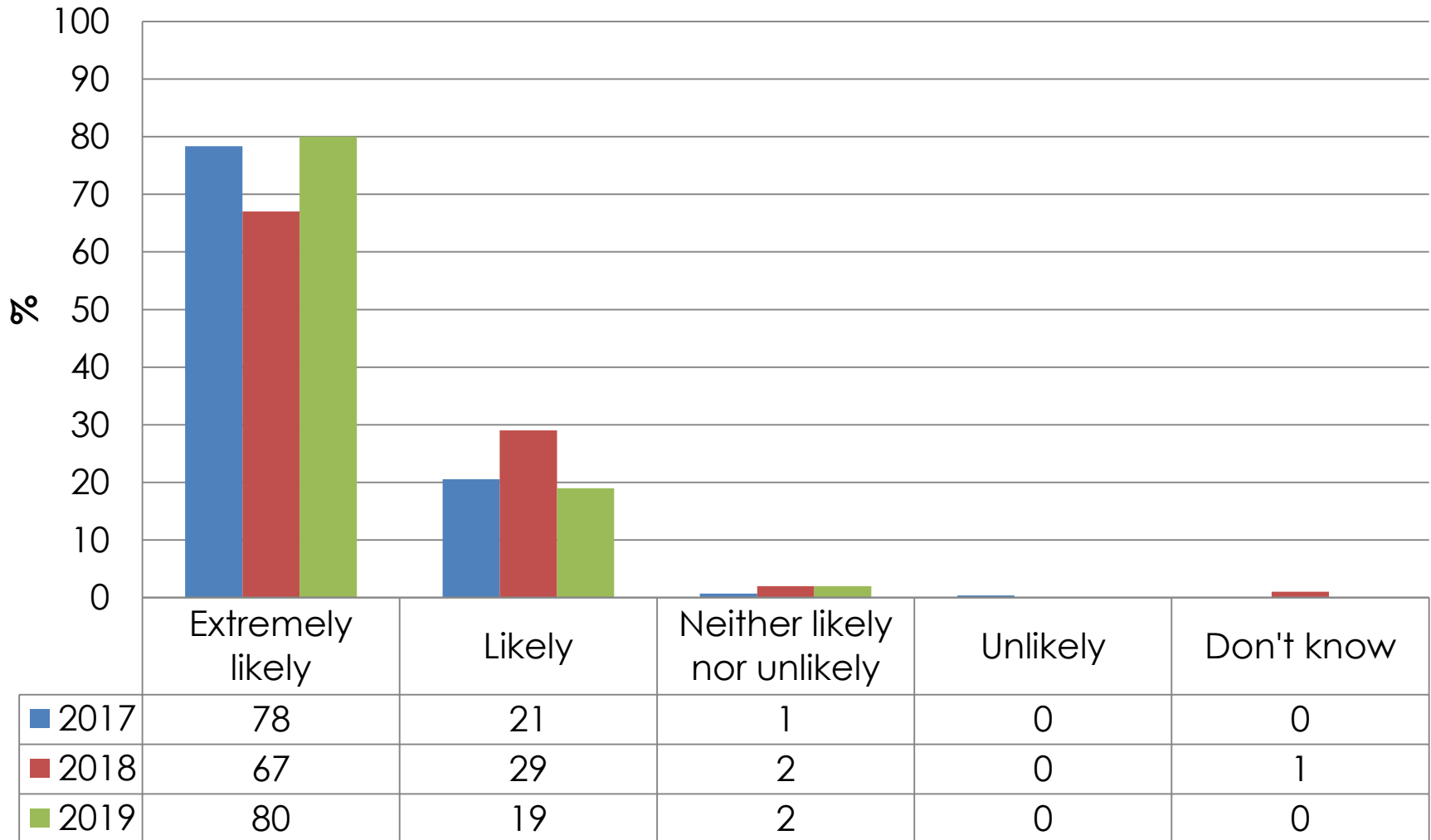


# Outpatients: Patient Survey Results 2019



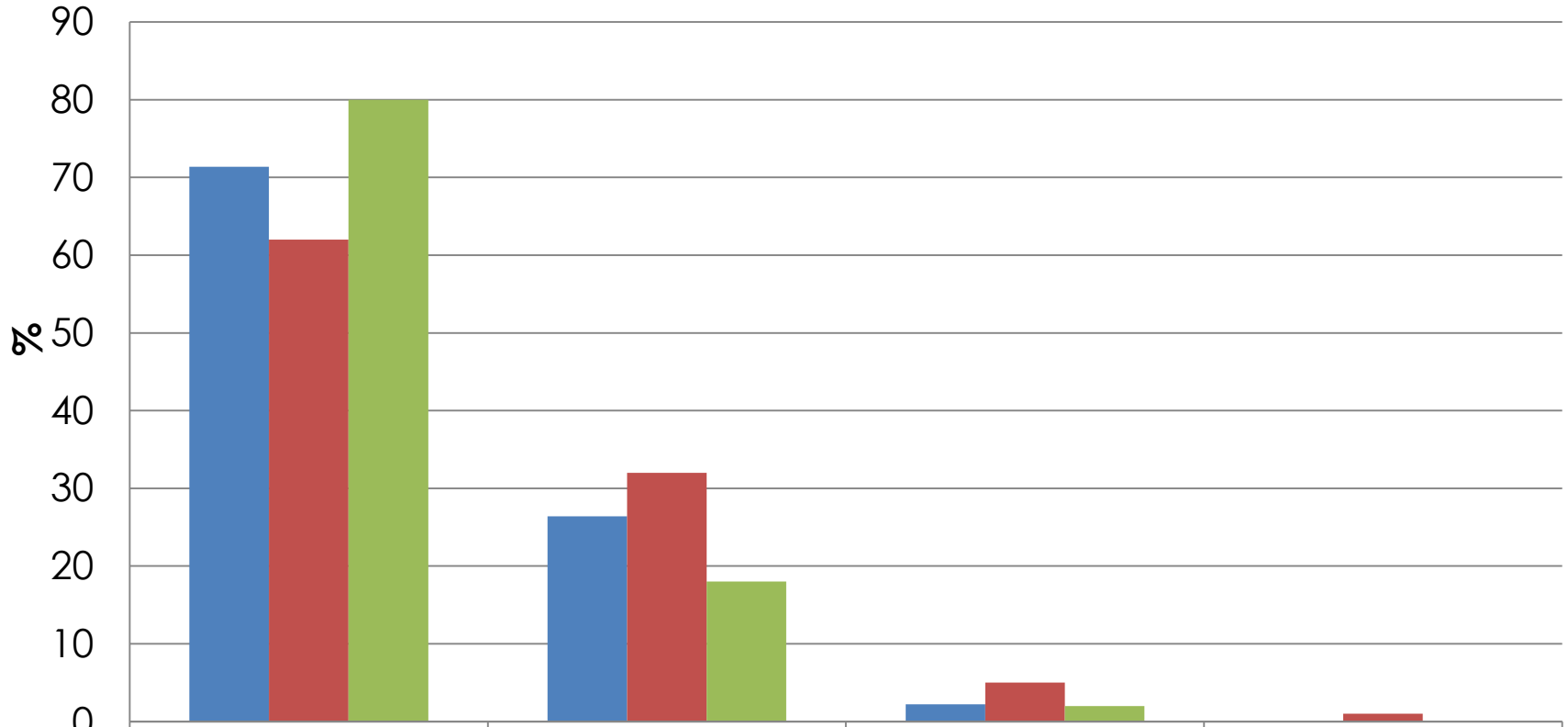
# How likely are you to recommend DHC to friends and family if they need similar care



**98% of patients would recommend DHC to  
friends and family**

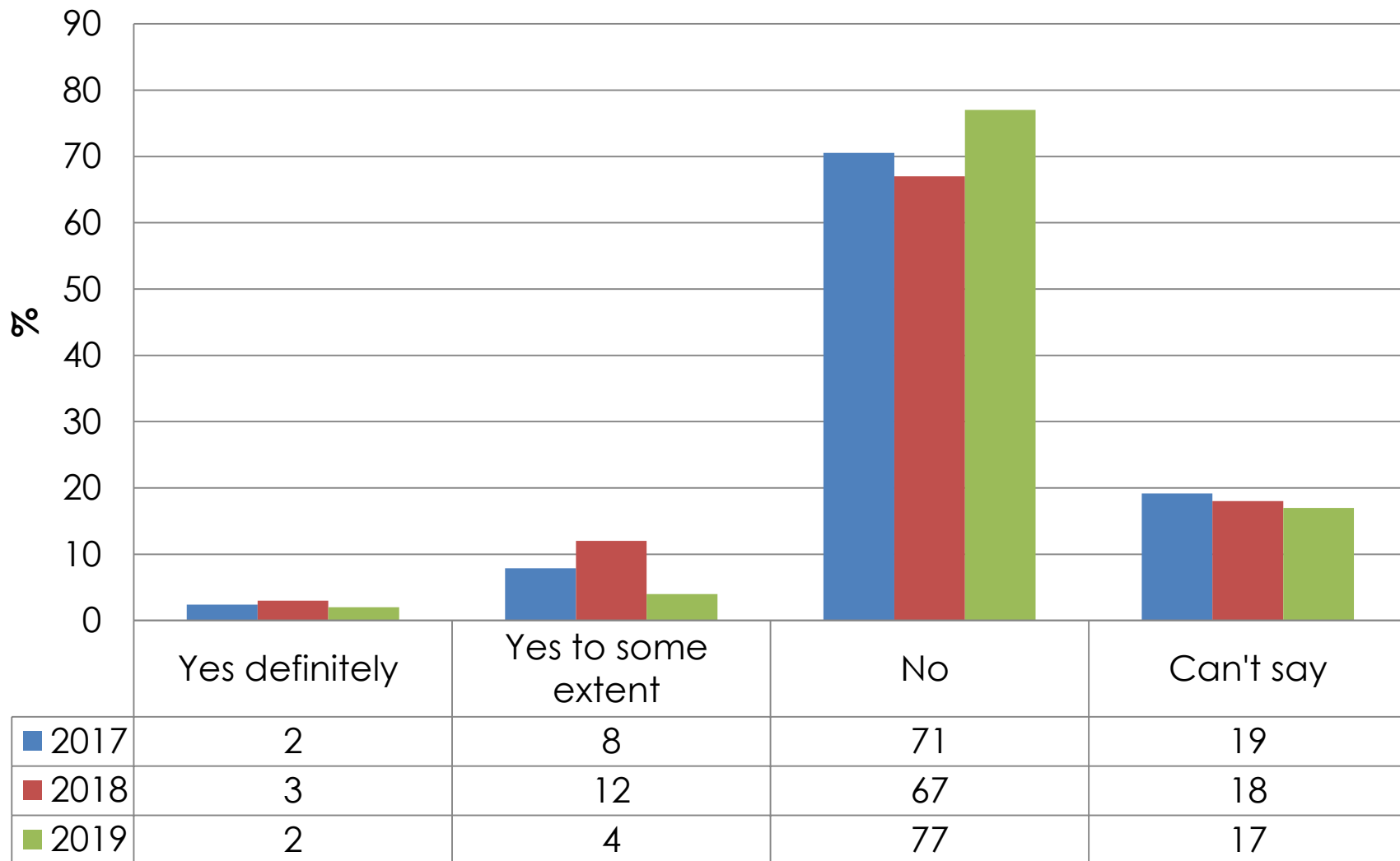
**Thank you all!**

# Overall, how would you rate the care you received at the Outpatients Department?

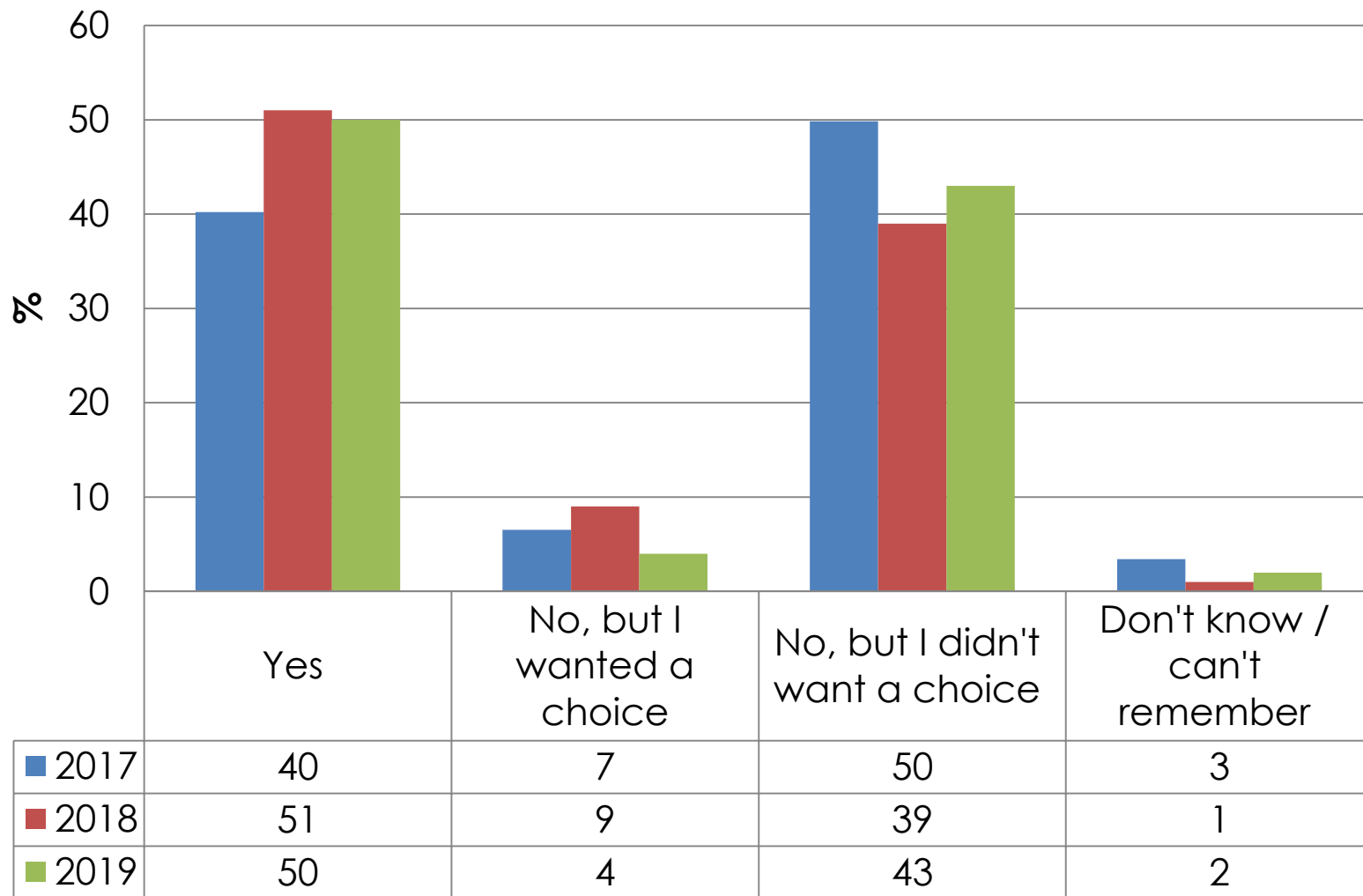


	Excellent	Very good	Good	Fair
■ 2017	71	26	2	0
■ 2018	62	32	5	1
■ 2019	80	18	2	0

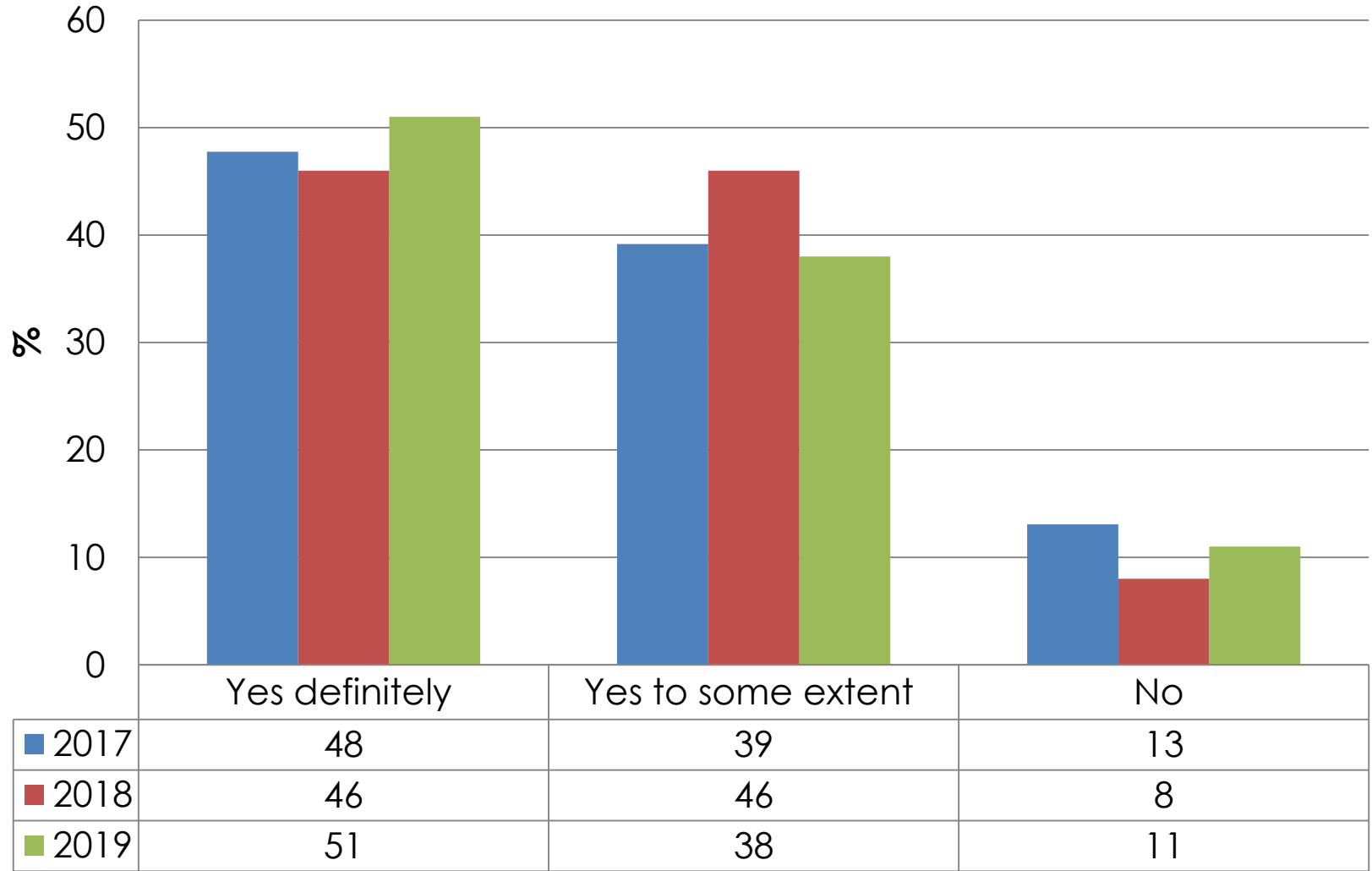
# Did you have any difficulty getting through on the phone?



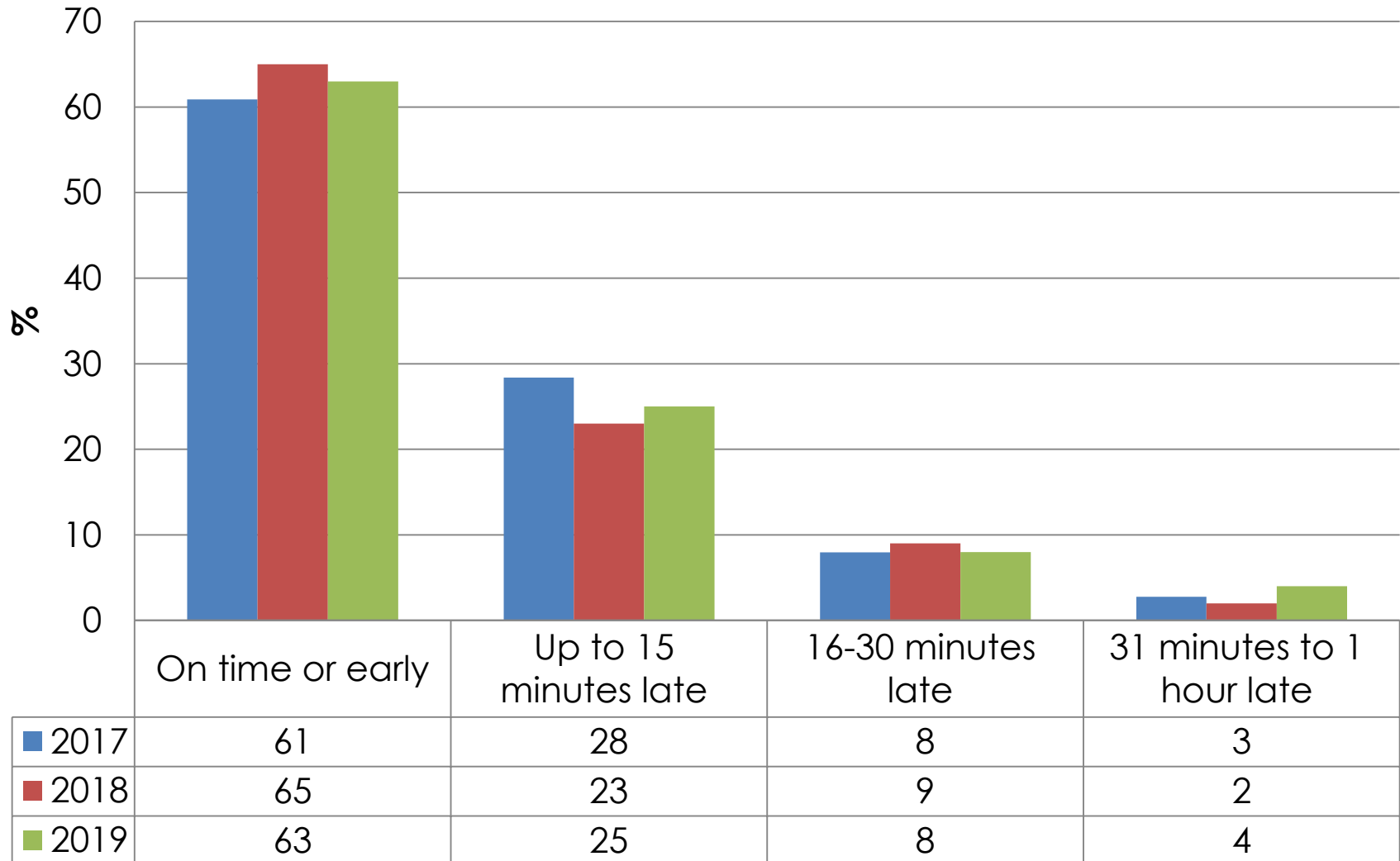
# Were you given a choice of appointment times?



# Did you know what would happen during your appointment?

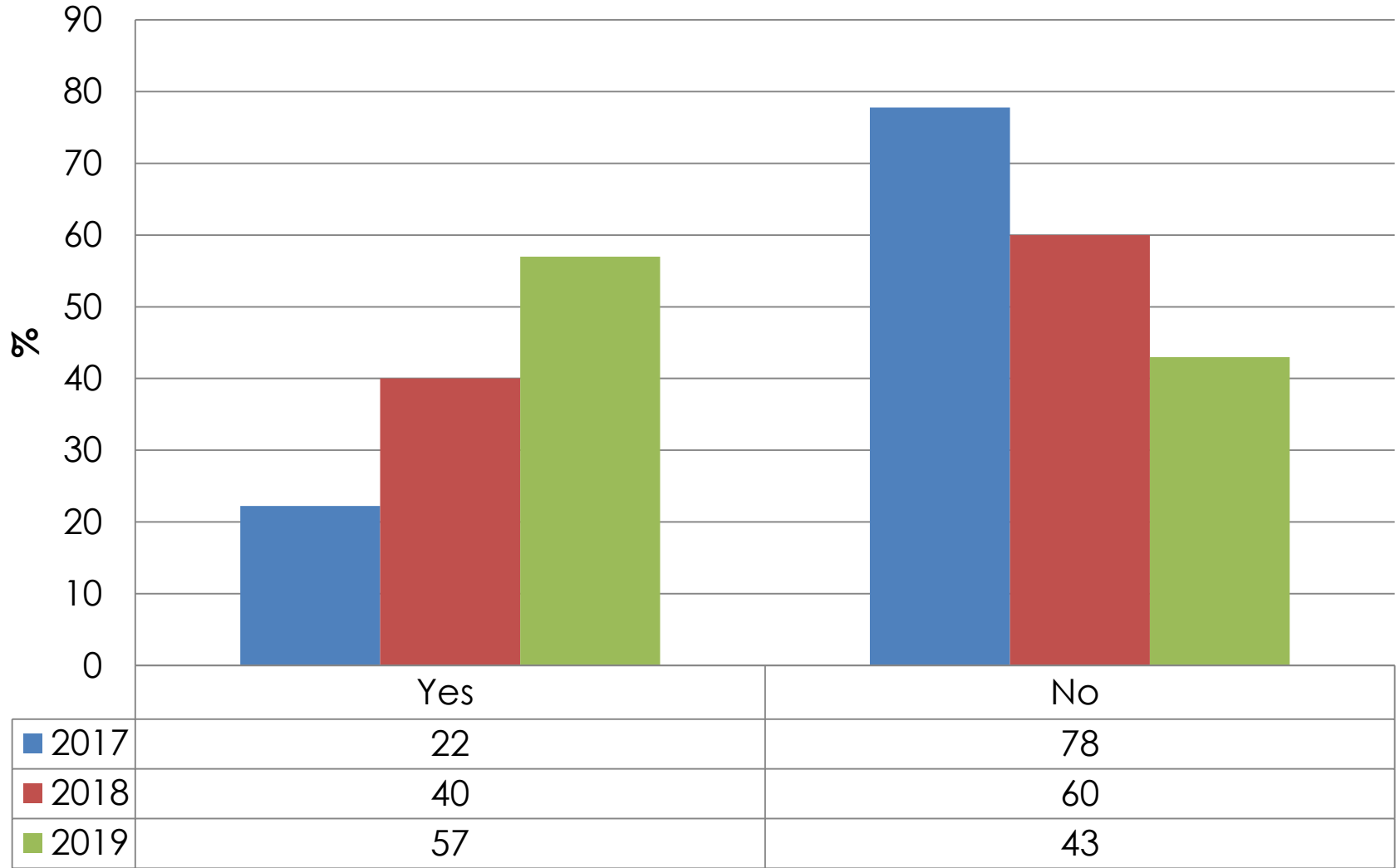


# What time did your appointment start?

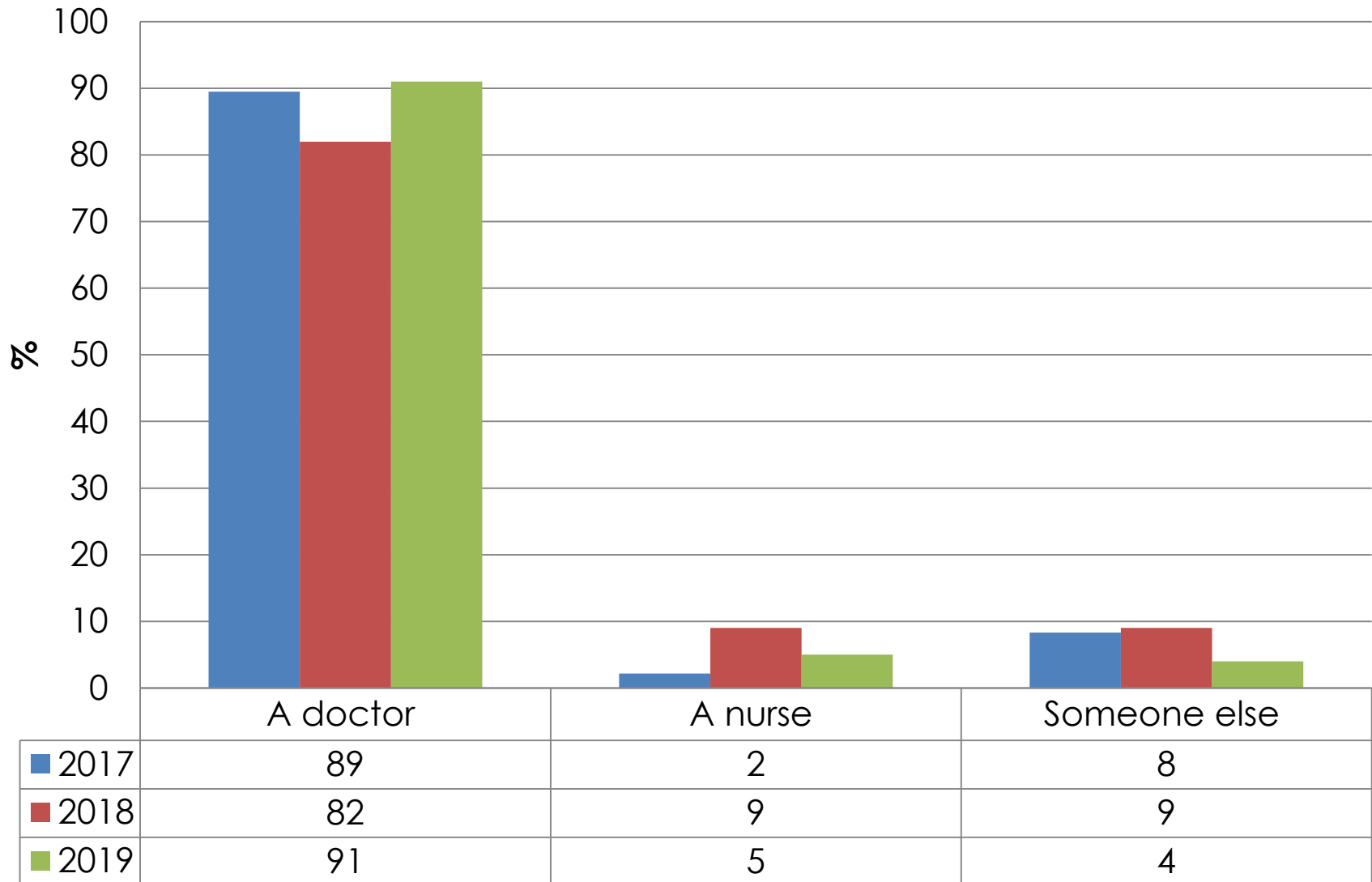




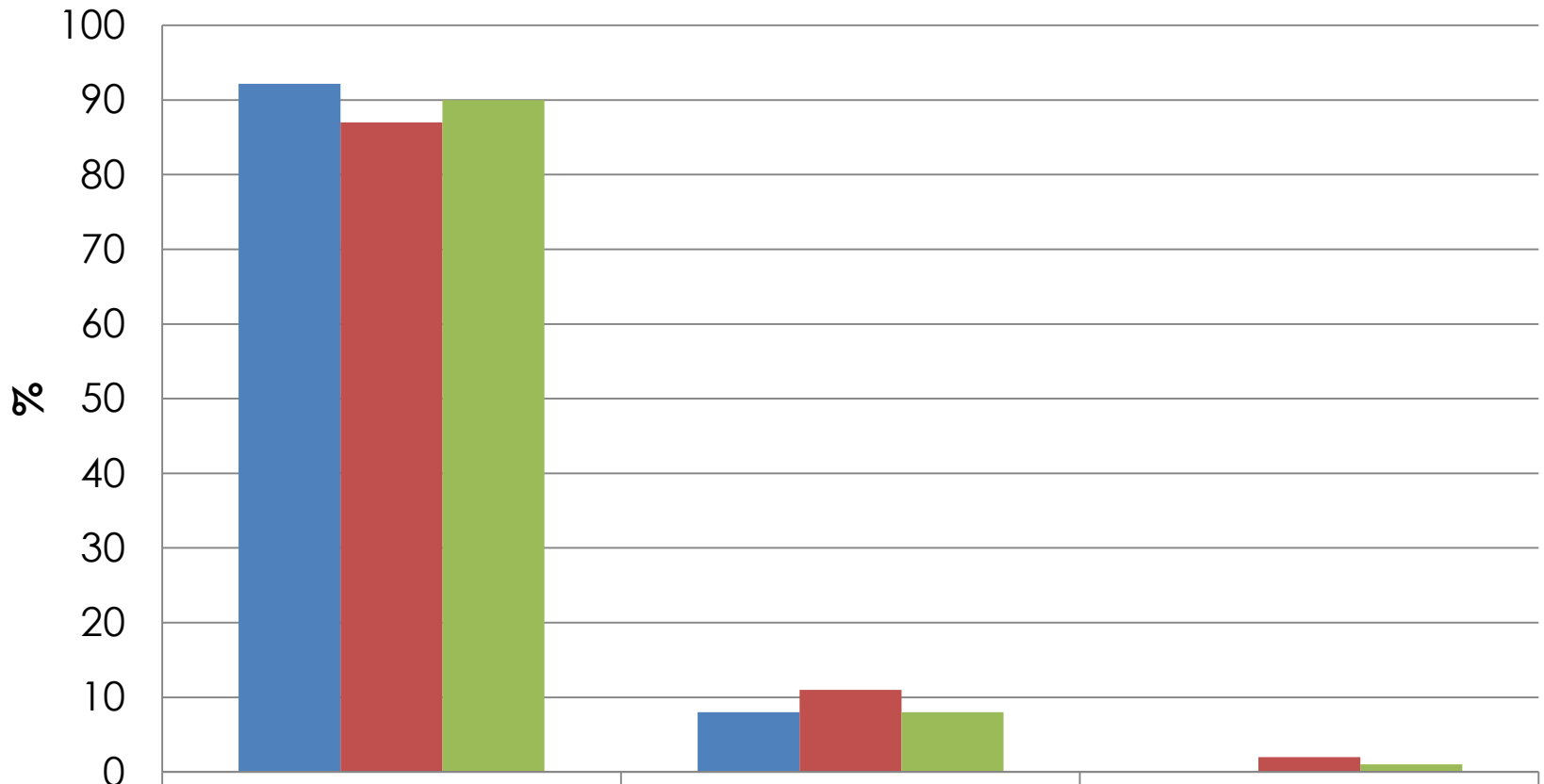
# Were you told how long you would have to wait?



# Who was your appointment with?

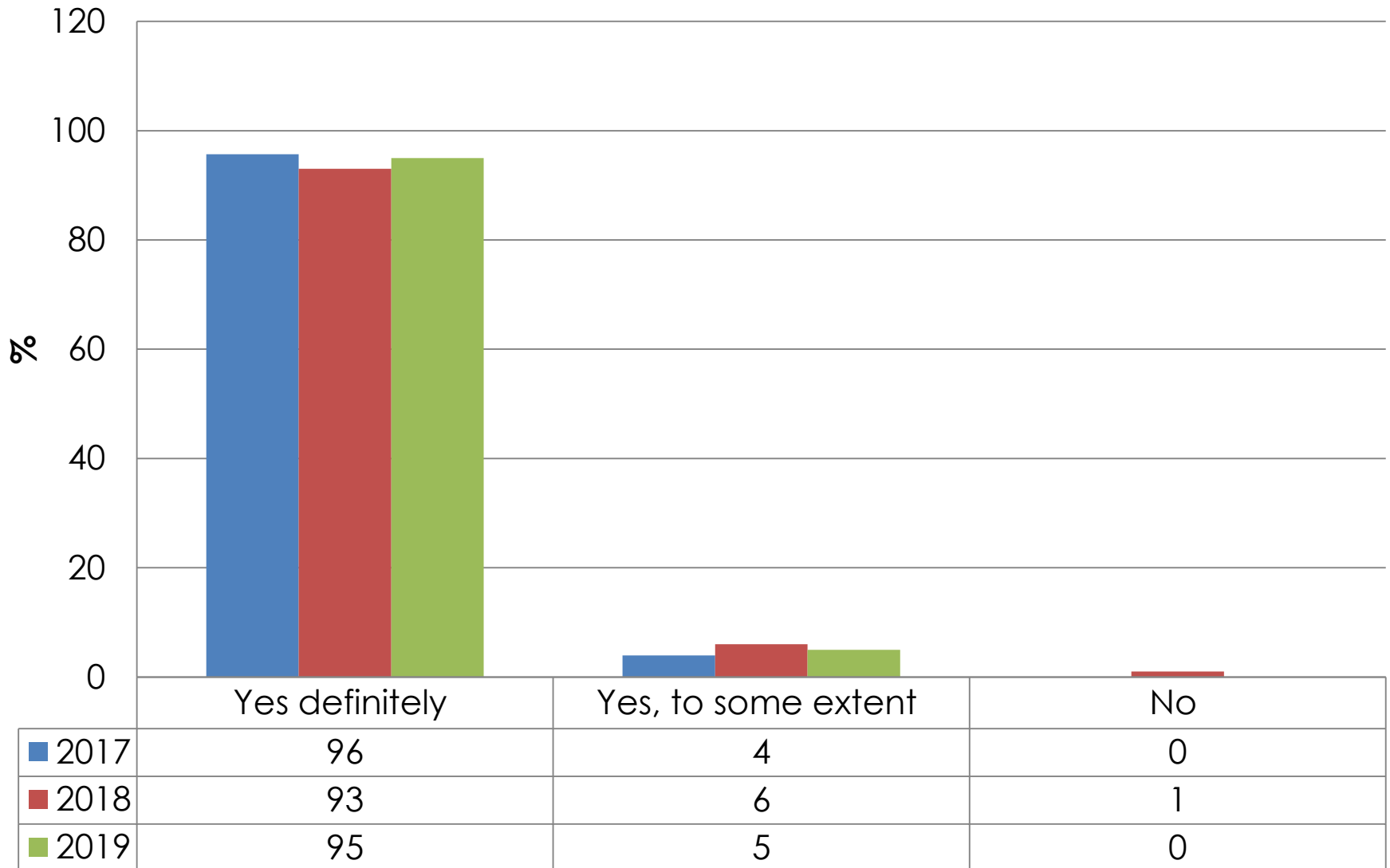


# Was the appointment long enough?

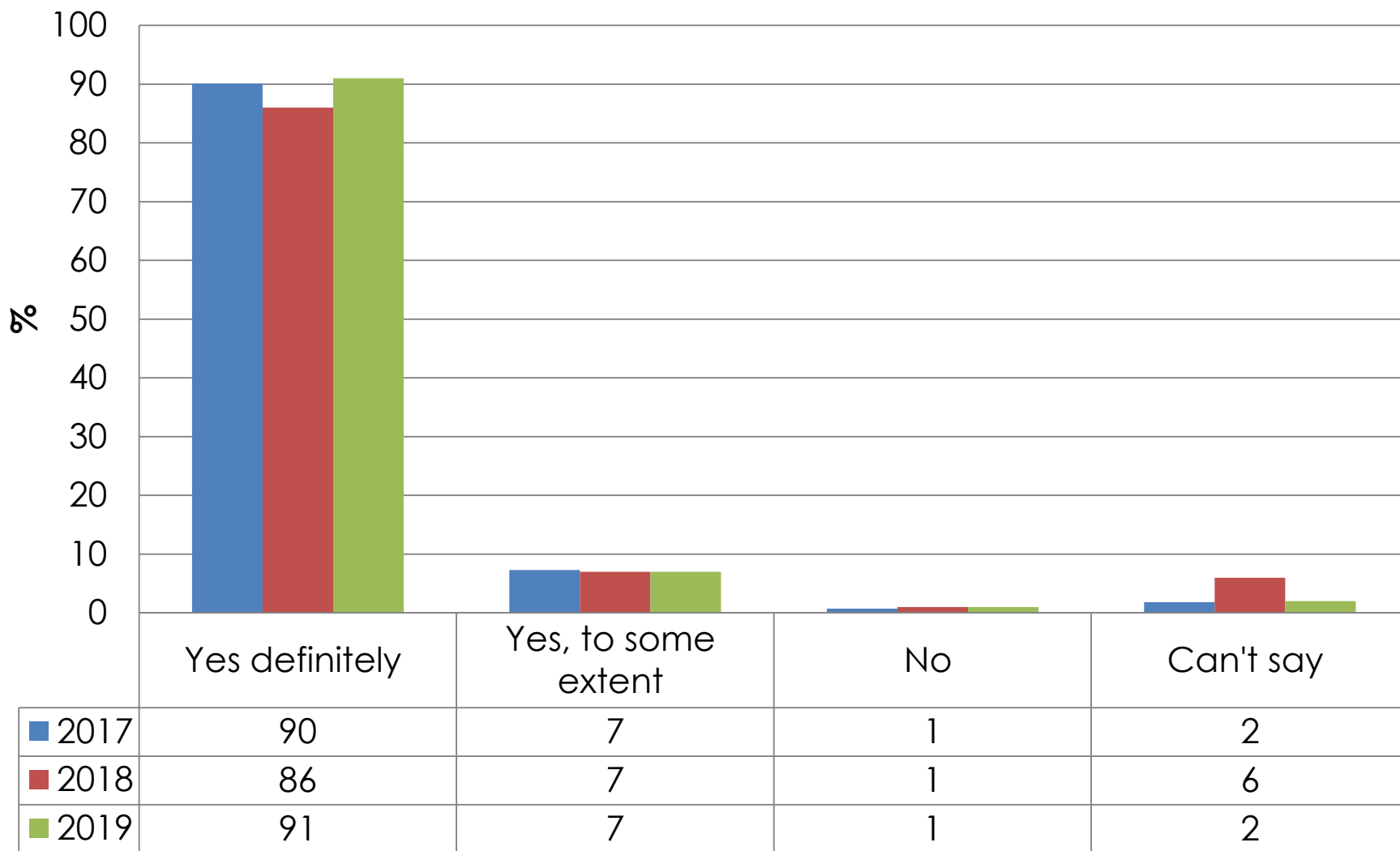


	Yes definitely	Yes, to some extent	No
2017	92	8	0
2018	87	11	2
2019	90	8	1

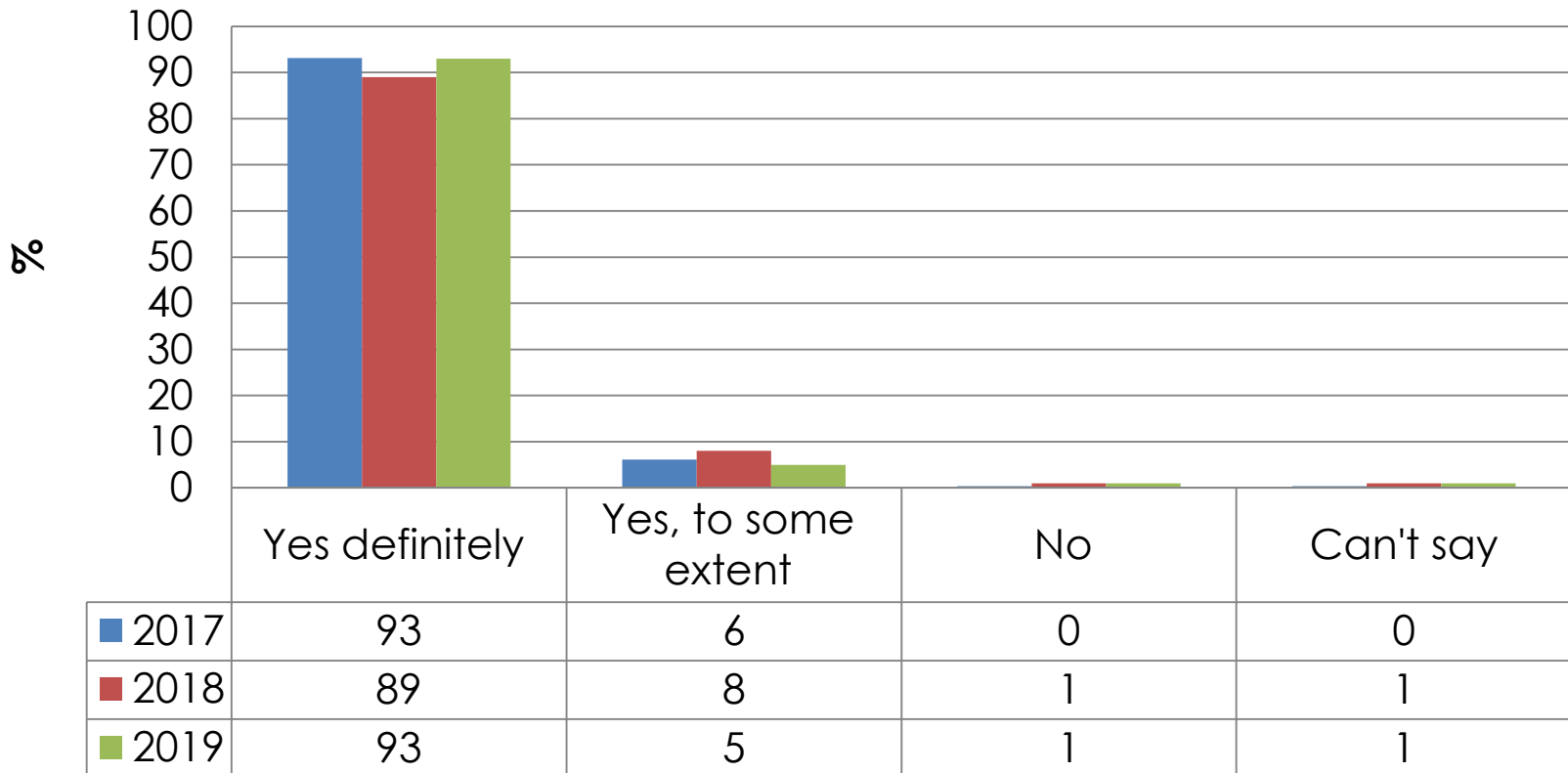
# Did he/she listen to what you had to say?



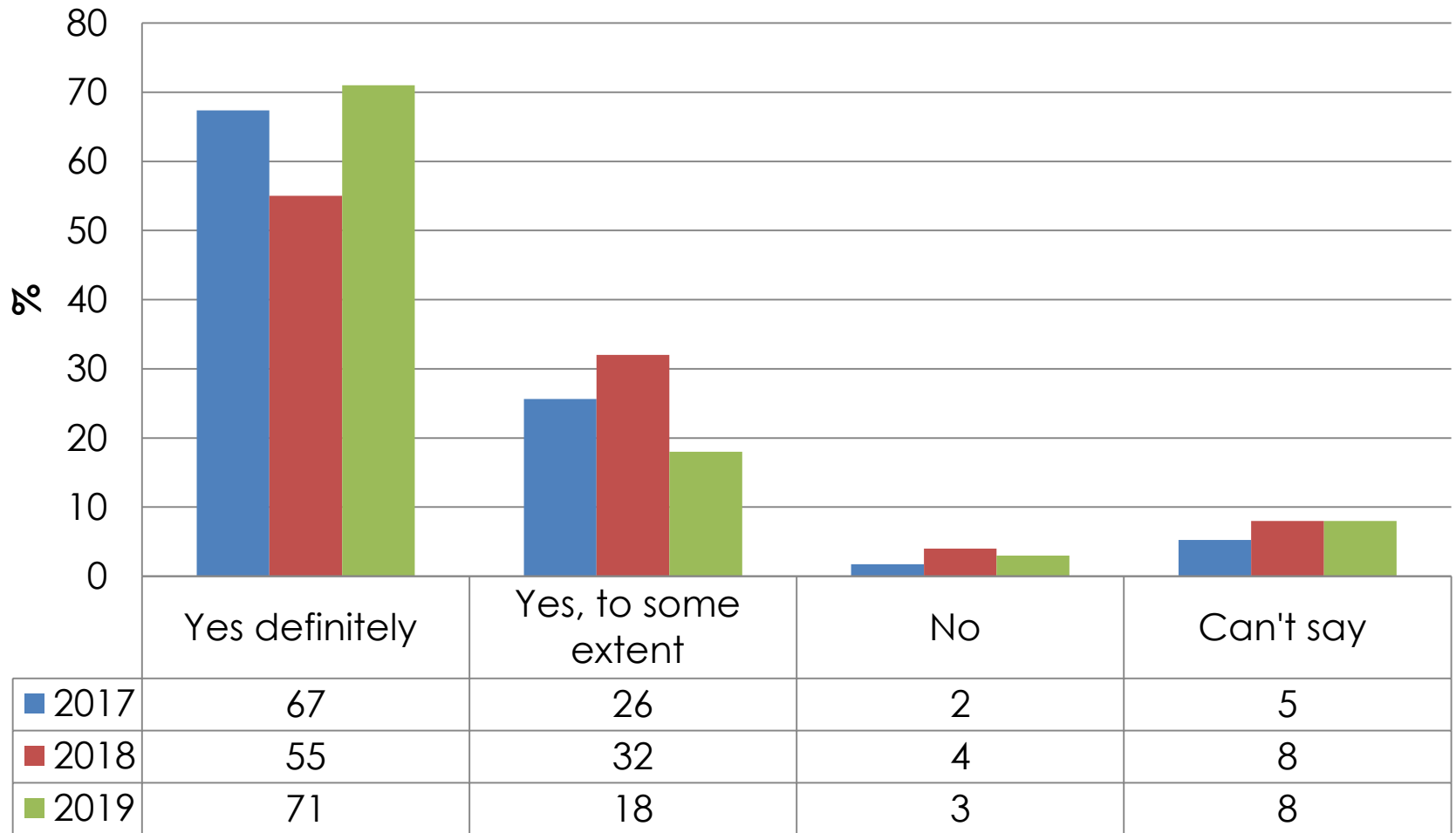
# If you had important questions to ask, did you get answers that you could understand?



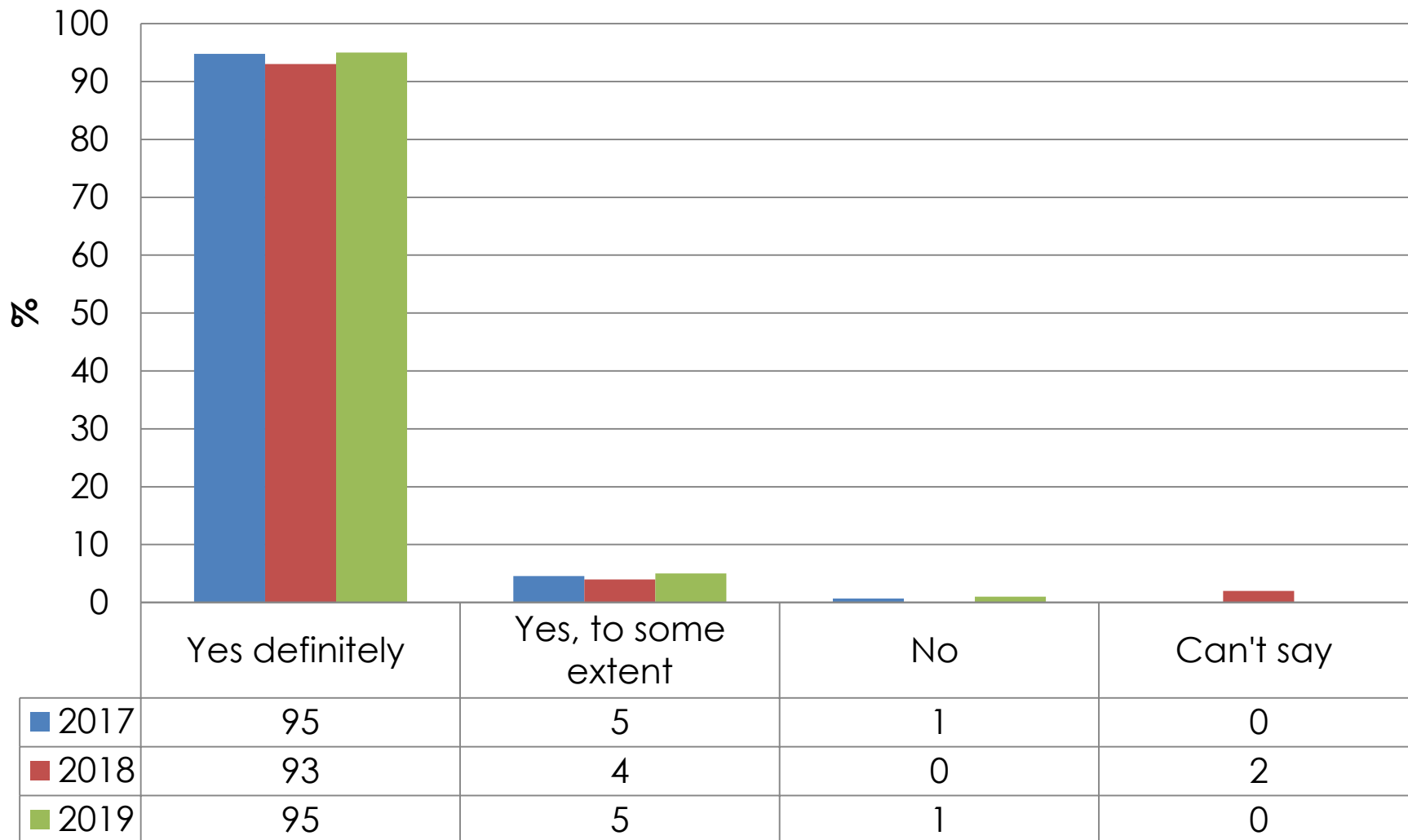
# Did he/she explain the reasons for any treatment or action in a way that you could understand?



# Did he/she seem aware of your medical history?

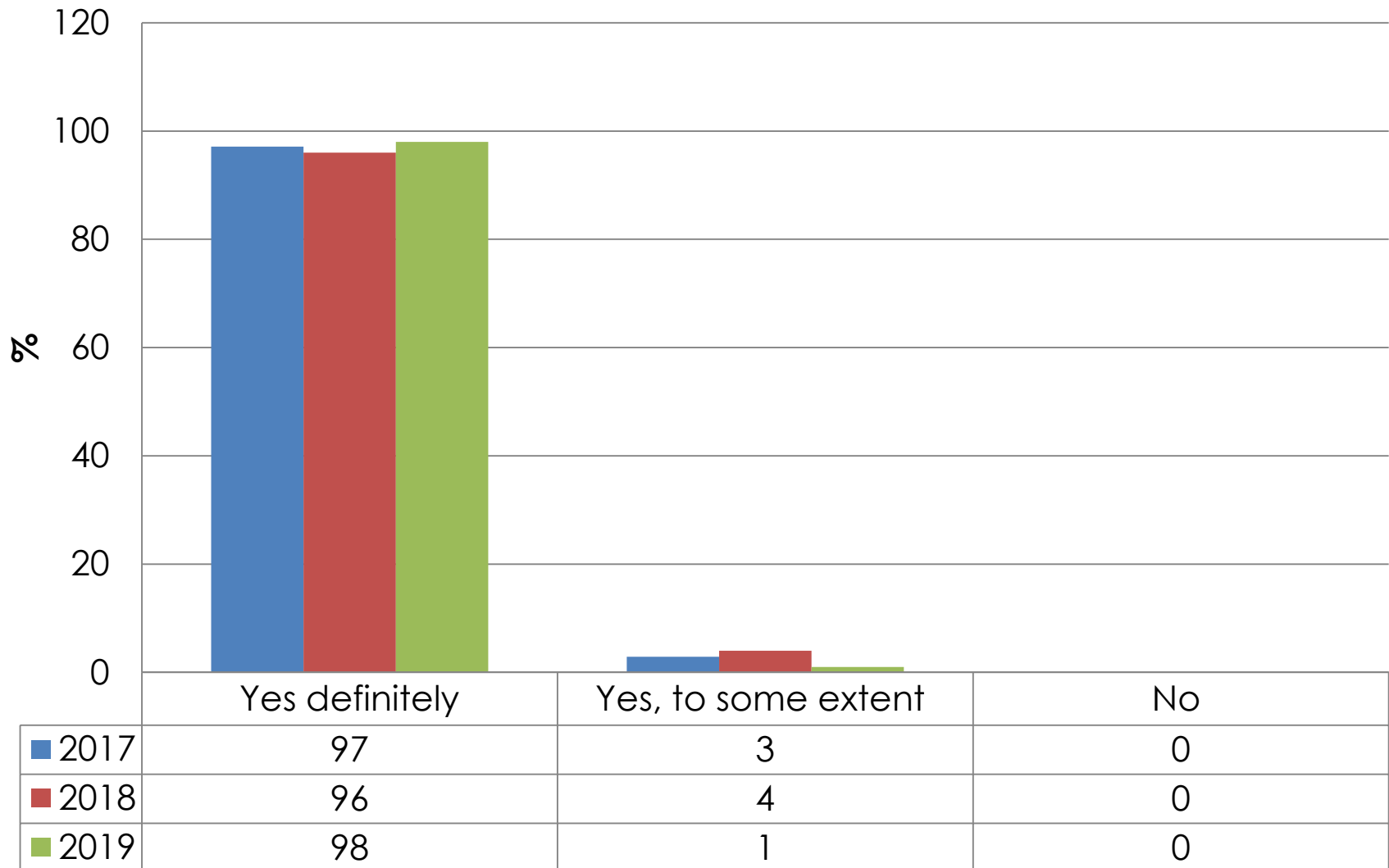


# Did you have trust and confidence in the clinician examining you?

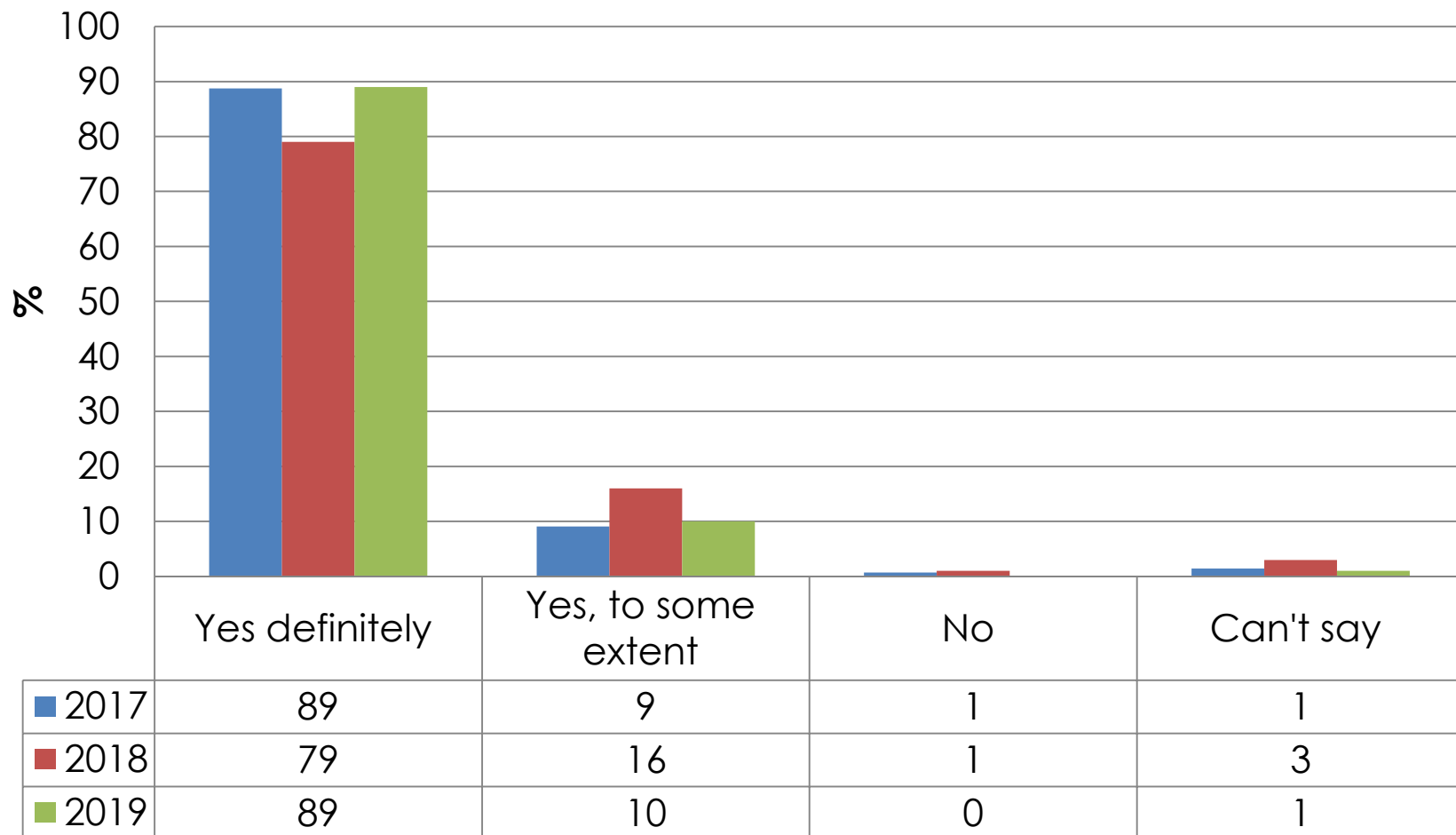




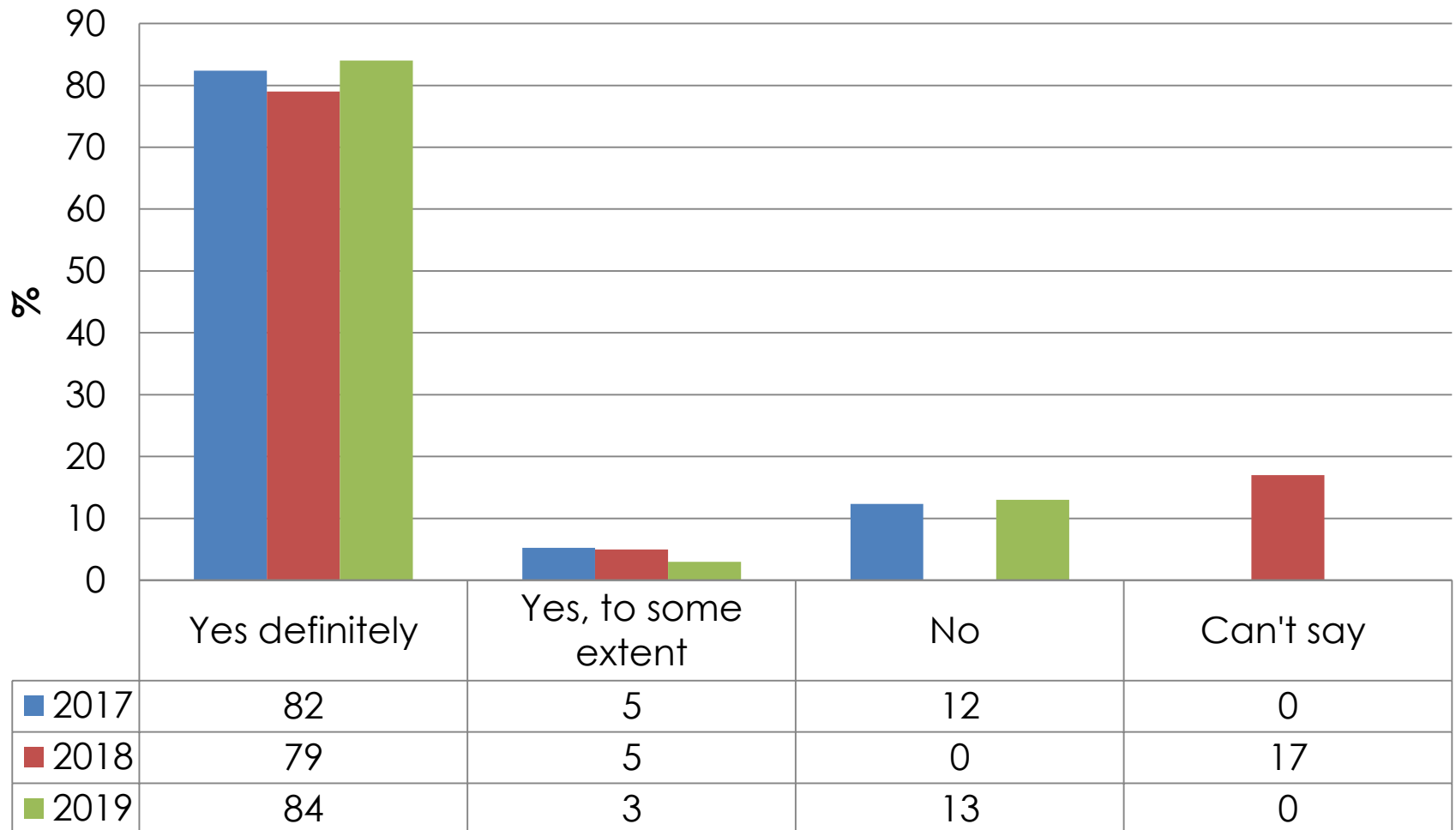
# Were you treated with courtesy?



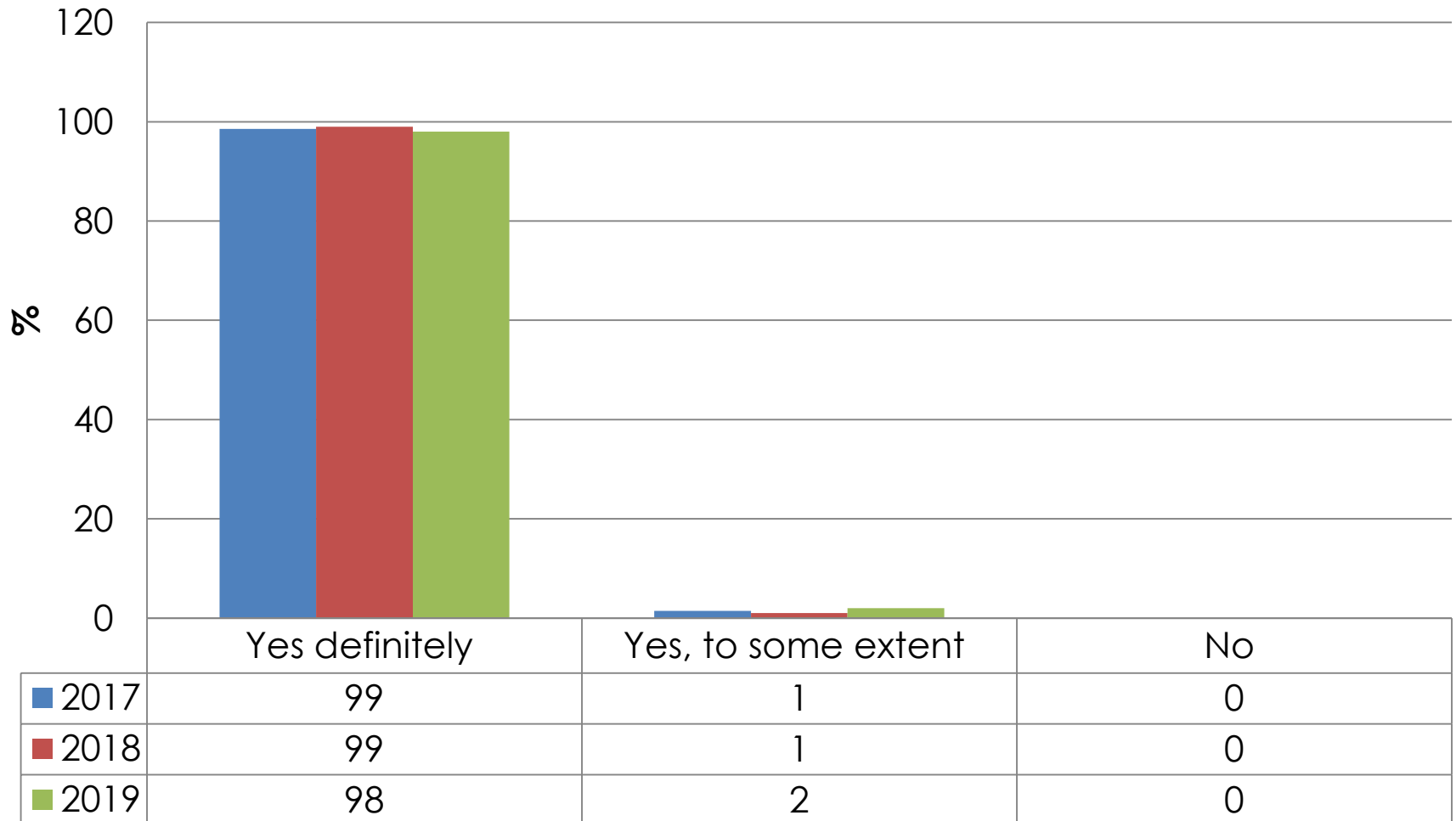
# Were you involved as much as you wanted to be in decisions about your care and treatment?



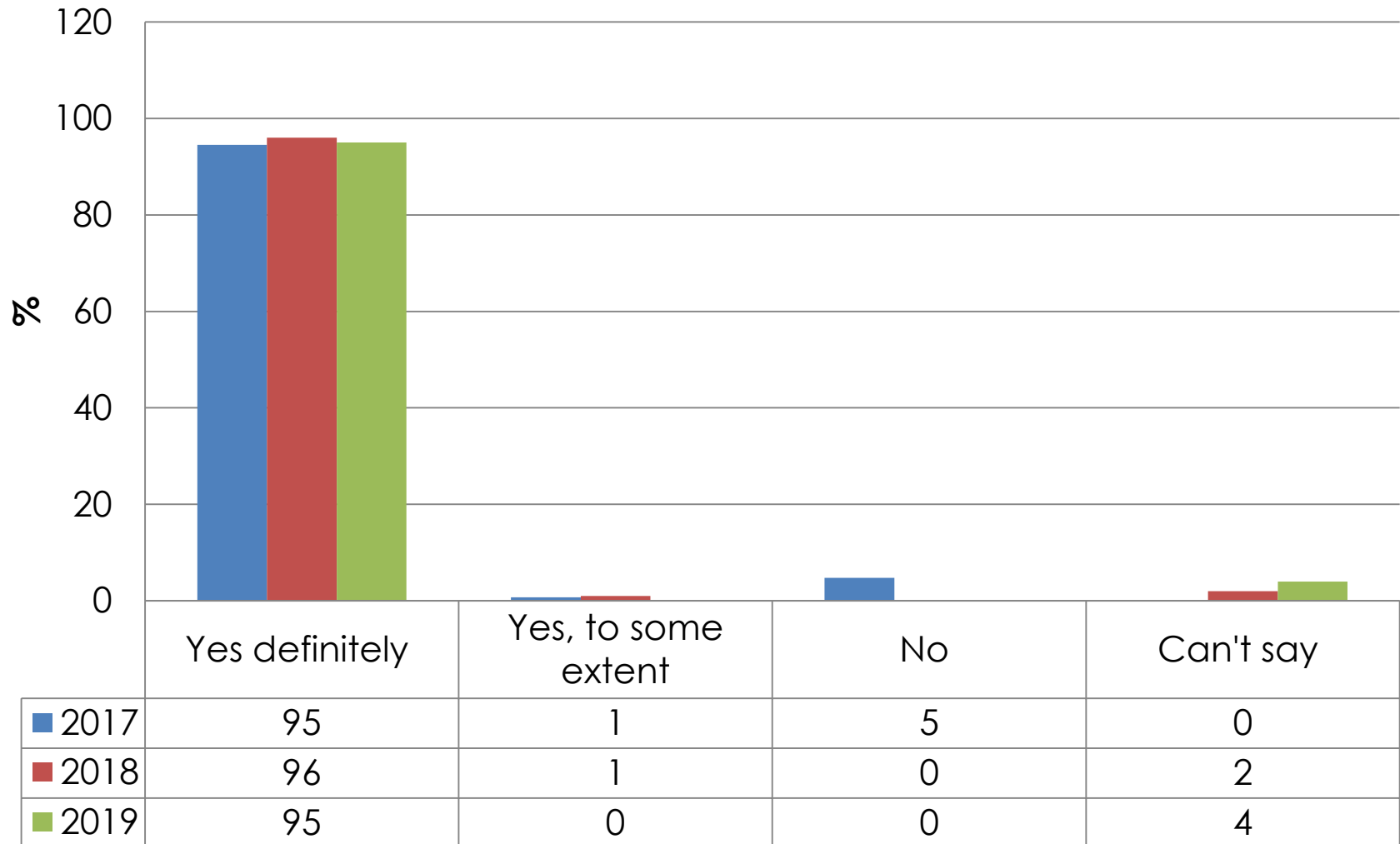
# Did you have trust and confidence in the other members of staff examining and treating you?



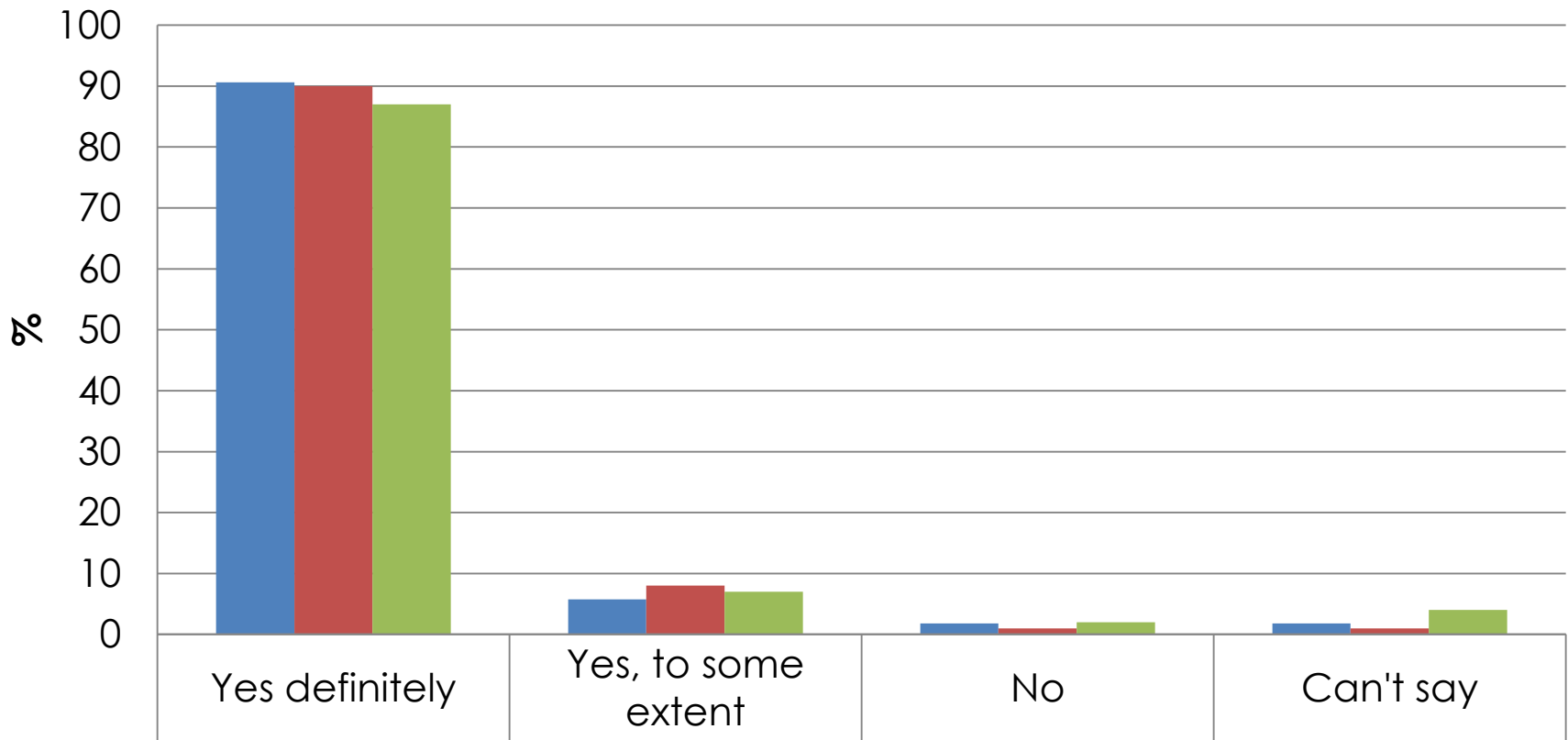
# Were you given enough privacy when discussing your condition or treatment?



# Were you given enough privacy when being examined or treated?

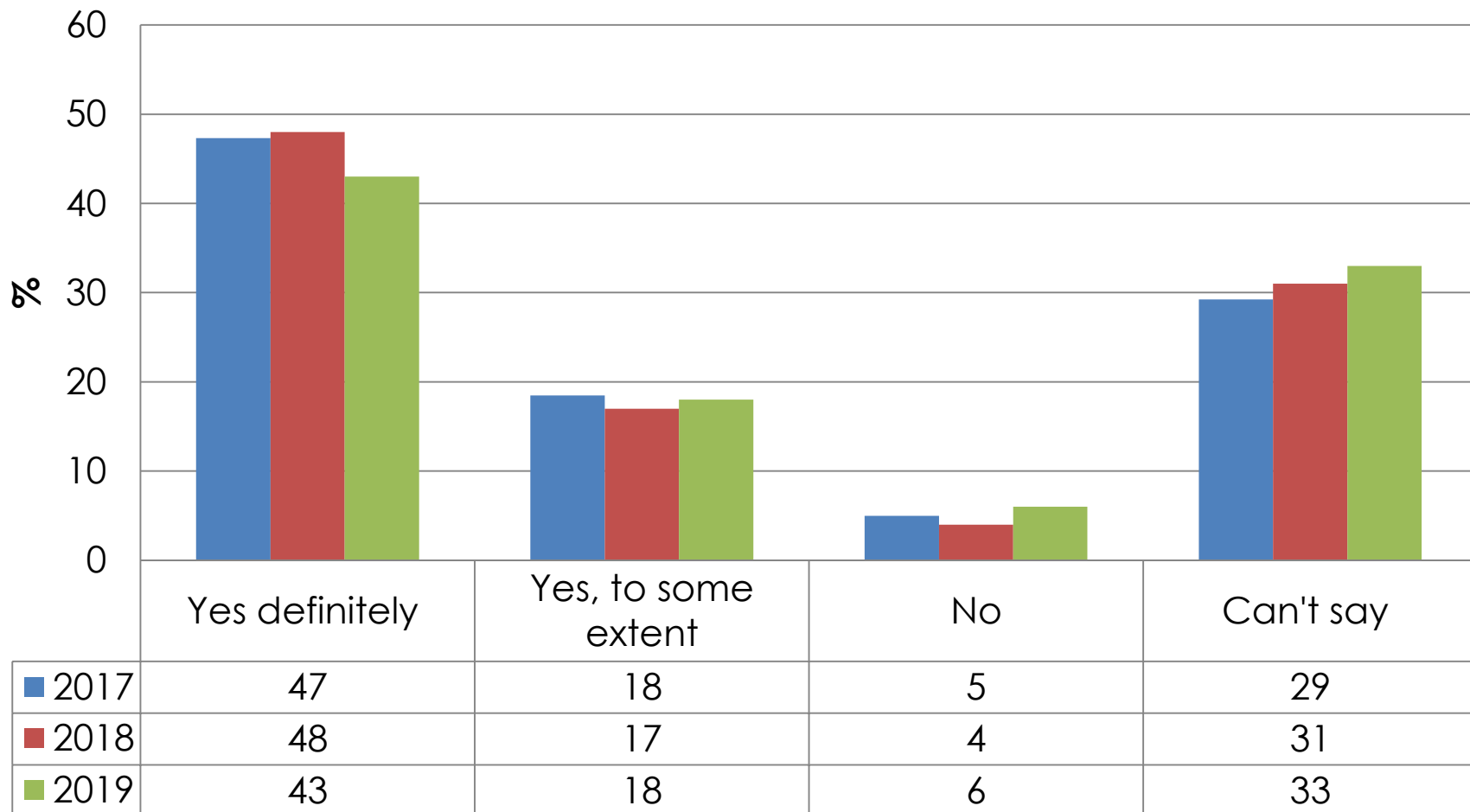


# Did the staff treating and examining you introduce themselves?

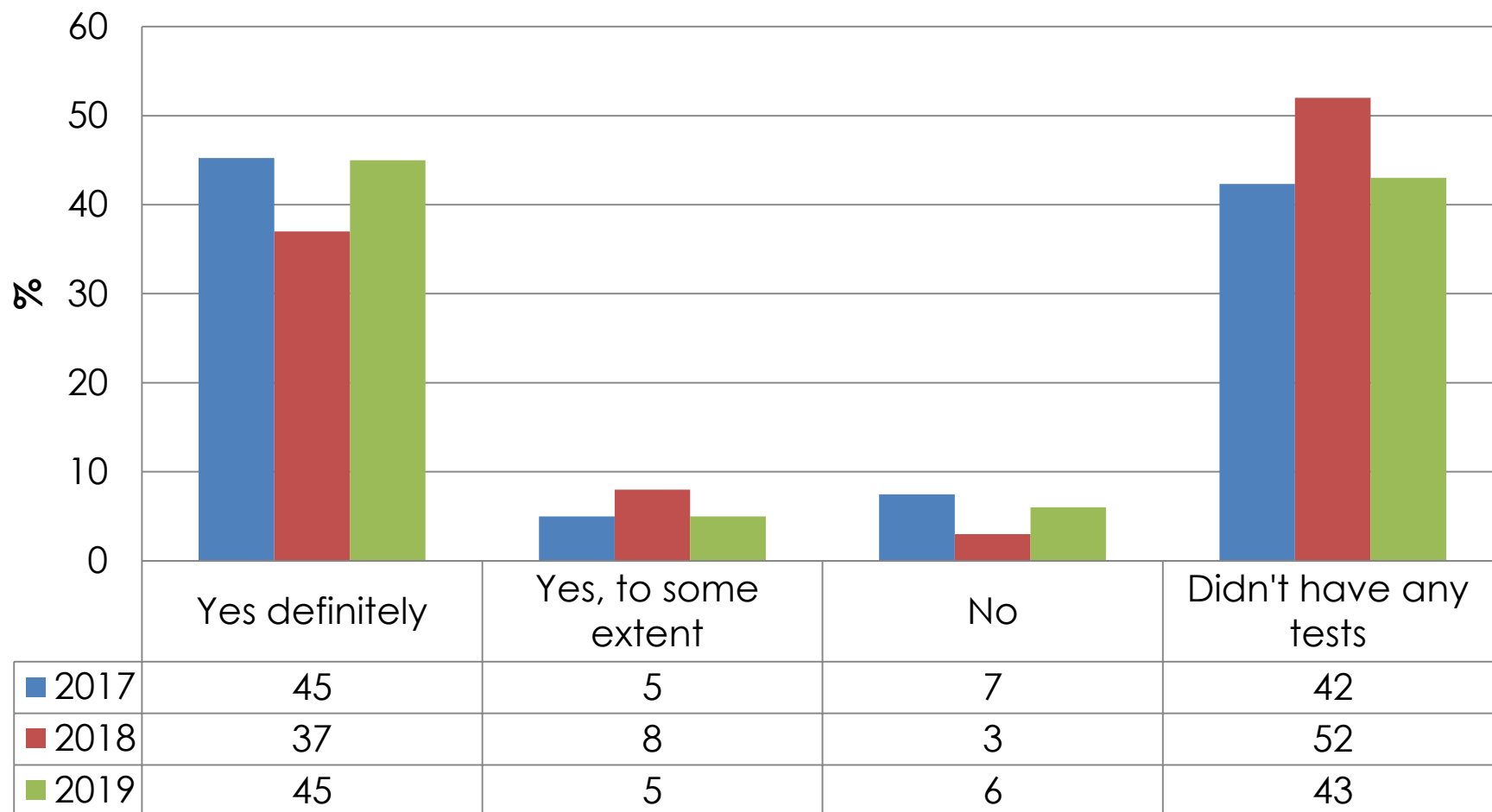


■ 2017	91	6	2	2
■ 2018	90	8	1	1
■ 2019	87	7	2	4

# Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

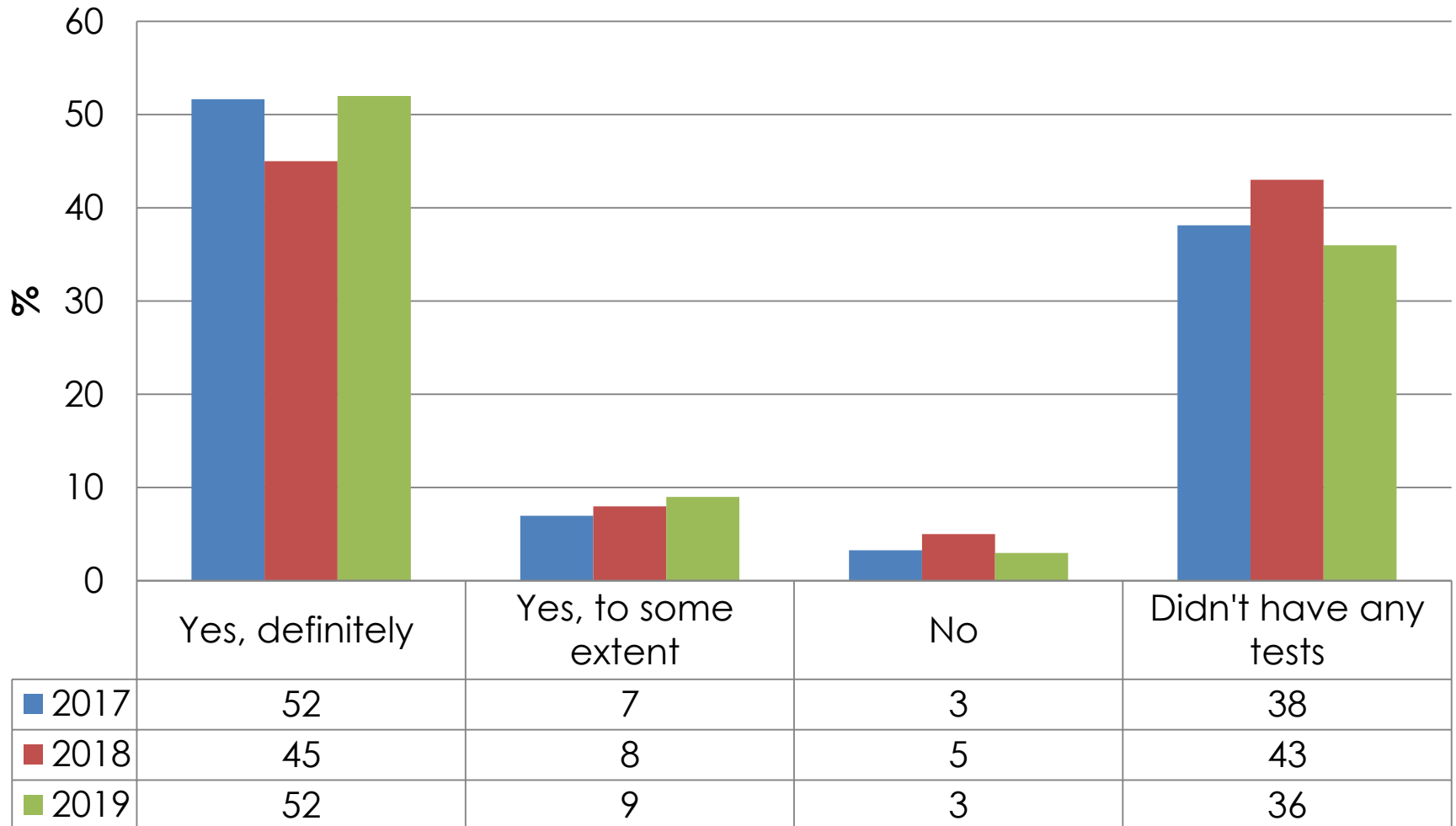


# If you had tests, did a member of staff explain why you needed them in a way you could understand?

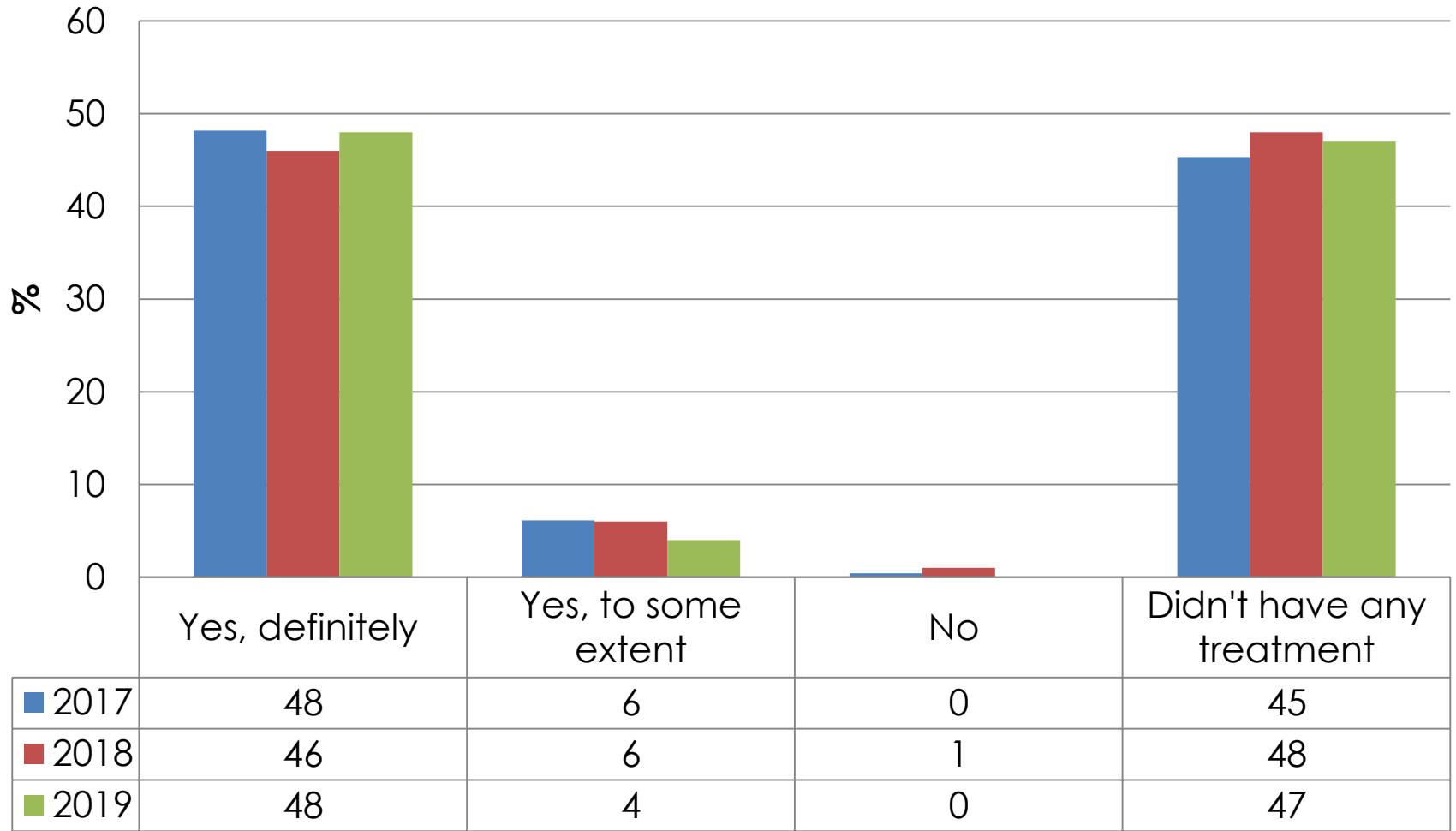




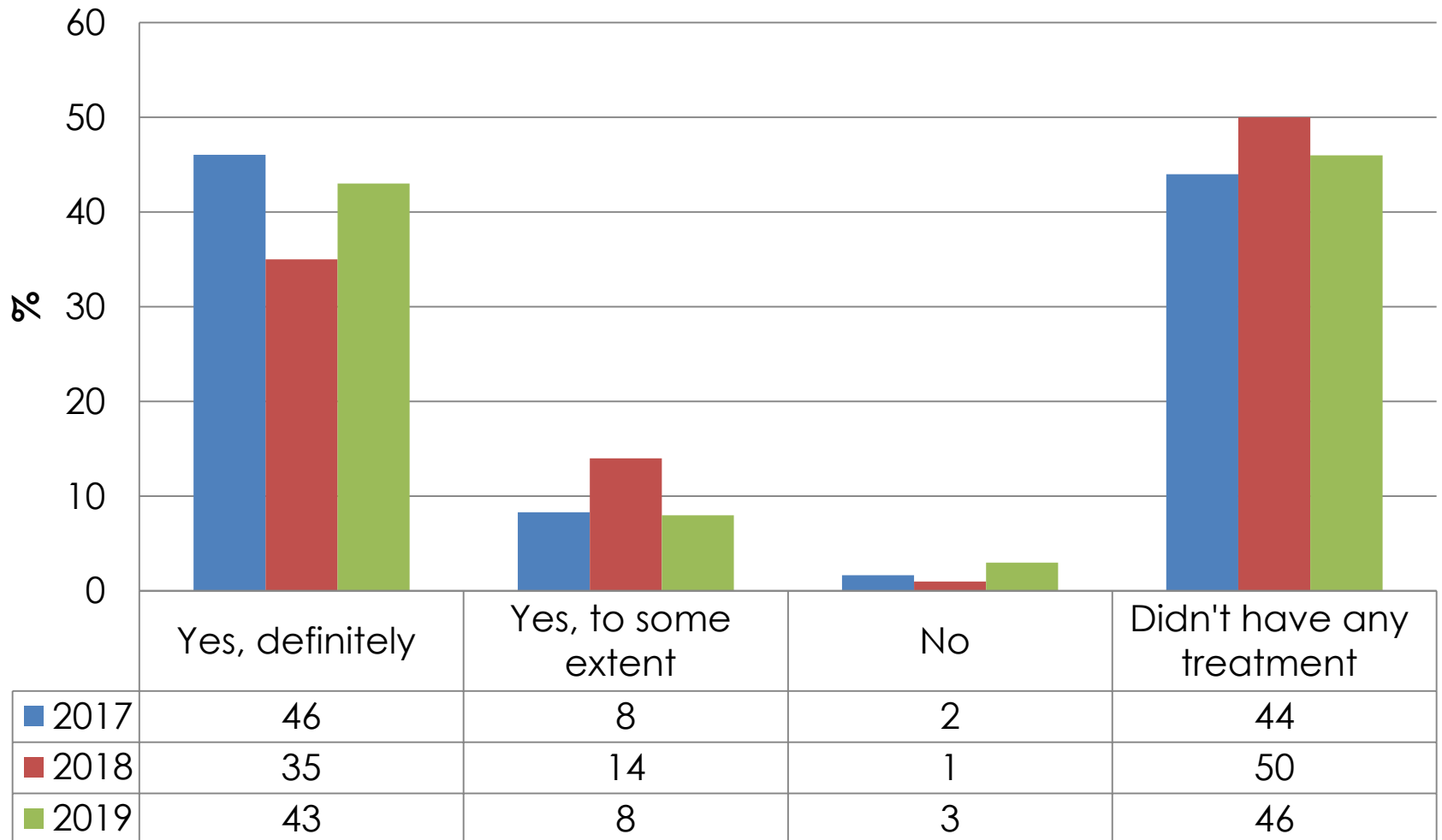
# Did staff explain how you would find out the results?



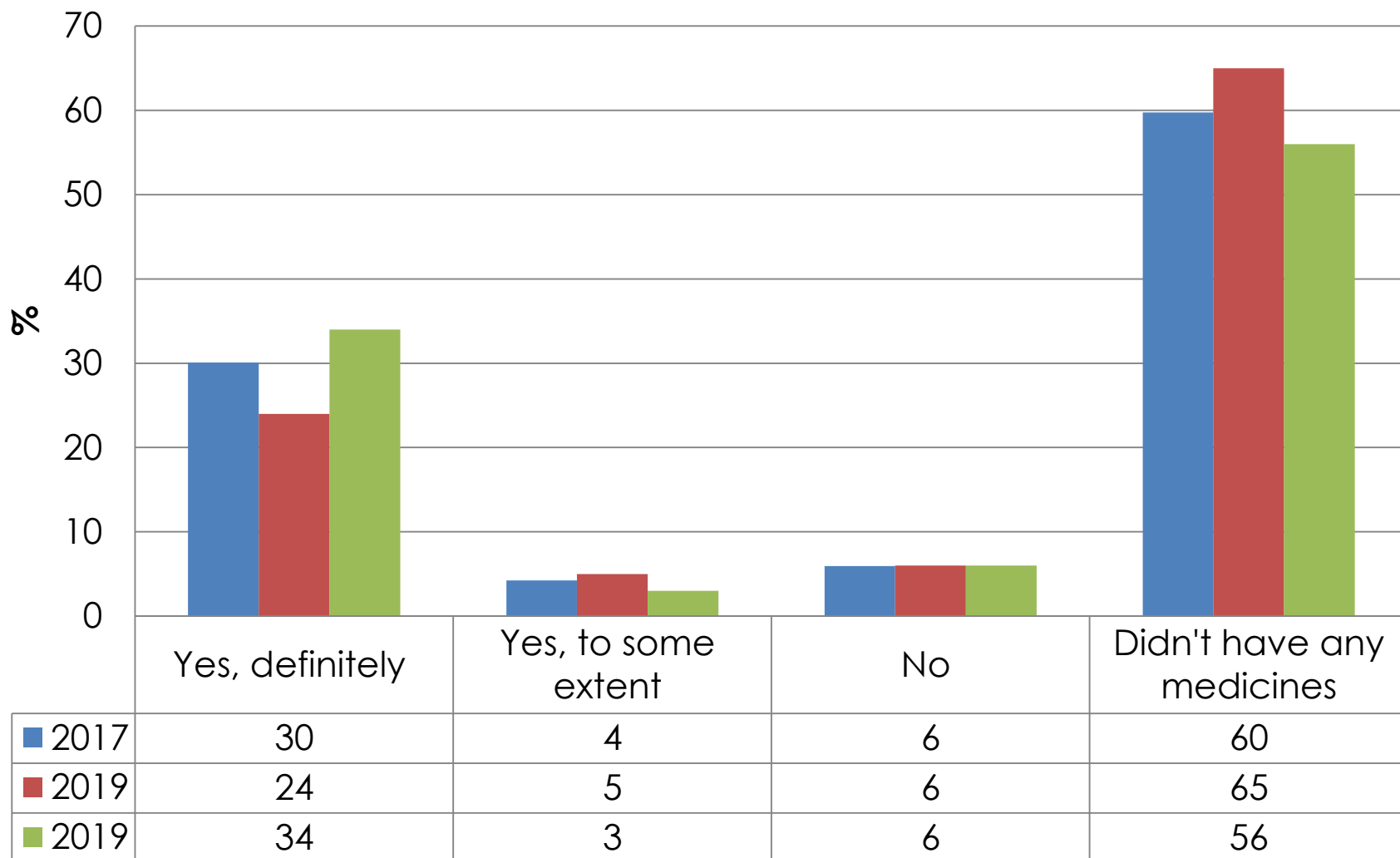
# If you had treatment, did staff explain what would happen?



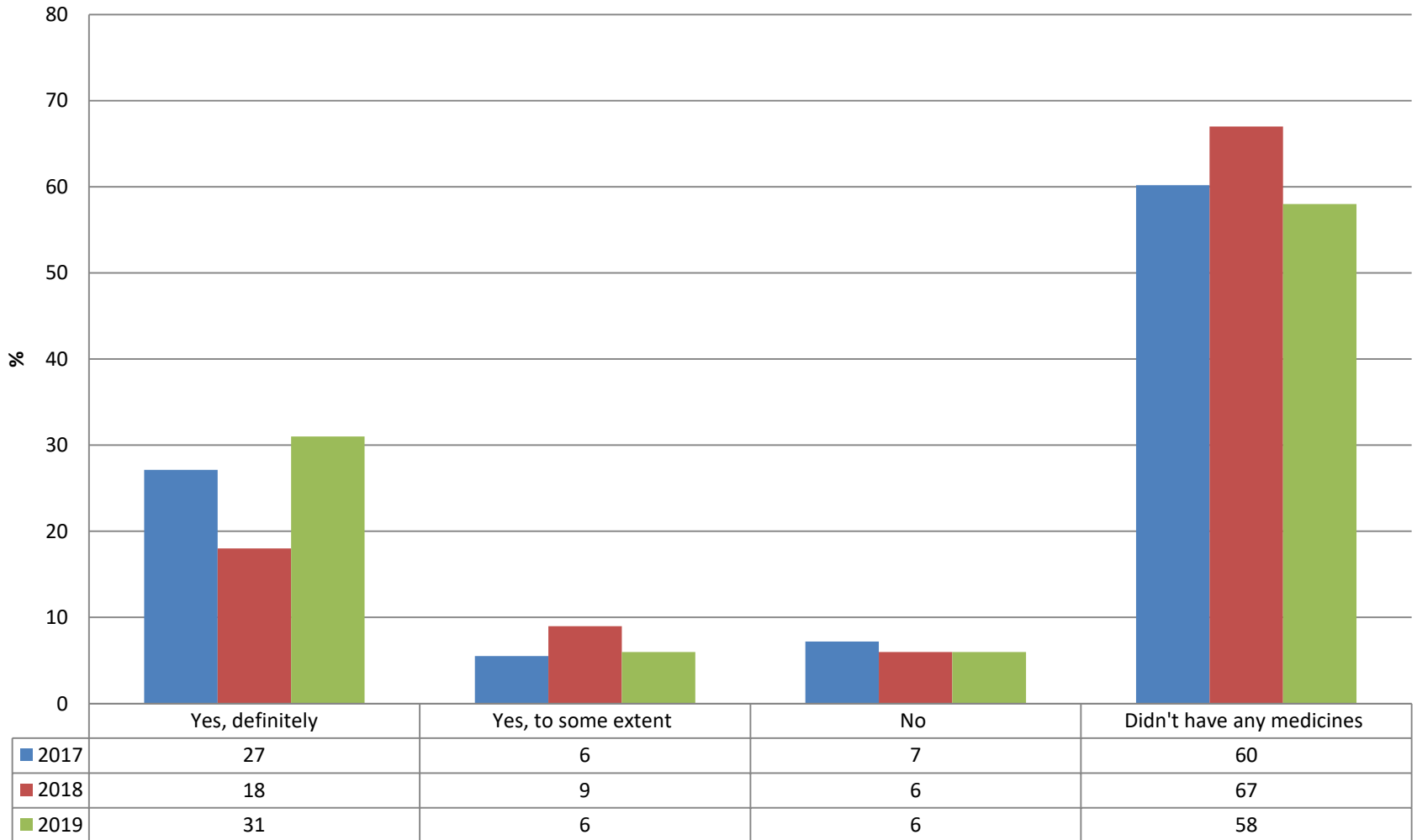
# Did someone explain the risks and benefits of the treatment?



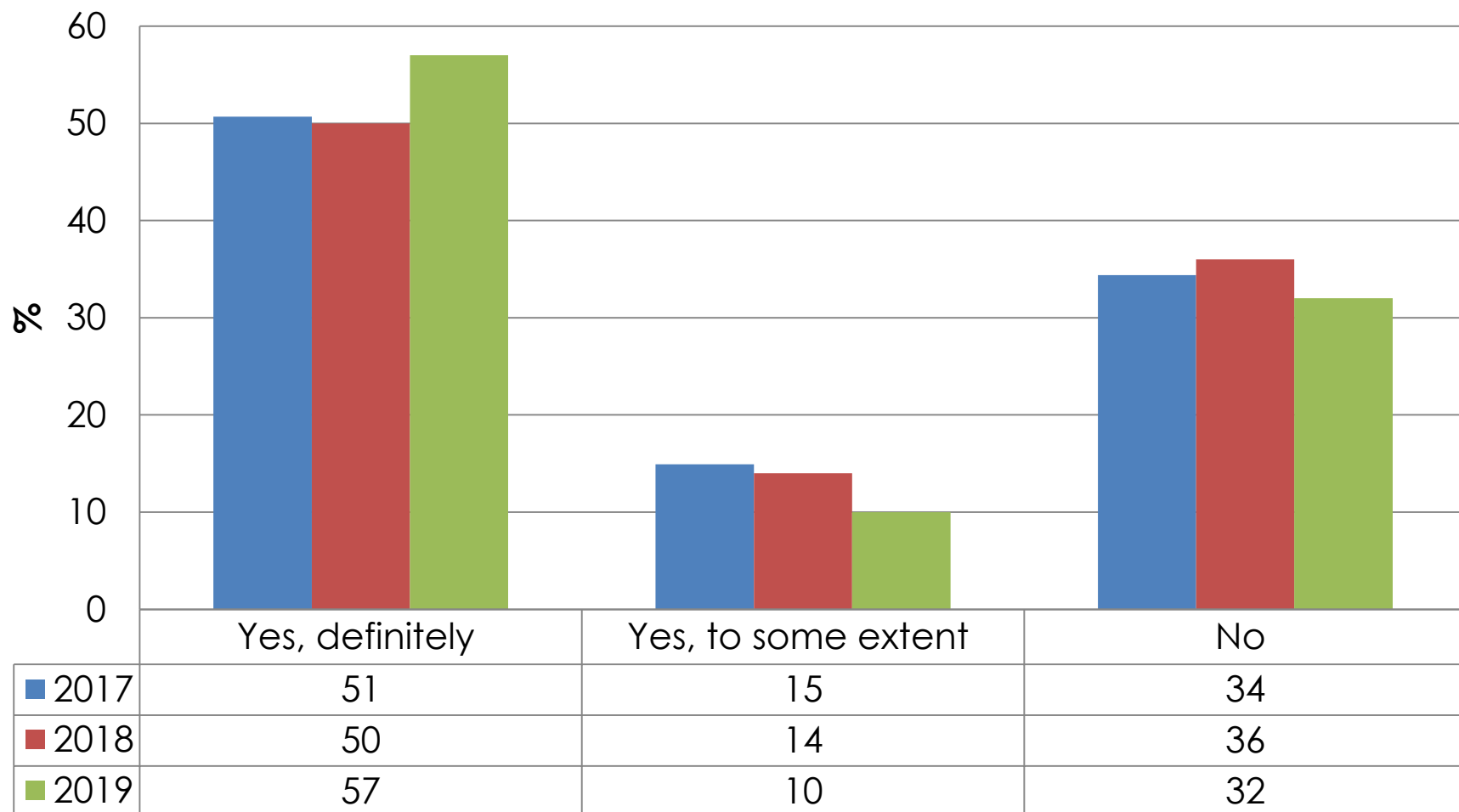
# If given new medicine did staff explain their purpose?



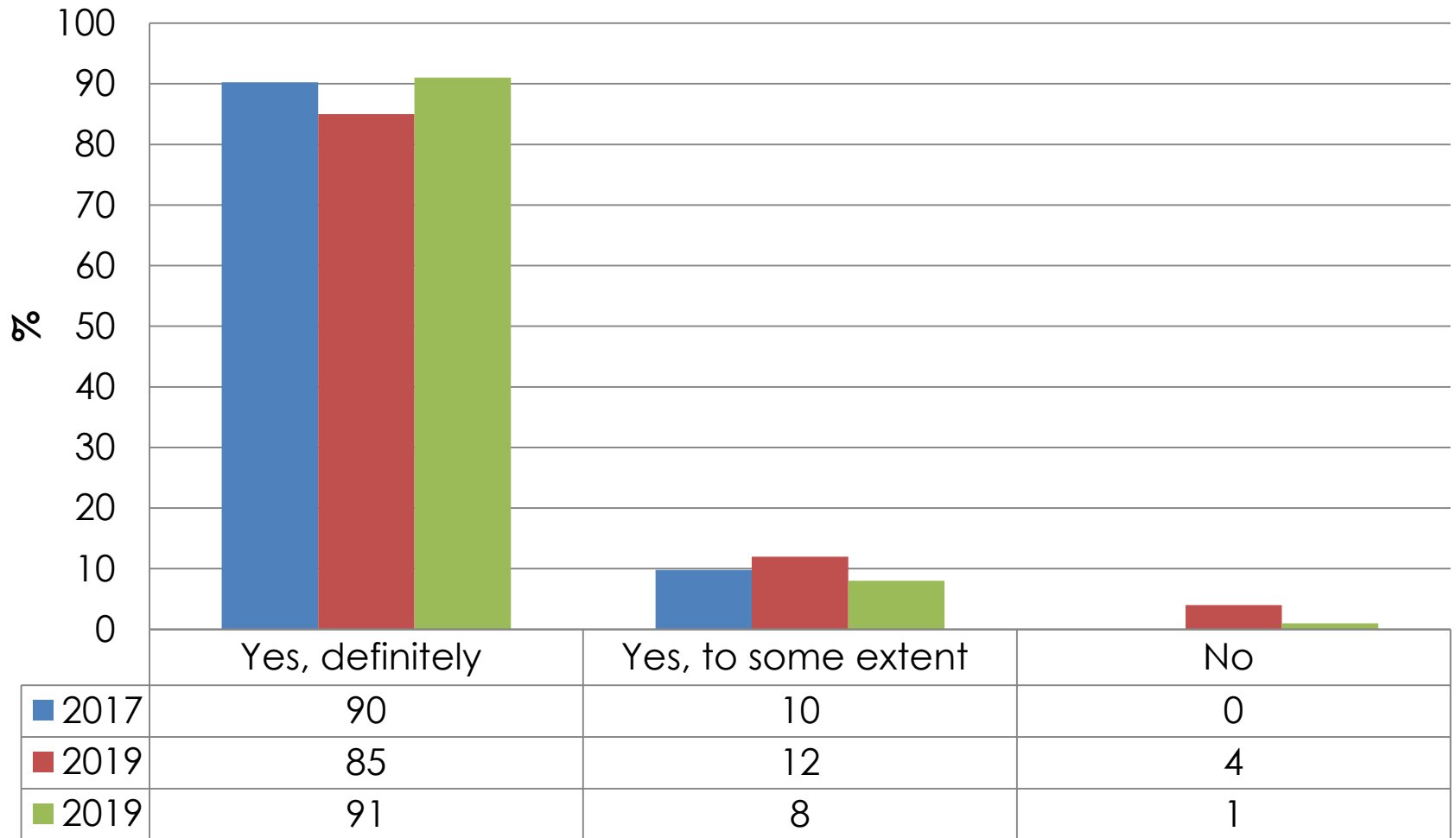
# Did a member of staff tell you about side effects to watch for?



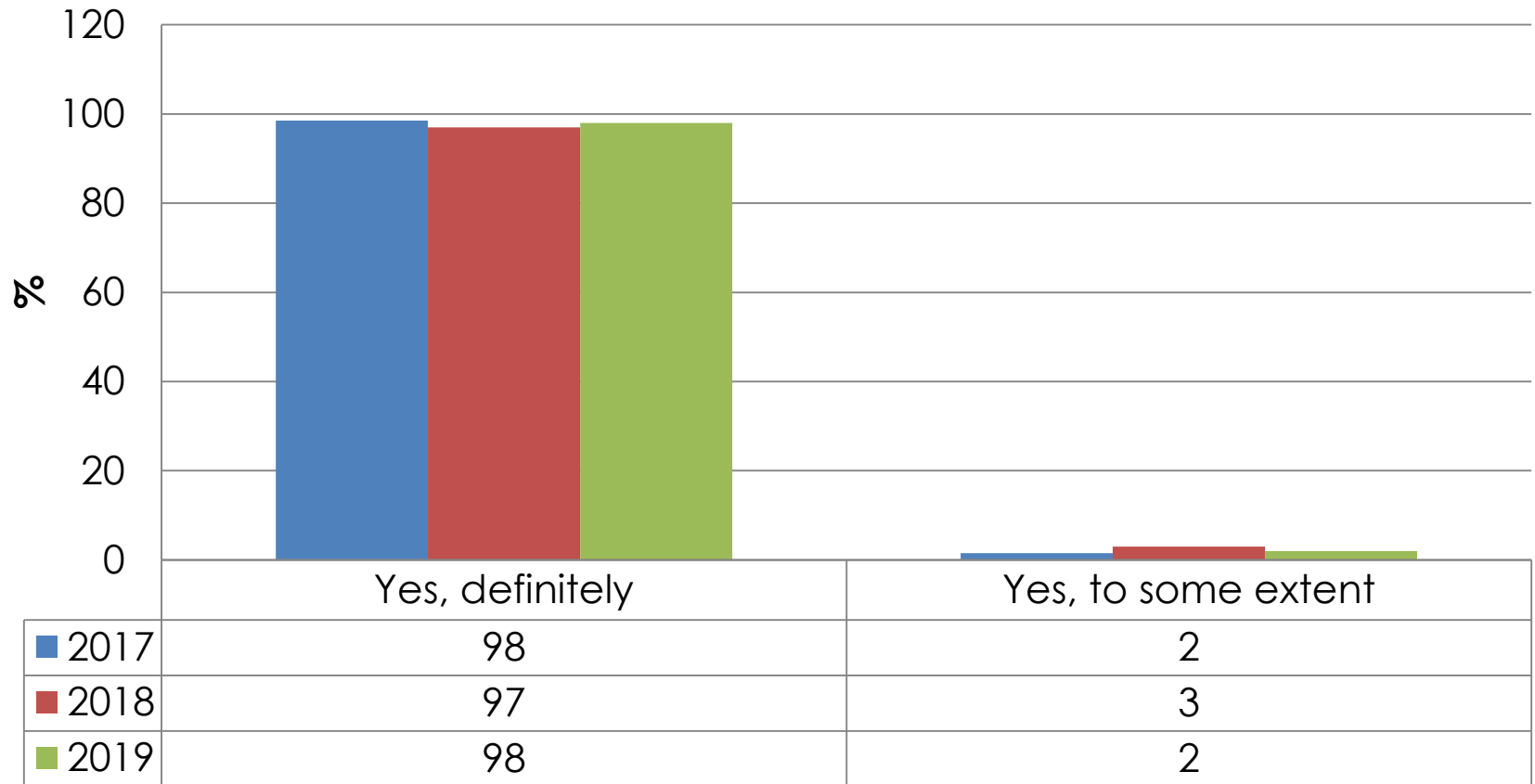
# Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the hospital?



# Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

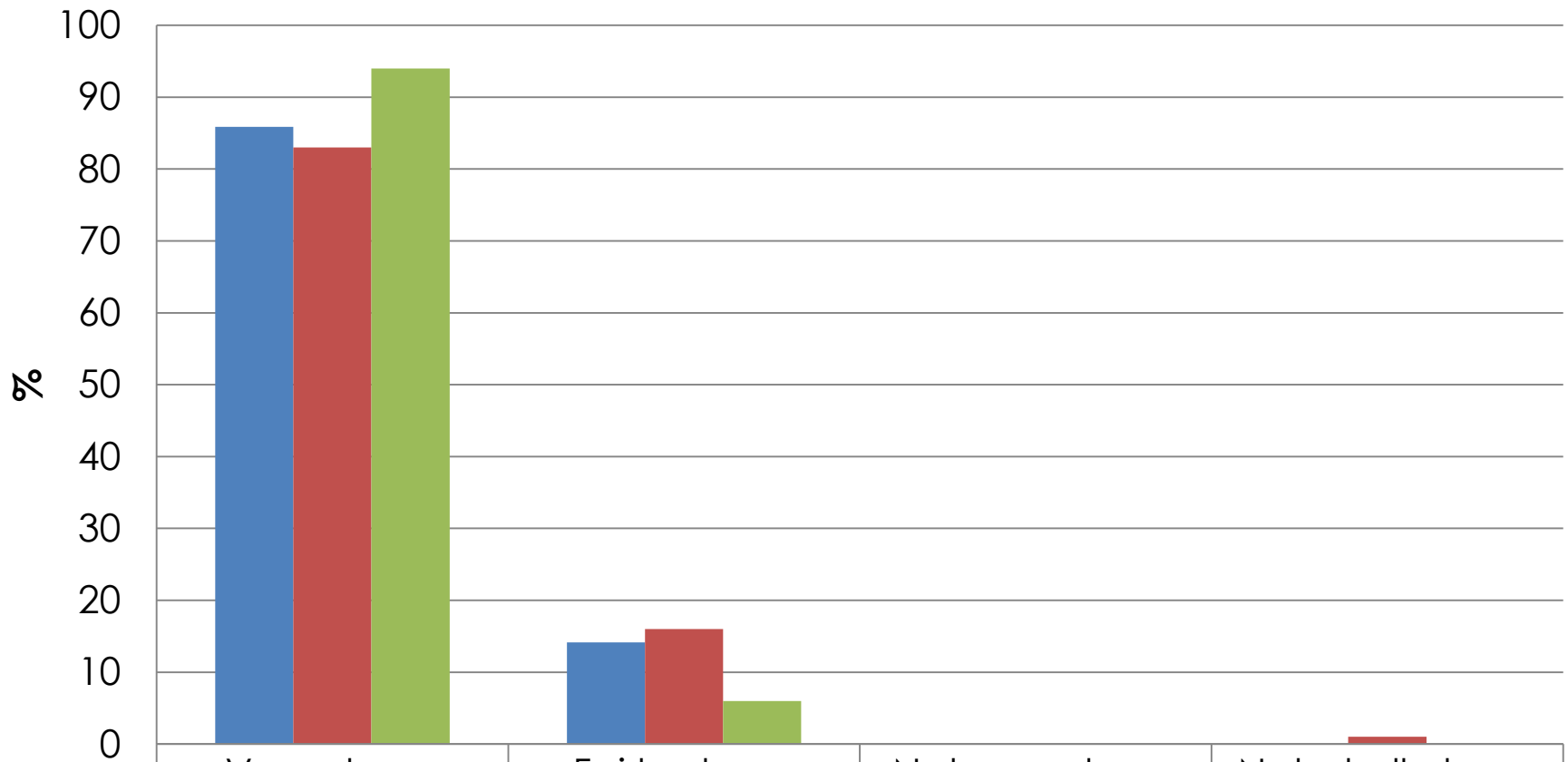


# Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?



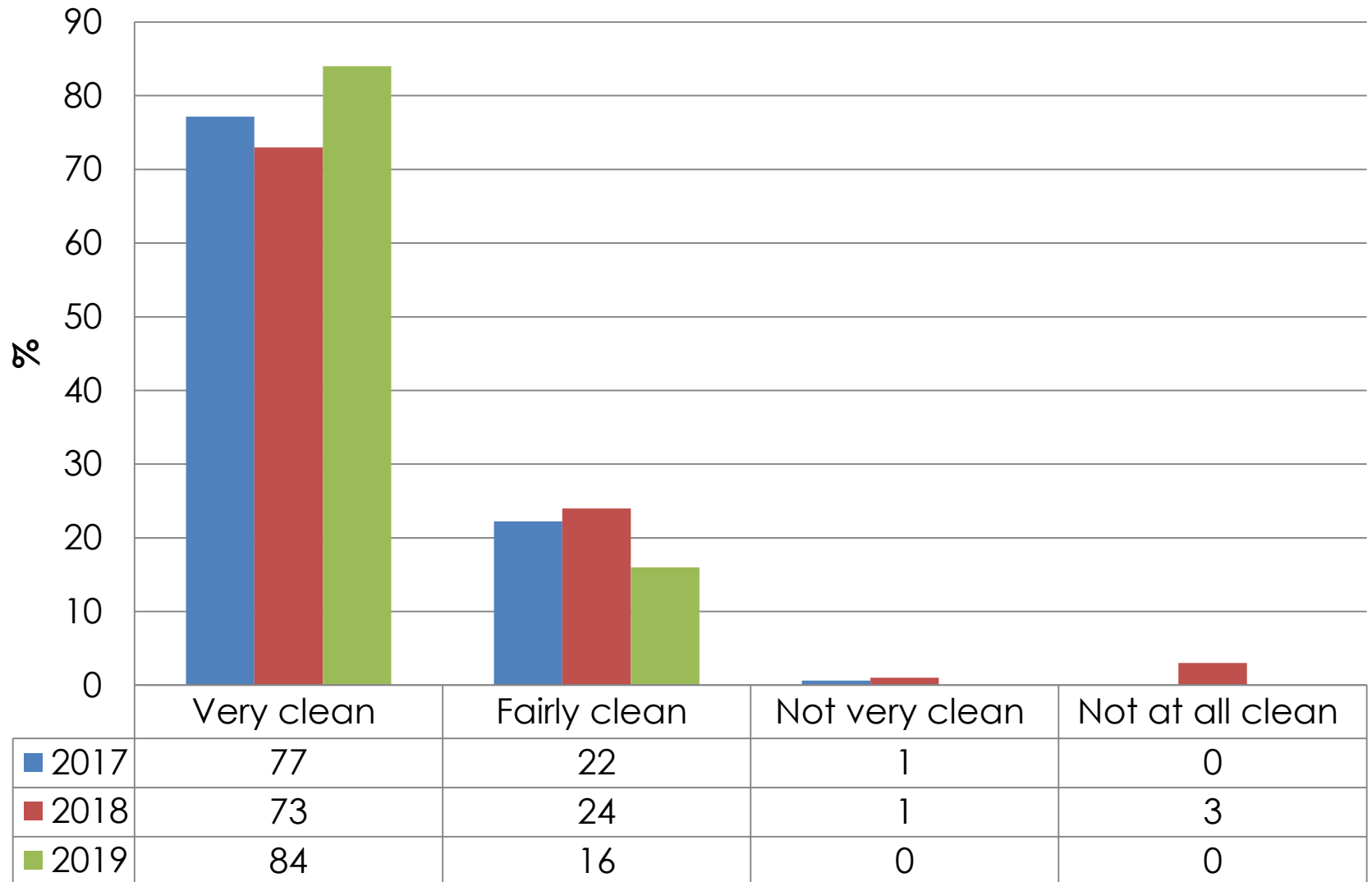


# How clean was the Outpatients Department?

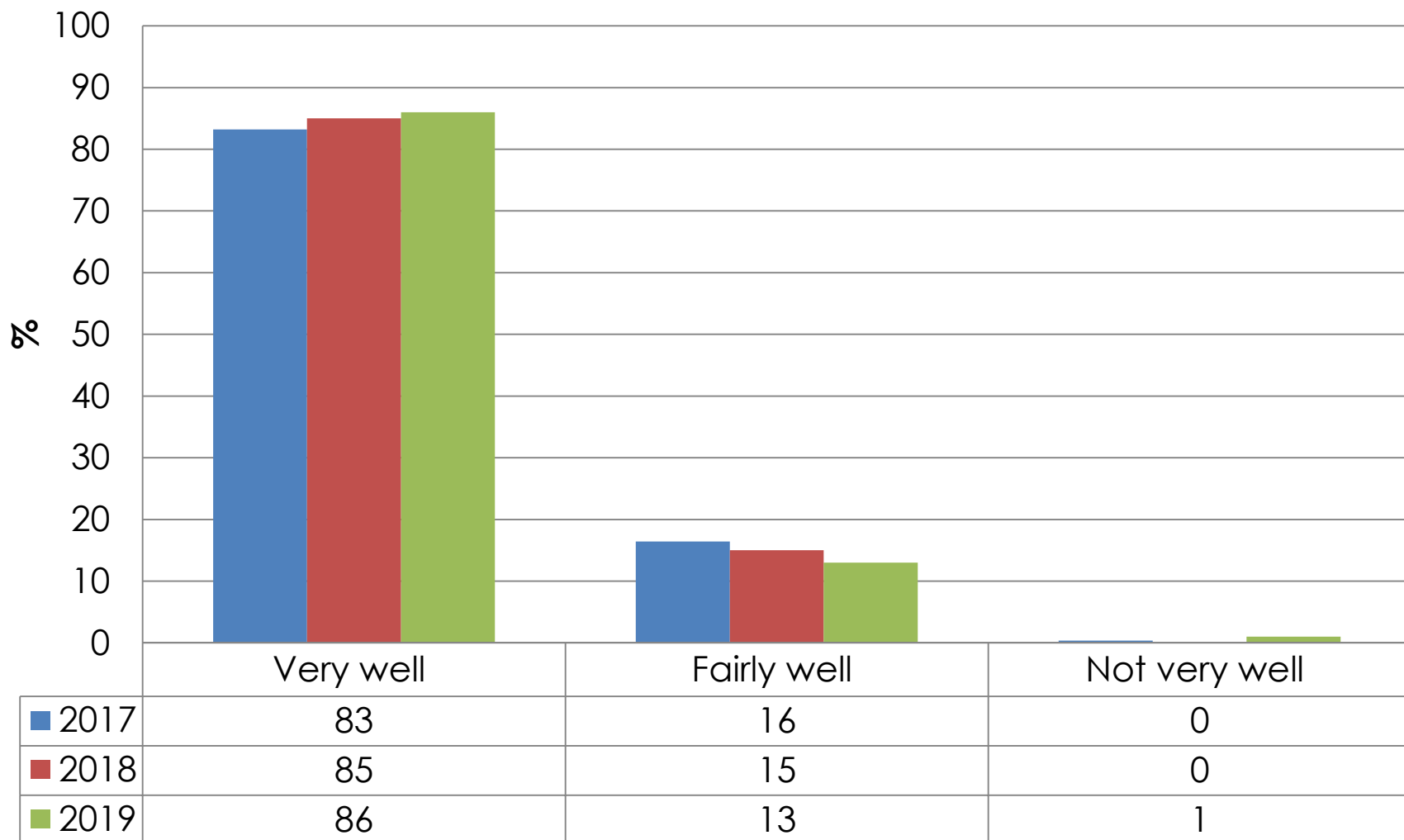


	Very clean	Fairly clean	Not very clean	Not at all clean
■ 2017	86	14	0	0
■ 2018	83	16	0	1
■ 2019	94	6	0	0

# How clean were the toilets?



# How well organised was the Outpatients Department?



# Patient Comments

- The Dr/Consultant is always very good and nurses kind when taking blood
- Kind, friendly staff who put me at ease and were efficient
- Staff and doctor very caring, good humoured and efficient. Well done.
- Dr was very friendly and gave detailed account of how the biopsy would be dealt with. His nurse, very attentive and polite
- It's local, friendly, personal, professional.
- Consistently good
- Clear outcome from appointment
- Staff are always friendly

# Patient Comments

- Dr is always excellent and all other staff are friendly and helpful at all time. Have only ever had positive experiences here. Thank you.
- Amazing people, I was extremely anxious and they made the experience so easy.
- It's lovely having a local hospital that doesn't charge for parking! My nurse I spoke to was thoroughly amusing and kept me at ease.
- I was given an appointment quickly, didn't have to wait long to be seen on the day of the appointment. Friendly staff and understanding. I feel that my concerns are addressed and not brushed off.
- Seen fast, treated with respect and professionally.
- Rapid. Efficient. Friendly.