visiting treatment centre or emergency unit								
Q 7c	How do you rate travel time?	52	53	29	49	52	56	83
Q 8b	How do you rate waiting time?	43	47	17	43	49	53	80
Q 9a	Ease of getting to centre	52	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	41	46	23	43	47	52	65
About the person you saw								
Q 11a	Warmth of greeting	50	55	28	50	54	59	82
Q 11b	Ability to listen	54	58	23	53	58	63	85
Q 11c	Explanations	53	57	18	52	57	63	81
Q 11d	Reassurance	50	54	18	48	54	58	82
Q 11e	Confidence in their ability	53	56	15	52	58	61	82
Q 11f	Express your concerns	52	55	26	49	56	61	81
Q 11g	Respect shown to you	59	61	31	56	61	65	85
Q 11h	Length of consultation	52	55	28	51	56	60	83
Q 11i	Consideration shown	51	56	23	52	57	61	85
Q 11j	Concern shown	53	56	23	52	56	61	85
Q 11k	Recommendation to others	52	58	18	53	59	64	82
Q 11l	Satisfaction with help	56	60	21	56	61	65	82
Post consultation								
Q 12a	Getting medicines	43	48	23	42	46	51	86
Q 12b	If worsening condition	53	54	15	48	54	59	83
Q 12c	When to contact GP about call	44	50	20	45	50	55	76
Overall Score								
	Overall Score	53	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

30-September-2009
Number Surveyed:181

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

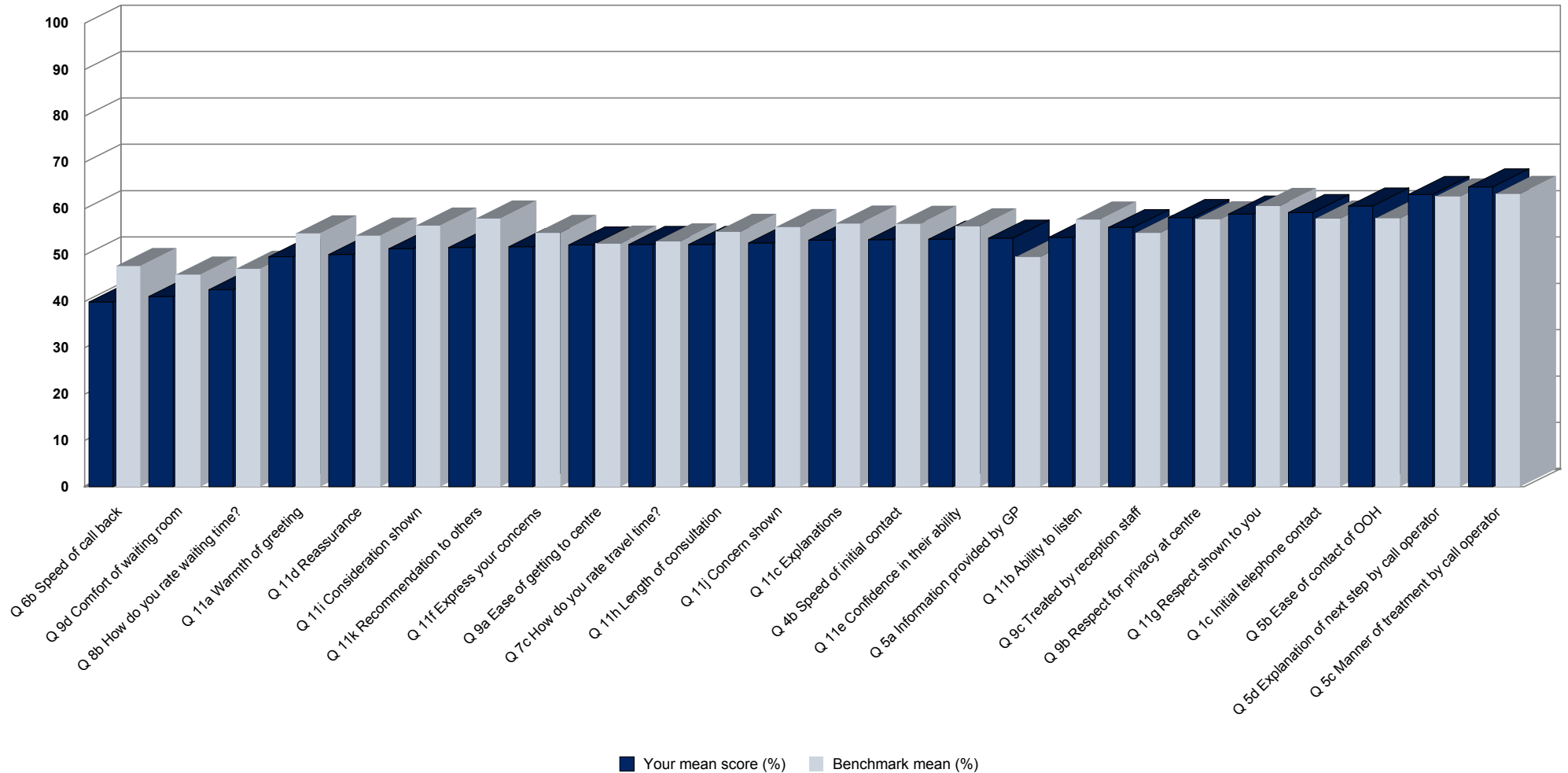


Table 4 Mean percentage scores for current and previous reports

	30/09/09 28421	06/08/09 28082	26/06/08 23847
Q 1c Initial telephone contact	59	55	56
Q 4b Speed of initial contact	53	52	51
Q 5a Information provided by GP	54	50	43
Q 5b Ease of contact of OOH	61	56	54
Q 5c Manner of treatment by call operator	65	59	60
Q 5d Explanation of next step by call operator	63	59	59
Q 6b Speed of call back	40	37	46
Q 7c How do you rate travel time?	52	49	54
Q 8b How do you rate waiting time?	43	41	50
Q 9a Ease of getting to centre	52	51	56
Q 9b Respect for privacy at centre	58	53	60
Q 9c Treated by reception staff	56	52	56
Q 9d Comfort of waiting room	41	41	42
Q 11 Warmth of greeting	50	45	60
Q 11 Ability to listen	54	48	63
Q 11 Explanations	53	48	63
Q 11 Reassurance	50	46	62
Q 11 Confidence in their ability	53	47	62
Q 11 Express your concerns	52	45	60
Q 11 Respect shown to you	59	51	66
Q 11 Length of consultation	52	45	59
Q 11 Consideration shown	51	48	60
Q 11 Concern shown	53	47	61
Q 11 Recommendation to others	52	48	63
Q 11 Satisfaction with help	56	50	65
Q 12 Getting medicines	43	41	50
Q 12 If worsening condition	53	46	57
Q 12 When to contact GP about call	44	41	52
Overall	53	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	88	52%
NHS Direct	58	35%
Other	22	13%
Q 1b How many calls		
One	125	75%
Two	37	22%
More than two	5	3%
Q 2a Contacted for yourself?		
Yes	90	51%
No	85	49%
Q 2b Patient's relationship		
My son/daughter	72	82%
My parent	1	1%
My spouse/partner	12	14%
My friend	1	1%
Other	2	2%
Q 3 Use of the service		
First time	53	30%
Once before	26	15%
Twice or more	95	55%
Q 4a Time to answer phone		
0-30 seconds	61	38%
31-60 seconds	66	41%
More than 1 minute	33	21%
Q 6a Time before phone back		
0-10 min	18	11%
11-20 min	48	30%
21-40 min	44	27%
41-60 min	34	21%
> 1 hour	17	11%

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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	51	30%
Sat-Sun	107	63%
Night	11	7%
Q 7b Travelling time		
< 15 min	103	60%
15 - 29 min	58	34%
30 - 59 min	9	5%
> 59 min	1	1%
Q 7d Transport to centre		
Own car	147	86%
Taxi	7	4%
Bus	4	2%
Ambulance	1	1%
Other	11	6%
Q 8a Waiting time		
<10 min	53	30%
11 - 15 min	37	21%
16 - 20 min	16	9%
21 - 25 min	23	13%
>26 min	46	26%
Q 10a Visiting professional		
Doctor	156	89%
Nurse	13	7%
Paramedic	0	0%
Don't know	6	3%

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if some patients did not respond to the question

Report Questions	Number of Responses	% of Responses
Q 10b Length of consultation		
< 5 min	34	20%
5-9 min	71	41%
10-15 min	39	23%
16-20 min	21	12%
>20 min	8	5%
Q 13a Cope with life		
Much better	31	19%
Better	61	38%
Same or Less	68	42%
Q 13b Understand your illness		
Much Better	35	21%
Better	70	43%
Same or Less	59	36%
Q 13c Cope with your illness		
Much Better	35	21%
Better	75	45%
Same or Less	56	34%
Q 13d Keep yourself healthy		
Much Better	22	14%
Better	57	35%
Same or Less	82	51%
Q 13e Confident about your health		
Much Better	26	16%
Better	55	34%
Same or Less	81	50%
Q 13f Able to help yourself		
Much Better	22	14%
Better	63	39%
Same or Less	75	47%

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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	116	68%
Male	54	32%
Q 14b Age		
Under 12 yrs	54	35%
16 - 24 yrs	10	6%
25 - 59 yrs	61	39%
Over 60 yrs	30	19%
Q 14c Ethnic group		
White - British	153	86%
White - Irish	2	1%
White - any other background	3	2%
Mixed - White and Black Caribbean	1	1%
Mixed - White and Black African	0	0%
Mixed - White and Asain	3	2%
Mixed - any other mixed background	1	1%
Asian or Asian British - Indian	2	1%
Asian or Asian British - Pakistani	4	2%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Other	2	1%
Black or Black British - Caribbean	0	0%
Black or Black British - African	5	3%
Black or Black British - Other	0	0%
Chinese or other - Chinese	0	0%
Chinese or other - Other	1	1%
Q 14d Accommodation		
Owner occupied/mortgage	112	66%
Rented or other arrangement	57	34%

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	54	31%
Unemployed and looking for work	3	2%
At school or in full time education	27	16%
Unable to work due to long term sickness	3	2%
Looking after the home/family	14	8%
Retired from paid work	31	18%
Other (please specify)	41	24%
Q 15 Long-standing illness		
Yes	47	27%
No	128	73%

<u>Report Questions</u>	Number of Responses	% of Responses
Q16.1 Physical disability		
Physical disability	14	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 think it was excellent that the patient saw a nurse. Didn't need to see a doctor to find out the patient had an infection. I think nurses should be used more for straightforward problems that just need antibiotics.
 - Could have it more local, as I had to pay to get a taxi there and back, which was £13 one way, and I'm on income support.
 - NHS Direct was brilliant and advised us to go to the hospital. We were then seen fairly quickly by the nursing staff who performed a quick assessment. We then had to wait another four hours to see a doctor who told us no more than the original assessment. Perhaps the assessor could have been able to prescribe antibiotics to avoid the wait.
- Female The out of hours centre is very dirty and scruffy.
- Female Very busy, and although had appointment system, still had to wait an hour!
- Female The location of the service could be better and sign posted better.
- Female On this occasion we didn't wait long, but have waited quite a while on other occasions to be phoned back.
- Female All in all, I thought the service was good.
- Female This was a bank holiday and the centre was understaffed. As I suspected, my child had chicken pox and the waiting room was full (including pregnant women). I asked to wait in a separate room. One of the GPs took pity on me (my child had chicken pox in the eyes), and I managed to be seen within 40 minutes (some had waited 2 hours: I said I would have to leave, as it was evening and my child was so distressed, and is also asthmatic). The staff are heroes, but there are not enough. In addition, the biggest improvement would be a dispensary. On another occasion, I had to drive somewhere else to get a prescription with an asthmatic child.
- Female Better service in the waiting room.
- Female At that time, better sign posts to where we had to go would have been easier, and better car park instructions. Generally dirty in waiting room, I know it can be busy, but it is a bit depressing and dirty.
- Female Normally I find this service great, but unfortunately on this occasion the doctor was called out and we were left outside for about half an hour with a sick child and they were quite brash when we saw them. Probably had a hard day!
- Female Be seen quicker by hospital doctors. Doctors should listen more, not look at them like they are idiots.
- Female I was told to phone NHS Direct. I took my child to A&E and they had a bad inner ear infection and was given a lot of medication because they were in so much pain. I did not get any help from the out of hours service.
- Female The biggest improvement needed is the pure lack of chemists which are open after 5pm on a Sunday. My child required antibiotics after the doctor diagnosed a urine infection which we had a considerable journey to collect.
- Female We were booked into the wrong hospital but reception and the doctor were helpful and fitted us in quickly.
- Female My baby was 3 months old and had a bad cold and cough for several weeks. Kept getting told to go back to my GP if it didn't improve - which I did. After the 4th time I got told by my GP that I couldn't keep coming and the NHS would not take a risk with a baby which is why they kept saying to go back if not gone in a week! As a parent I am going to keep taking my baby as that's the advice I'm given by doctors, so I felt stupid when told I couldn't take my baby anymore.

Any comments about how this service could improve

Under 12 yrs

- Male Can't think of any.
- Male It could be better advertised. We were informed about the service by a pharmacist, who was unable to give anything to our child who is quite young. We were not even aware of the service's existence.
- Male It was a bank holiday and I was due to take my child on holiday the next day and so was more anxious that they were to be seen and I felt I had to argue my case a little too much!
- Male The initial phone calls were to the out of hours service but it was closing and we could only be forwarded to another service. As a result we were advised to go to the nearest hospital.
- Male NHS Direct response too scripted. Doctor advised to call ambulance immediately and told that it would be recorded that this advice had not been taken. Ambulance not necessary and would have alarmed my young children.
- Male The length of time a doctor takes to callback.
- Male Information should be given about car park charges. Patients could be unprepared.
- Male Information on which chemist is open and able to dispense after hours, would have been helpful.

16 - 24 yrs

- Female None. I have used it three times and have always had a good and helpful experience.
- Female I had to call twice. The first call, a message, said to call back in two hours, so as a result it was 10pm before I spoke to anyone. Once I had spoken to someone I was very pleased with the way I was treated and the way the doctor spoke to me and their examination of my child.

25 - 59 yrs

- We telephoned the out of hours service at 11pm. After 8 hours, at 7am no body had called us back. We then telephoned again and a doctor called us within 15 minutes.
- Female After a visit where I had to wait for the GP for about 30 minutes I was referred to the hospital surgeon. I then had to go through booking in again and was kept hanging around all night. Could the second check in be avoided? Save on paperwork.
- Female Parking at the hospital (that is where the surgery is) is a nightmare. £2.50 for 2 hours is a lot, especially if you are only there for half-an-hour or so. You never know how long it will take.
- Female The hospital has a car park which charges £3.50 which I think is a little too much.
- Female My experience was relatively good, apart from the long wait in the waiting room, which was bad as I was in pain. However, I consider my experience as a matter of luck because I had to call the out of hours service on another occasion and my experience was very poor. I think it is a matter of luck to the patient depending on who is working that day, which should not be the case. There should be consistency and proper training to all staff involved.

Any comments about how this service could improve

25 - 59 yrs

- | | |
|--------|---|
| Female | Out of hours is great, but my own doctor does not give us the number for you. I had to turn up myself, but was treated with great respect. |
| Female | Have the clinic in the same part of the building where initial assessment is made. Bit of a hunt to find appropriate building when not feeling on top form. |
| Female | I think the doctors could do more through checks and be a bit more friendly. |
| Female | By making people, such as foreigners, who haven't paid anything into national health pay for this treatment and medicine. |
| Female | Service is good. |
| Female | Receptionist could be more aware that they are dealing with people that are unwell. |
| Female | Not at all. First rate service. |
| Female | Having more branches in the area to increase accessibility. |
| Female | Timing for calling back. |
| Female | Doctors that can understand, and we can understand them. |
| Female | The car park should be pay on exit or free! |
| Female | I used the service twice, once for myself and the following week with my child. The first visit to the service was excellent, I couldn't fault it. I rang and explained my symptoms and a GP rang back and discussed them with me and gave me an appointment. The second visit with my child, the receptionist rang said it was a wait and see clinic. We waited three quarters of an hour to be seen the GP; was excellent, but obviously frustrated by the disorganisation. Another person in a wheelchair waited five hours! |
| Female | Thank you. |
| Female | I had to visit as my child was admitted to hospital the previous day and I may have had the same thing. When I called the previous day regarding my child I had to wait four and a half hours before seeing a doctor. My child was dehydrated and needed a drip. I felt four and a half hours was too long for a child to have to wait given their symptoms. |
| Male | Always difficult for a GP to strike a personal link when they only have a short few minutes to treat you. |
| Male | As a visitor to the area I was most grateful for the excellent service. |
| Male | Very good. |
| Male | More precise estimation of time when a doctor would call back on the telephone after initial phone call. |
| Male | The service up to seeing the doctor was 100%. Just the waiting time to be seen was little longer than I thought. But it's the NHS and it's free so I cannot moan about it, where else in the world can you get this service. |

Over 60 yrs

- | | |
|--------|--|
| - | Let us have a local hospital. |
| Female | We need this out of hours surgery and hope it will continue. |
| Female | Excellent service, thanks to all concerned! |

Any comments about how this service could improve

Over 60 yrs

- Female The service left me very frightened. I had been very ill for three weeks. Could not eat, very weak. Unable to get out of bed and could not make the journey to the town.
- Female I was admitted and advised to stay overnight to have tests the following day, although the pain settled. The only option was sitting in a chair, all night. No beds available, and informed maybe wouldn't necessarily get a scan appointment next day. Decided to come home, as had been in hospital waiting for approximately 8 hours already. Attended outpatients for a scan within the next 2 weeks. On the whole I appreciate the volume of patients to be attended to, but evidently a massive shortage of beds. Treated with the utmost respect and care.
- Female All concerned were very helpful, a pleasure.
- Female The obtaining of medication involved a car journey for my spouse. It would have been useful if a more central pharmacy had been open.
- Female Wish it was nearer.
- Male Initial callback; could be email exchange for picture information, e.g., say a digital camera picture, or webcam, of a swollen leg.
- Male Currently very good.
- Male Considering the pressure that must be on the NHS and out of hours service, I think the standard of service is very good.
- Male Only problem is that at the hospital one is required to pay an exorbitant parking fee at all hours. This imposition should certainly be waived during out of hours appointments.

Not specified

- I don't remember things like this at my age. When I am ill I am worrying about that.
- Female I have since used this service for a second time and waited 12 hours to be called back and asked to come in to see the doctor.
- Female Speed of nurse returning call.
- Female If they can cancel the questions which are not related to the problem, that will make it quicker.
- Female Waiting time to be displayed. More room in the waiting room. Shorter waiting time. On another occasion my spouse waited over an hour to have a gash on their head seen to.
- Female Just clean the waiting room up now and again.
- Female Every time I have attended the out of hours surgery I have always left feeling reassured, calmer and extremely grateful, so personally I don't feel any reason for any improvement.
- Female All aspects were excellent except for the treatment itself. I believe that the doctors failure to carry out a simple routine urine test could have avoided the serious illness I subsequently suffered.
- Male Overall, I was pleased with the service I received and timescales were all reasonable.
- Male I find this service very good. Because of my illness I could need help at any time.

Any comments about how this service could improve

Not specified

- Male I needed a repeat prescription and telephoned my GP and was told they had no records from the out of hours service. I am appalled that information from the out of hours service is not shared with the GP. It means there is the potential of excess drugs being prescribed, incompatible drugs provided by GP and out of hours service, etc. Why weren't notes not passed on to the GP? Is the out of hours GP service not just an extension of GP care for urgent out of hours cases?
- Male What happens between 6pm and 6.30pm. I called the GP surgery, where a recorded message referred me to out of hours. When I rang this a recorded message referred me to the GP. I ended up ringing NHS direct and had to wait to be called by my out of hours care. My child was referred to A&E after seeing the emergency doctor. Surely it would be better if the GP stops and out of hours starts at 6 so there isn't a gap.

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

Under 12 yrs

- After a four hour wait we were first of all advised to give Calpol to our child who had croup. This felt a bit weak and we expected more for a child who had difficulty breathing and had a bad cough. Doctor prescribed antibiotics after seeing our reaction to this.
- Waiting over two hours for a return call is ridiculous. I even had to chase it up. Maybe you could set up a filtering service and nurses could phone back and deal with straightforward problems. If on seeing a patient they are concerned they can then refer to the doctor.
- Female GPs surgery should work longer/unsociable hours like everyone else!
- Female Most of the doctors/nurses etcetera are very good and helpful, due to my child's age they reassured as much as possible.
- Female I think all doctors, paramedics are life-savers. I can't moan about all their efforts.
- Female I feel they always do their best in the situation. At least they listened to us first and understood how we felt, as well as my child.
- Female More help I think, they can't do everything and be everywhere.
- Female If I had not gone to A&E I don't know what would have happened. I felt when I phoned OOH, they did not care about my child and they let them down.
- Female Listen more.
- Female The doctor was marvelous. Very understanding, had time for us and certainly was very reassuring. Great service on their part!
- Male The doctor was great!
- Male We had to use this service as our GP had mis-diagnosed our child, whose conjunctivitis was rapidly becoming worse.
- Male I think they were excellent.

16 - 24 yrs

- Female Excellent service! Thank you.

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

25 - 59 yrs

- The doctor had pre-diagnosed swine flu before they saw me. This was an incorrect diagnosis and they failed to diagnose the true cause of my raised temperature. They took nasal and throat swabs, the results of which never reached my GP.
- Female I think they all do a very good job. It is just a shame they are under so much pressure on a weekend due to more patients and less staff.
- Female Doctor did not prescribe antibiotics that were specific to my needs as I later found out from my doctor when I had to see them three days later and my condition had not improved. My notes showed that I had been prescribed antibiotics previously so the doctor should have looked at my records in detail.
- Female Give estimated waiting times. Links with surgery to ensure notes are made. To book follow-up consultation was problematic.
- Female Doctor made you feel that you were being listened to and that they were there to help as much as they could.
- Female Doctor didn't listen to us and sent us back home with no medicine. Our child deteriorated quite badly and on the Monday after had to be given antibiotics for 10 days. Very poor service.
- Female Excellent. Really helpful.
- Female The doctor should have offered to give a written note for work, so I could have looked after my child on paid leave.
- Female I wish my surgery were the same as the unit at the hospital.
- Female The doctor on both occasions were very good.
- Male The doctor was just talking on their phone and did not say anything to me. Just handed me a prescription, said bye then carried on talking on the phone. Not in English either.
- Male They could have been a lot warmer and more interested.
- Male Slight mix up as 'injection' rather than 'pill' form actually prescribed. Directly and effectively resolved by pharmacist.

Over 60 yrs

- The first doctor I saw was not very helpful. The second doctor sent me to hospital because I was very ill.
- Female The doctor I spoke to on the phone gave me 50 minutes to get to the clinic. I don't drive and live alone. The journey would have taken one and a half hours. I was then told to visit my GP the next day.
- Female Thank you.
- Female No, the doctor was excellent.
- Female The service provided by the doctor was excellent and very reassuring.
- Male Very good.
- Male The doctor I saw at the hospital was excellent. Listened carefully, and was extremely reassuring and helpful. Dealt with the problem with common sense and sympathy, as well as the obvious medical knowledge. I was very pleased with the service I received. Thank you!

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

Not specified

- By giving us more time and letting us explain more. You walk in the door and they are pushing you out before you have finished telling them what is wrong.
- Female Liquid peppermint was prescribed. Not available in chemists but pills were given instead.
- Female None, perfect as they are.
- Female The very rare times I've visited, one certain doctor hasn't been so understanding or seem to listen or help as much as others have done, but other than that I've had very good treatment.
- Male They are providing a very good service. God bless them and the people who are pleased to help them. Thank you.

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:181

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1c Initial telephone contact	3	11	51	60	44	12

$$(3 \times -33.3333) + (11 \times 0) + (51 \times 33.3333) + (60 \times 66.6667) + (44 \times 100)$$

181 - 12

=59% 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	59

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 59% falls between the median and the upper quartile which is in the highest 50% of all means



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

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

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

INITIAL TELEPHONE CONTACT

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

1a Who did you first call?

- GP Surgery NHS Direct Other

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

- One Two More than two

1c How do you rate this?

- Very poor Fair Good Very good Excellent

2a Did you contact the service for yourself?

- Yes No

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

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

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

- First time Once before Twice or more

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

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

4b How do you rate this?

- Very poor Fair Good Very good Excellent

Please rate the following:

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

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 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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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> <div style="border: 1px solid black; height: 80px;"></div>																										
<p>18 Any comments about how the doctor/nurse/paramedic could improve?</p> <div style="border: 1px solid black; height: 80px;"></div>																										

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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