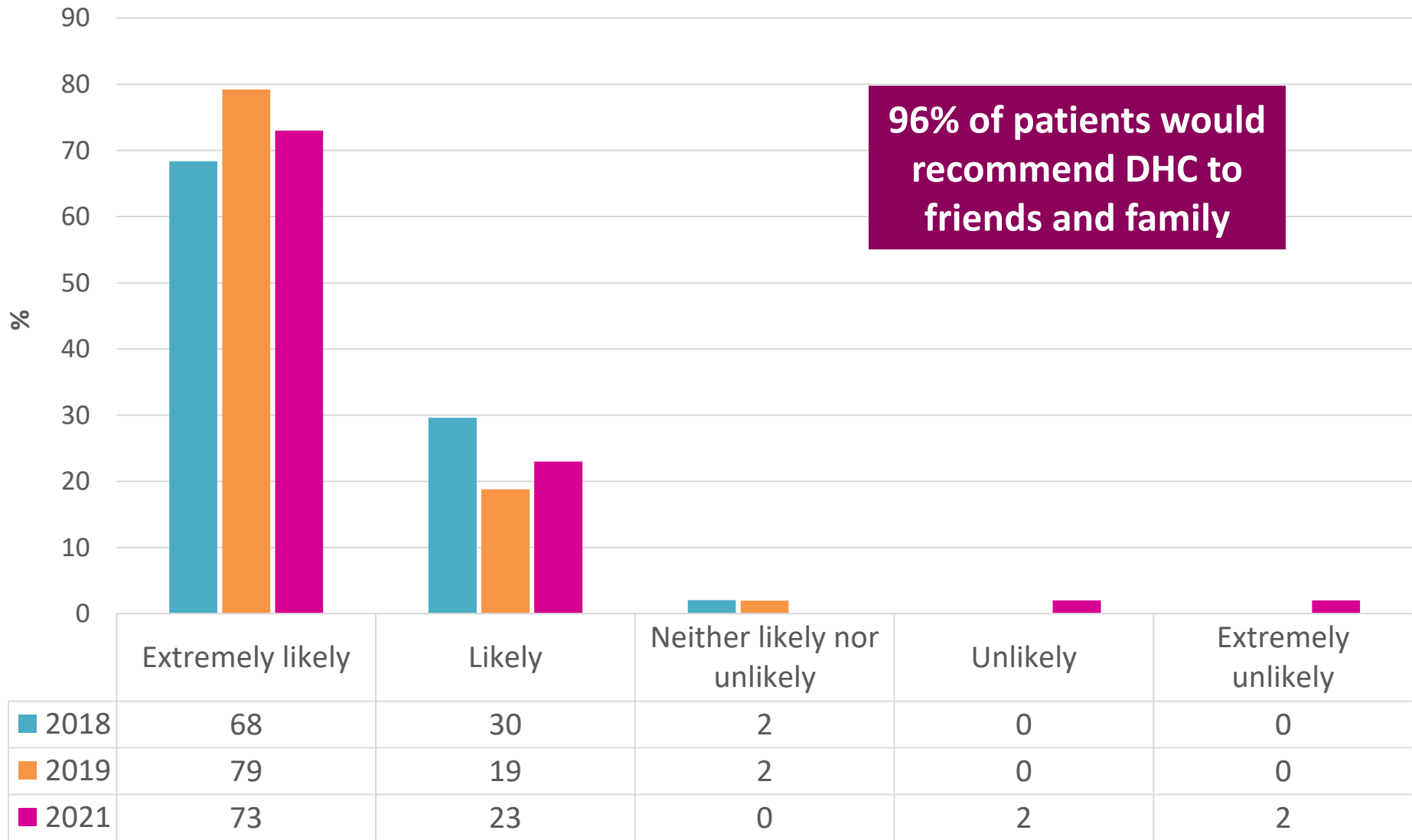




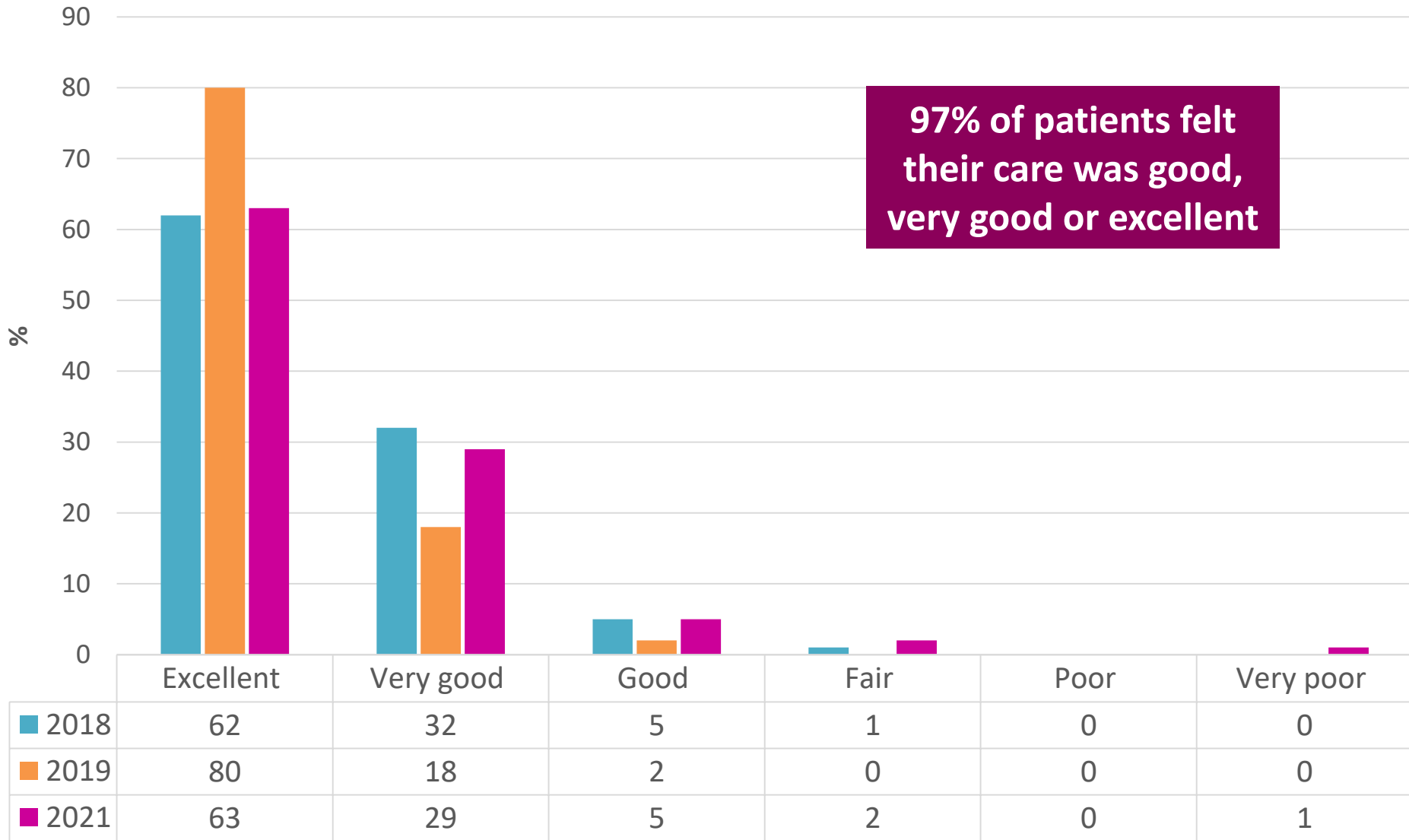
DHC Outpatients Patient Survey 2021

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



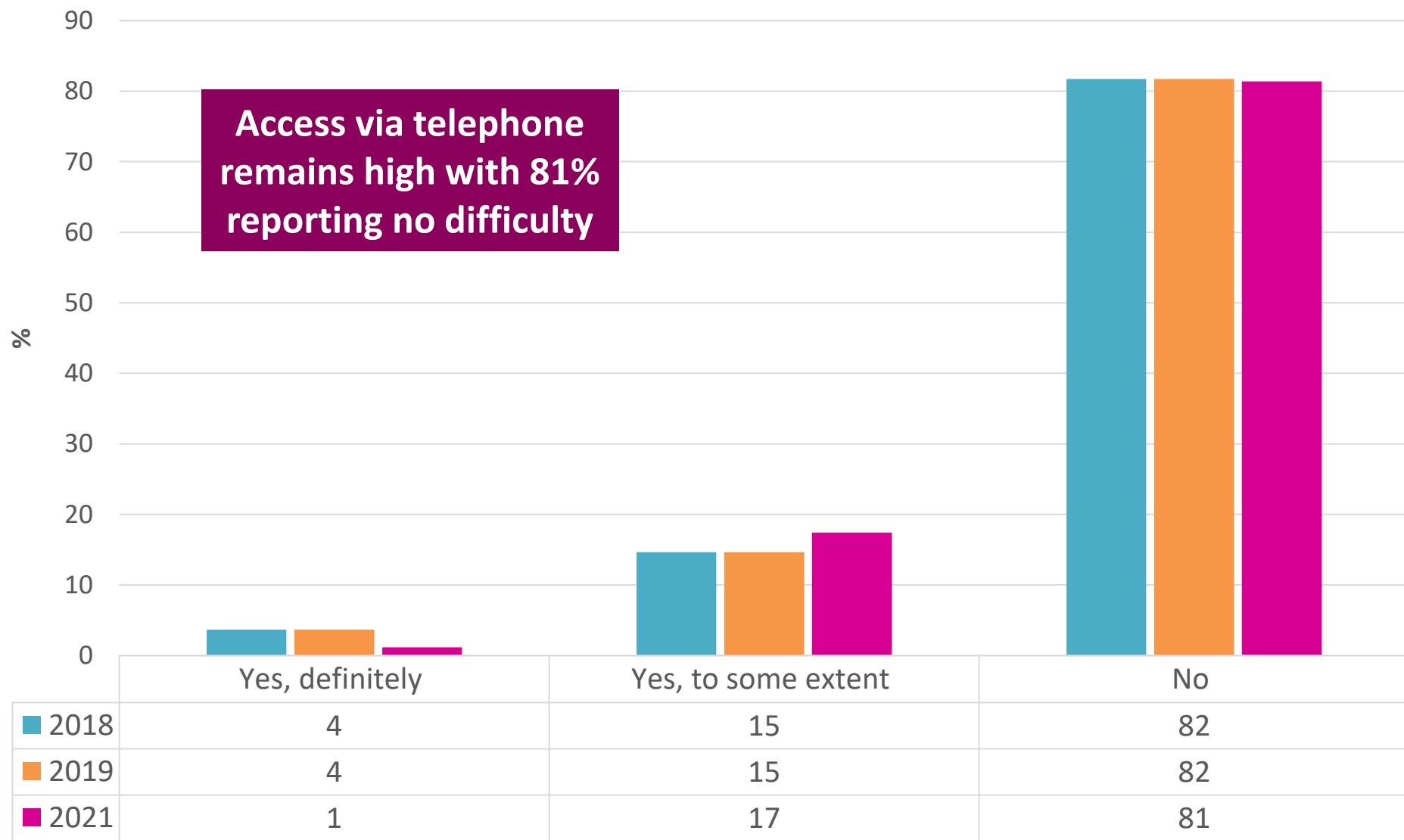
Base size for 2021: 414 responses

Overall, how would you rate the care you received?



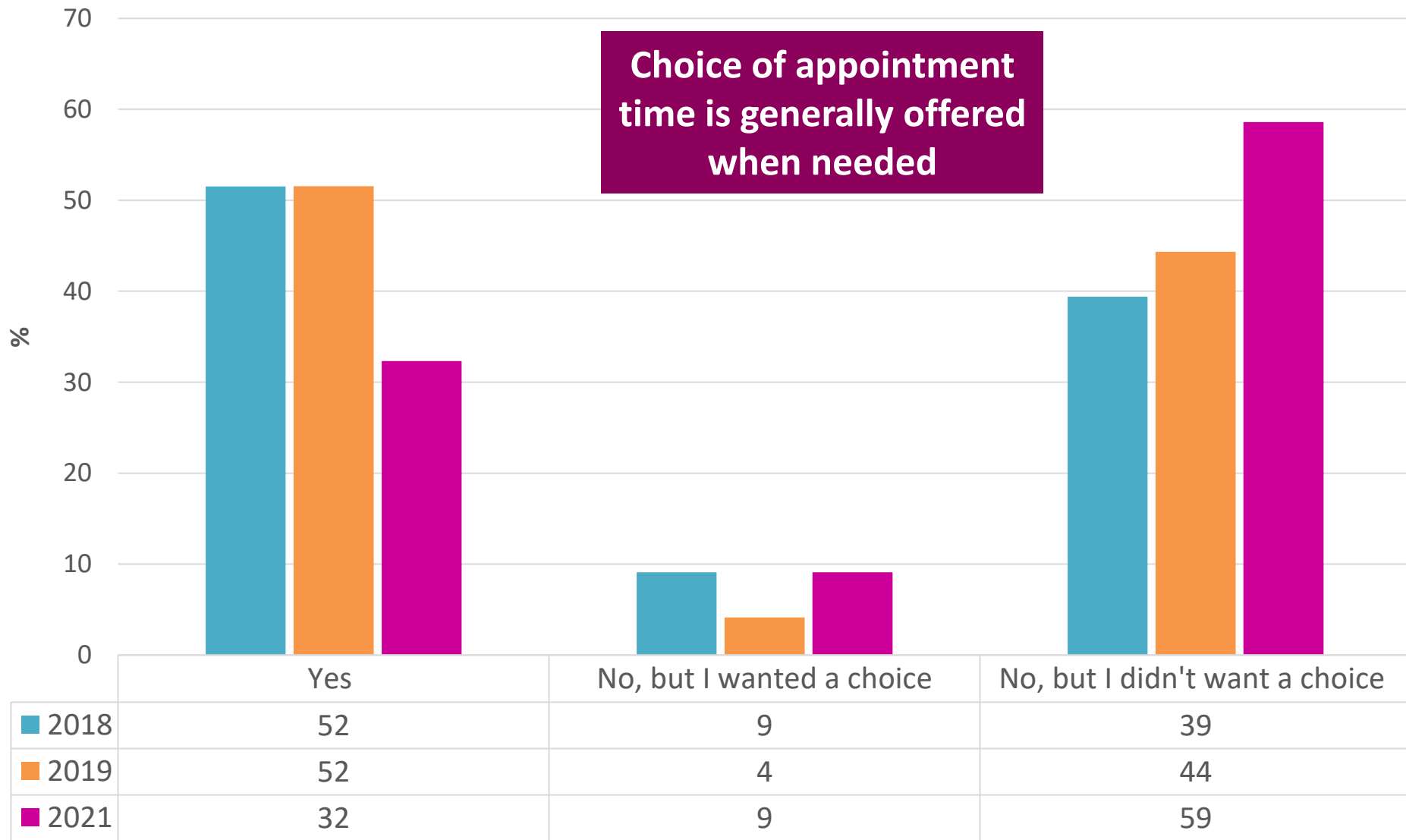
Base size for 2021: 376 responses

Did you have any difficulty getting through on the phone?



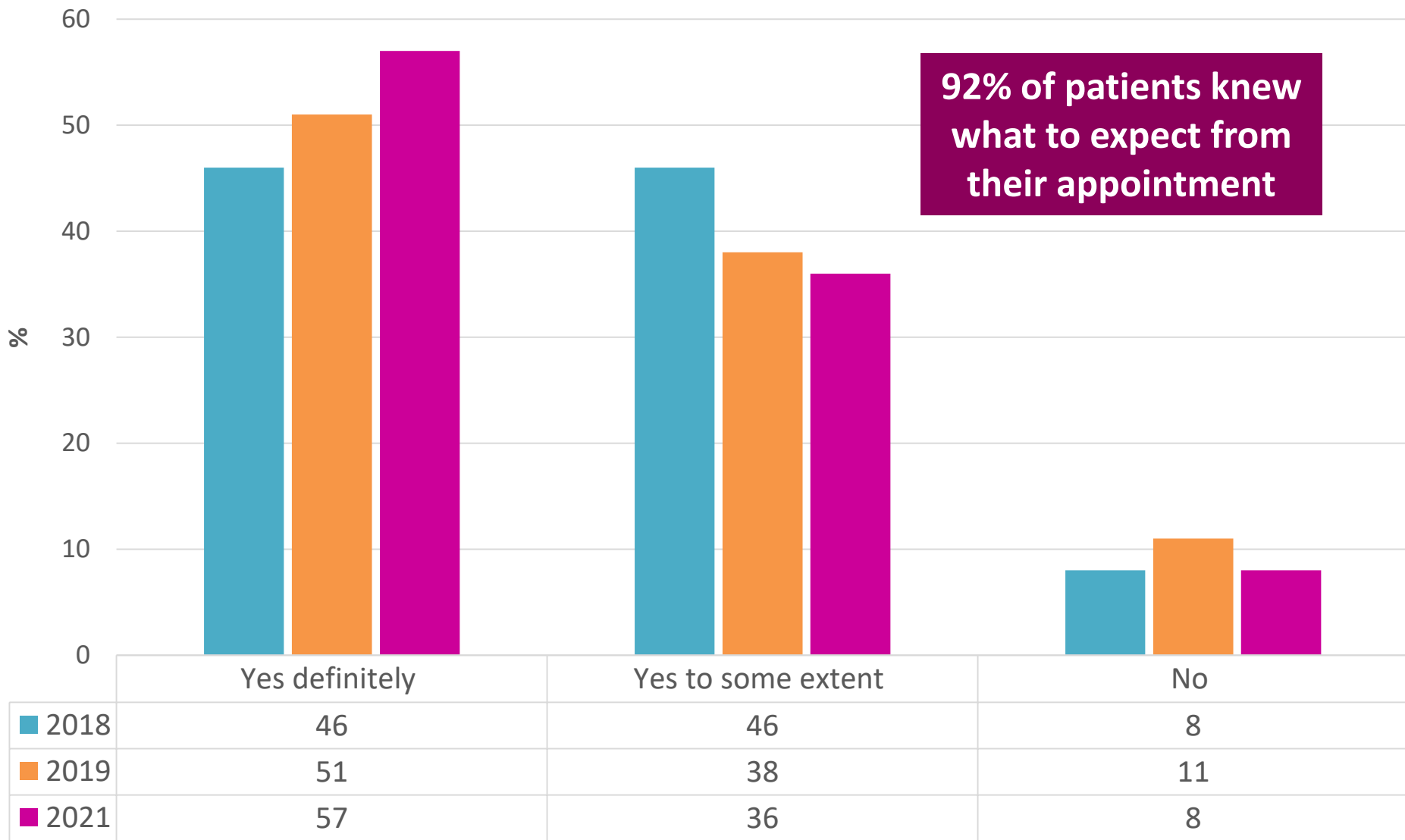
Base size for 2021: 330 responses

Were you given a choice of appointment times?



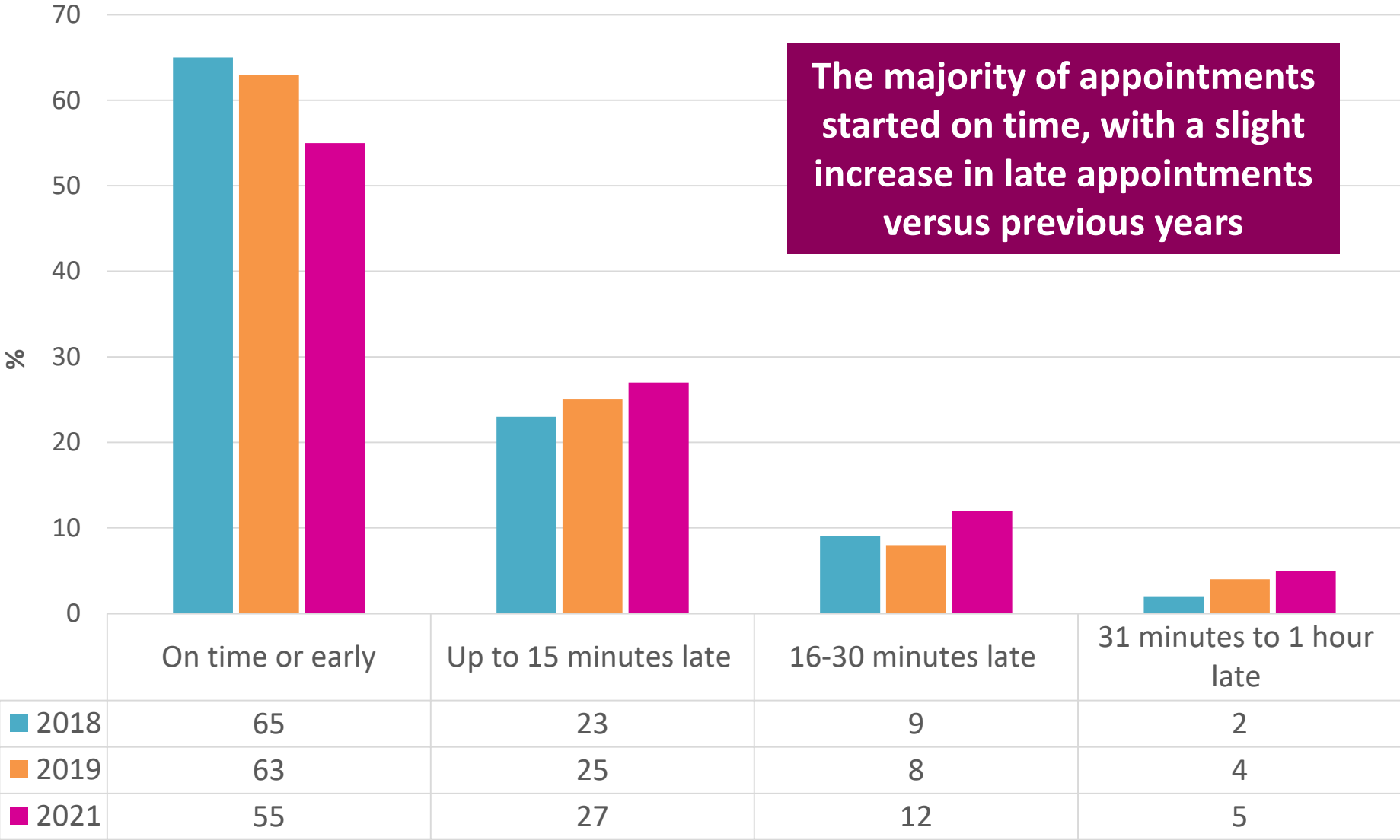
Base size for 2021: 391 responses

Did you know what would happen in the appointment?



Base size for 2021: 411 responses

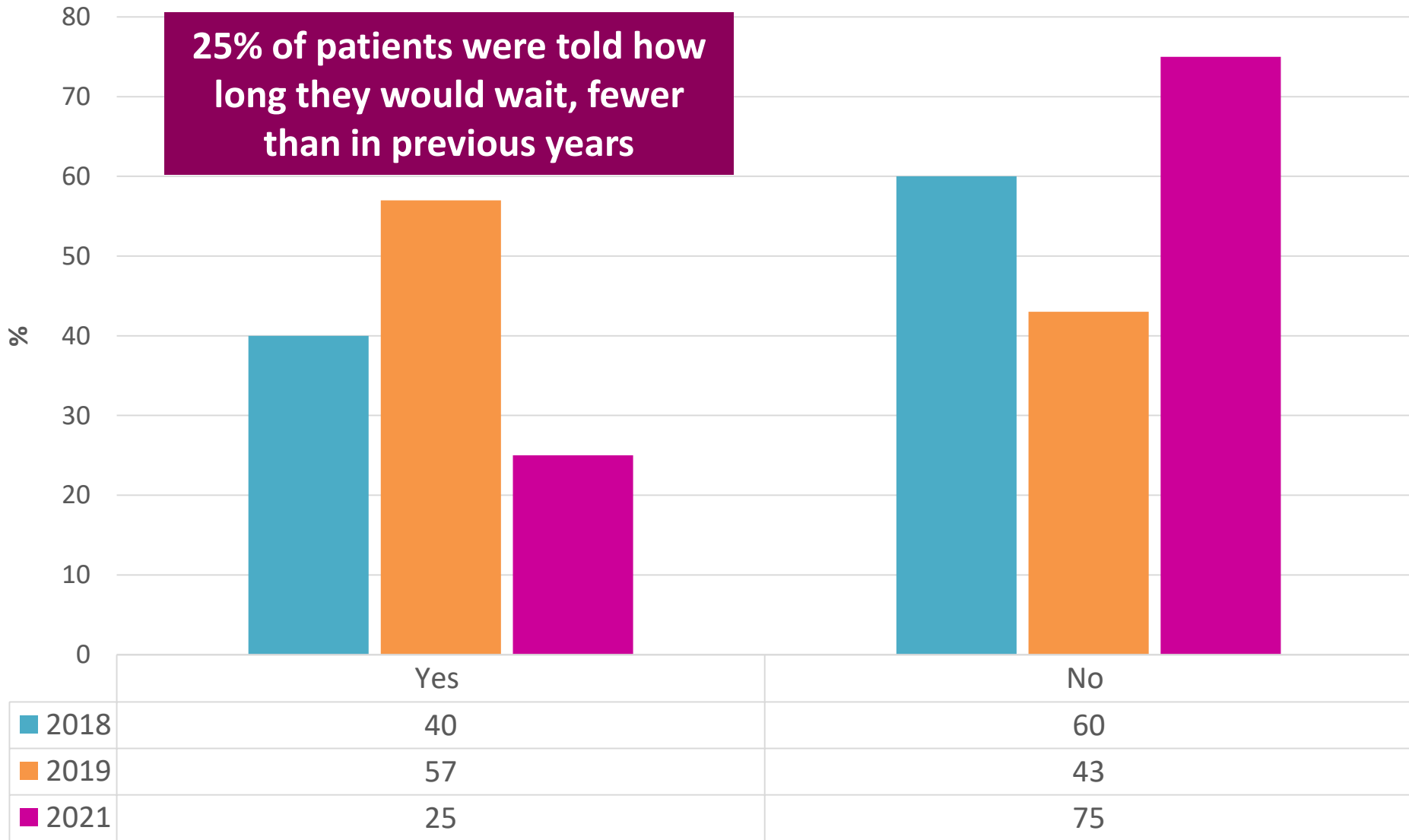
Did the appointment start on time?



Base size for 2021: 406 responses

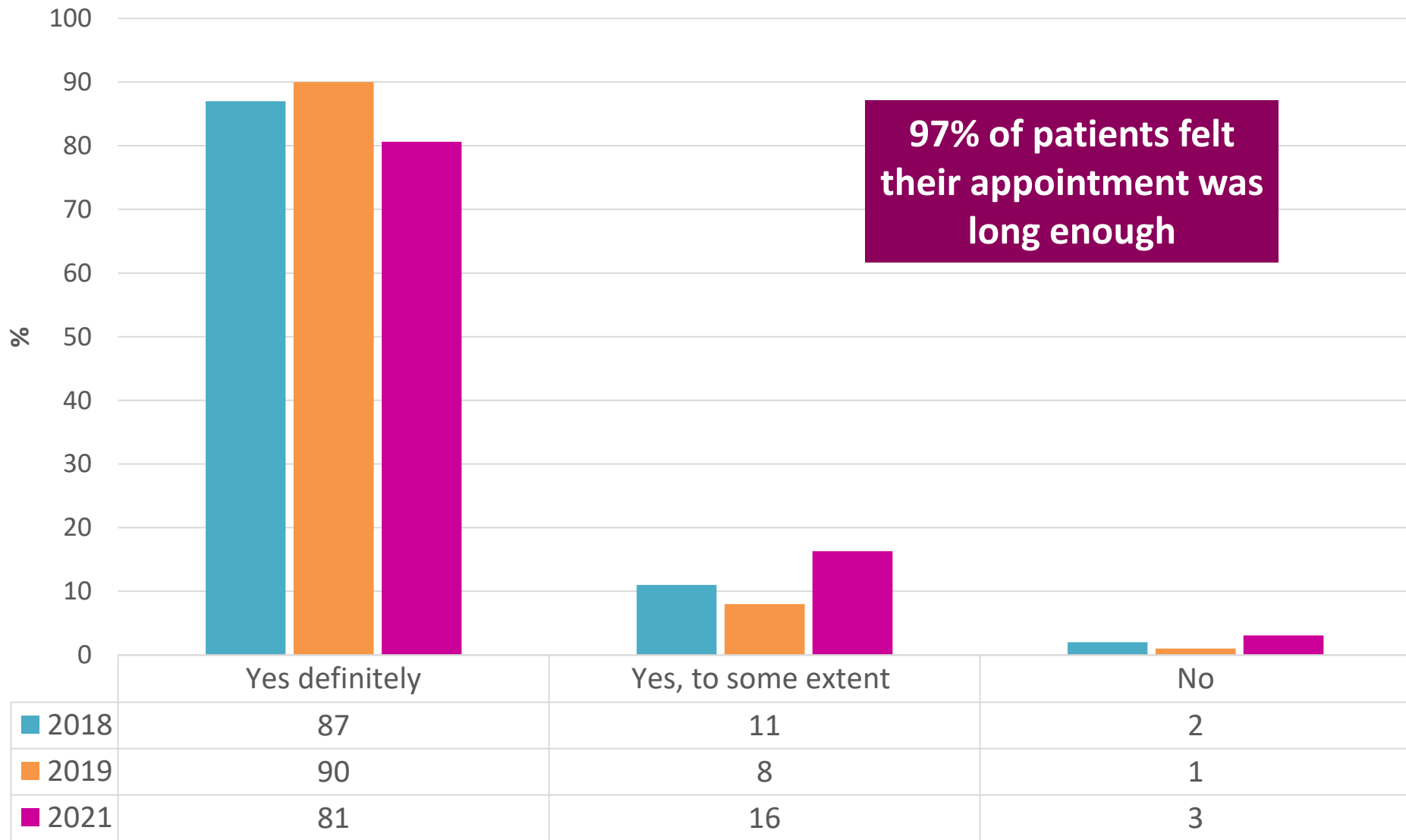
Were you told how long you would have to wait?

25% of patients were told how long they would wait, fewer than in previous years



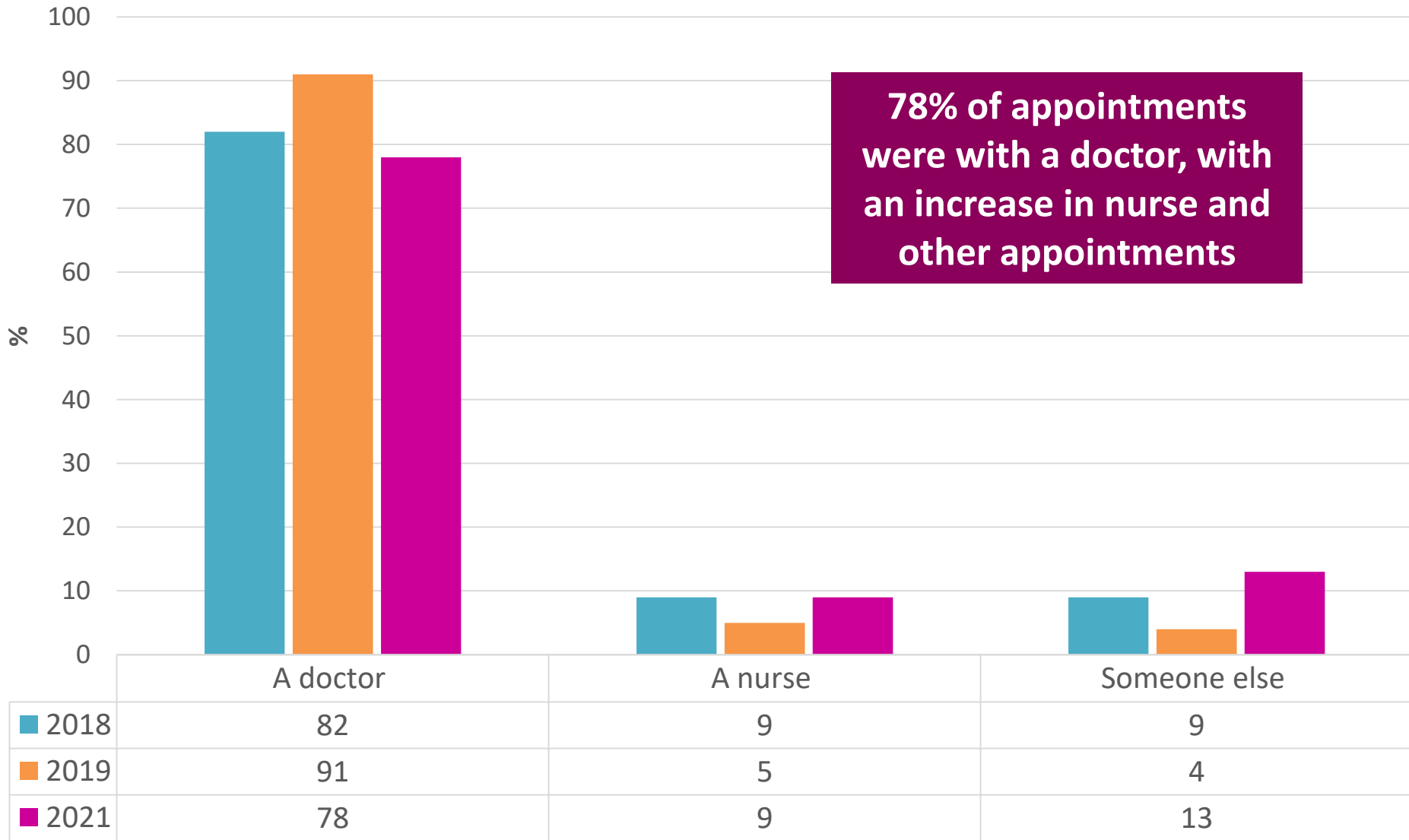
Base size for 2021: 325 responses

Was the appointment long enough?

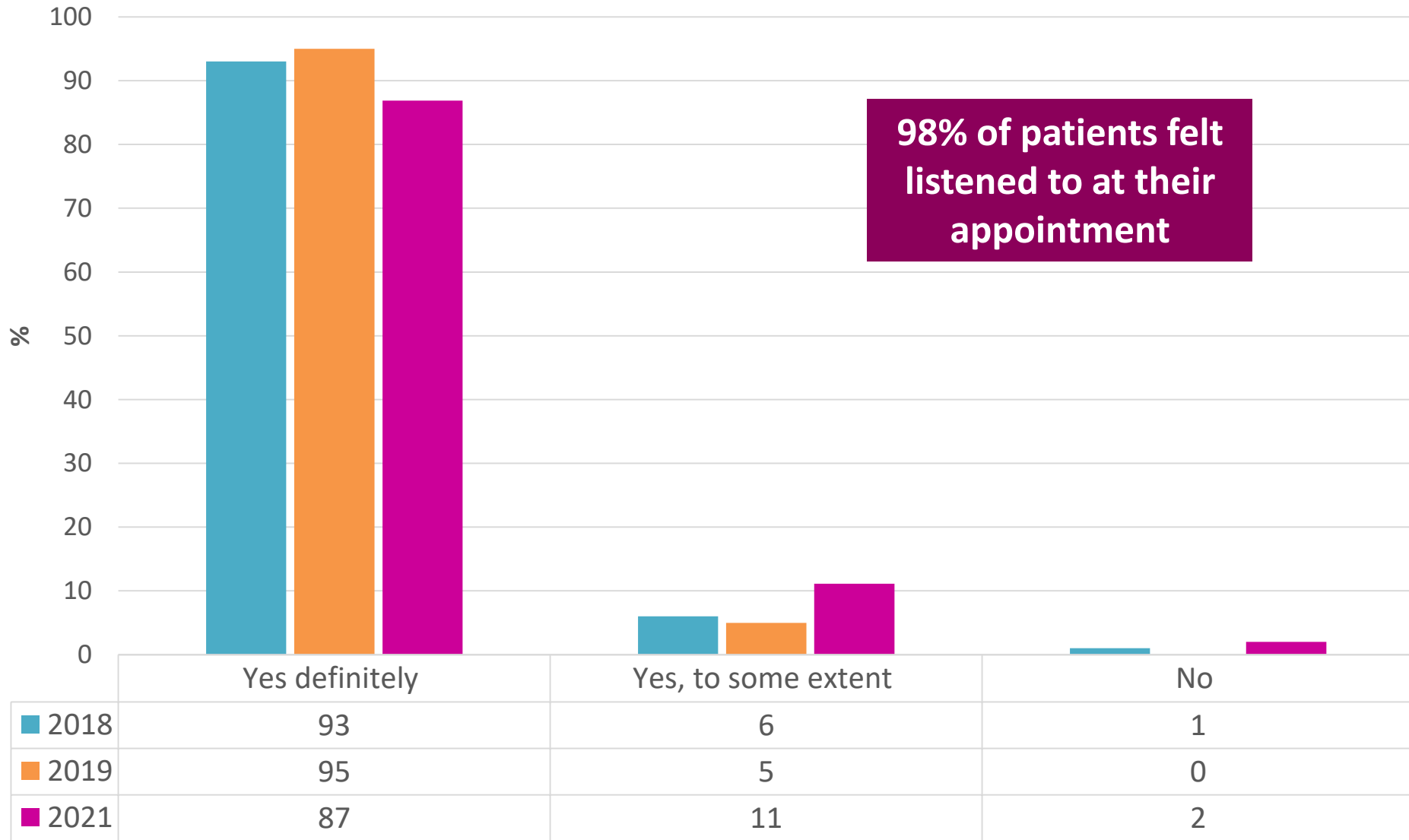


Base size for 2021: 395 responses

Who was your appointment with?

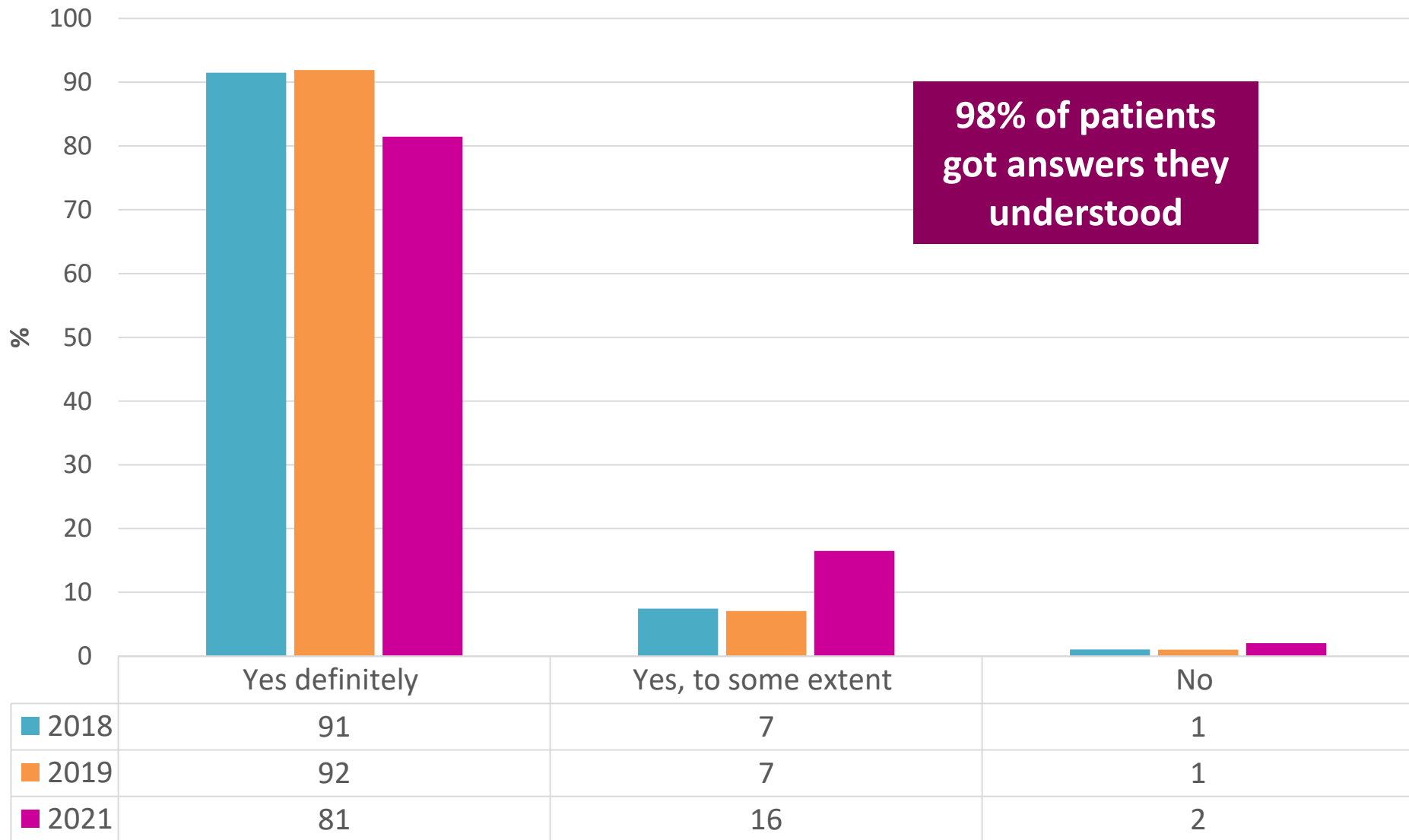


Did they listen to what you had to say?



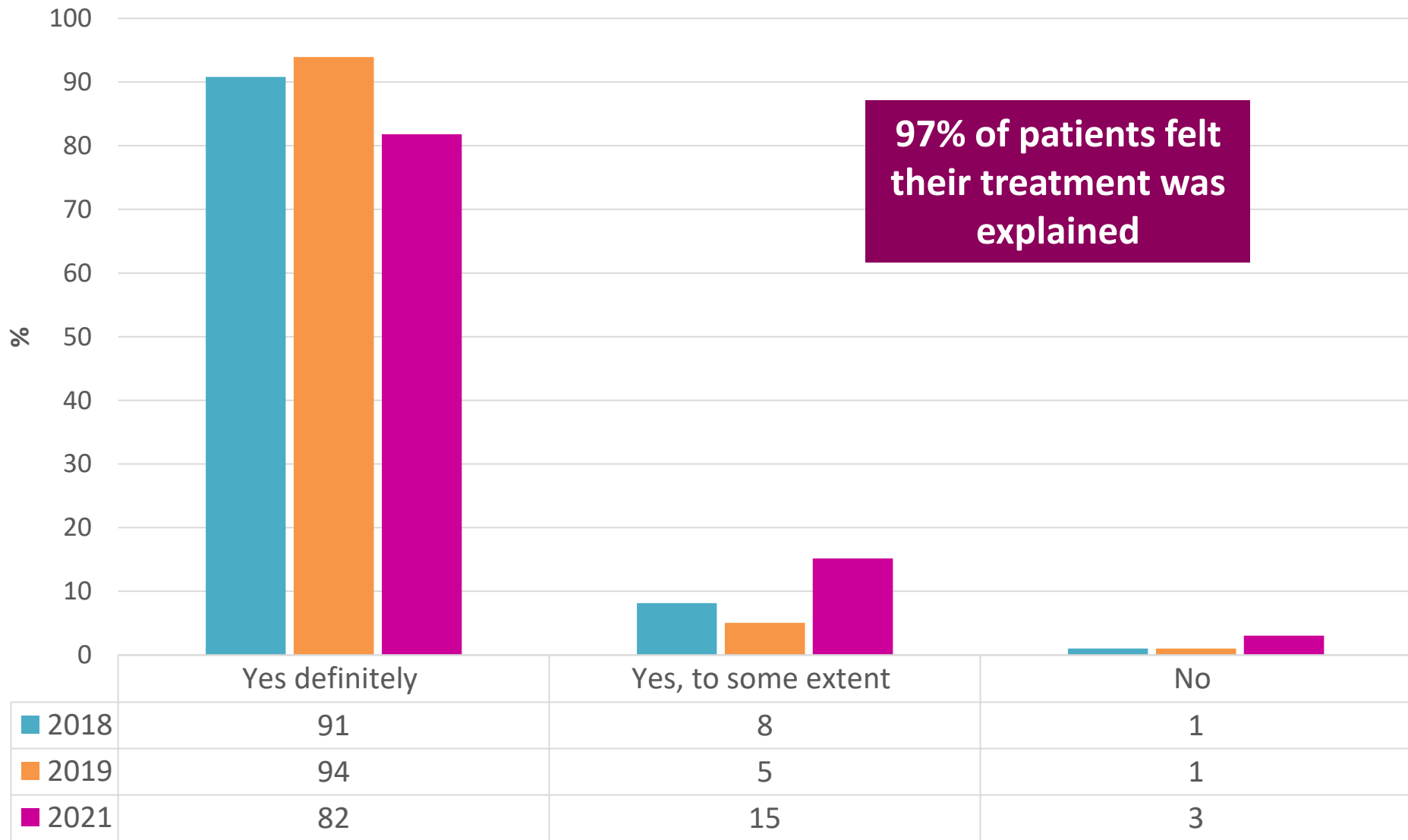
Base size for 2021: 394 responses

Did you get answers that you could understand?



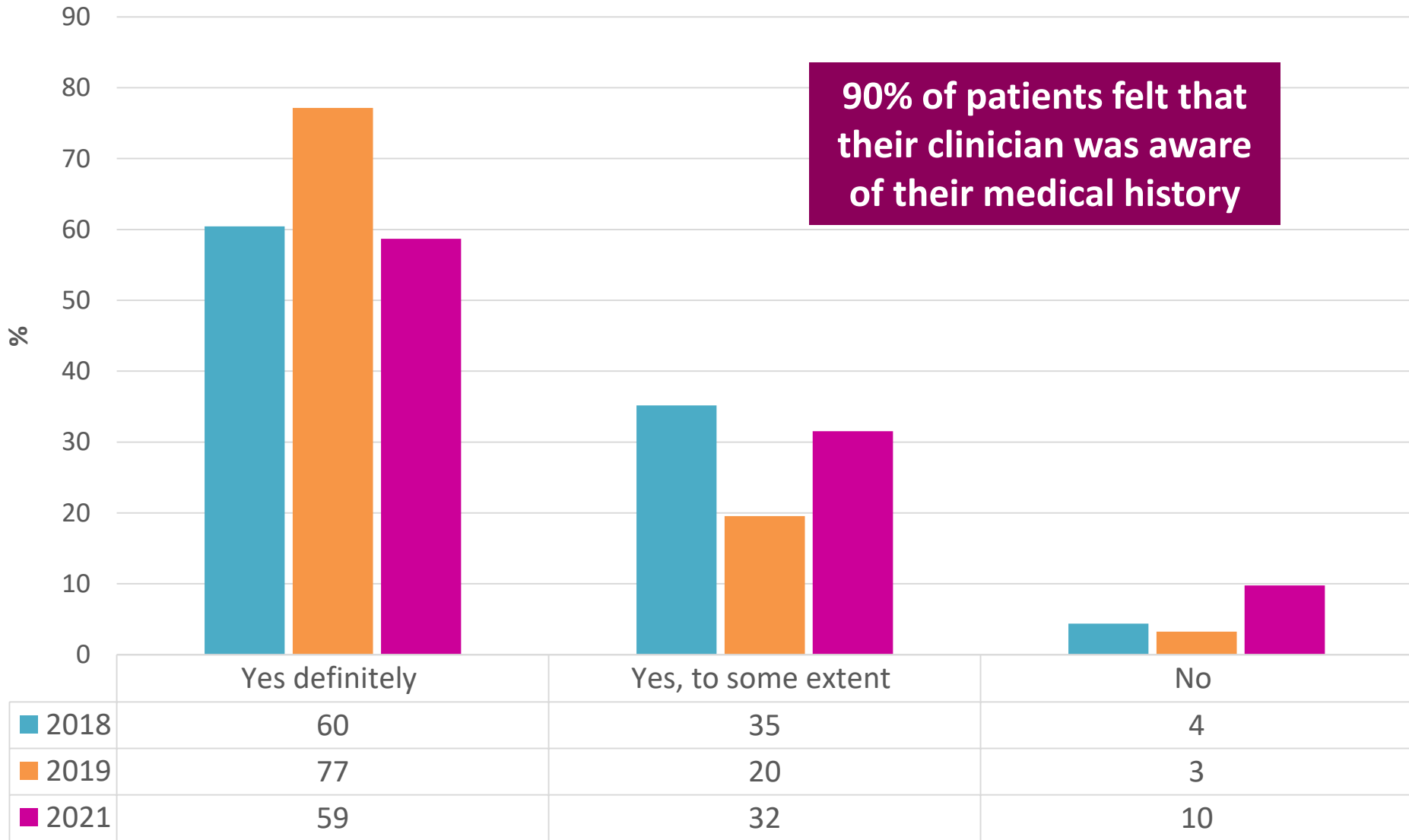
Base size for 2021: 371 responses

Was your treatment or action explained?



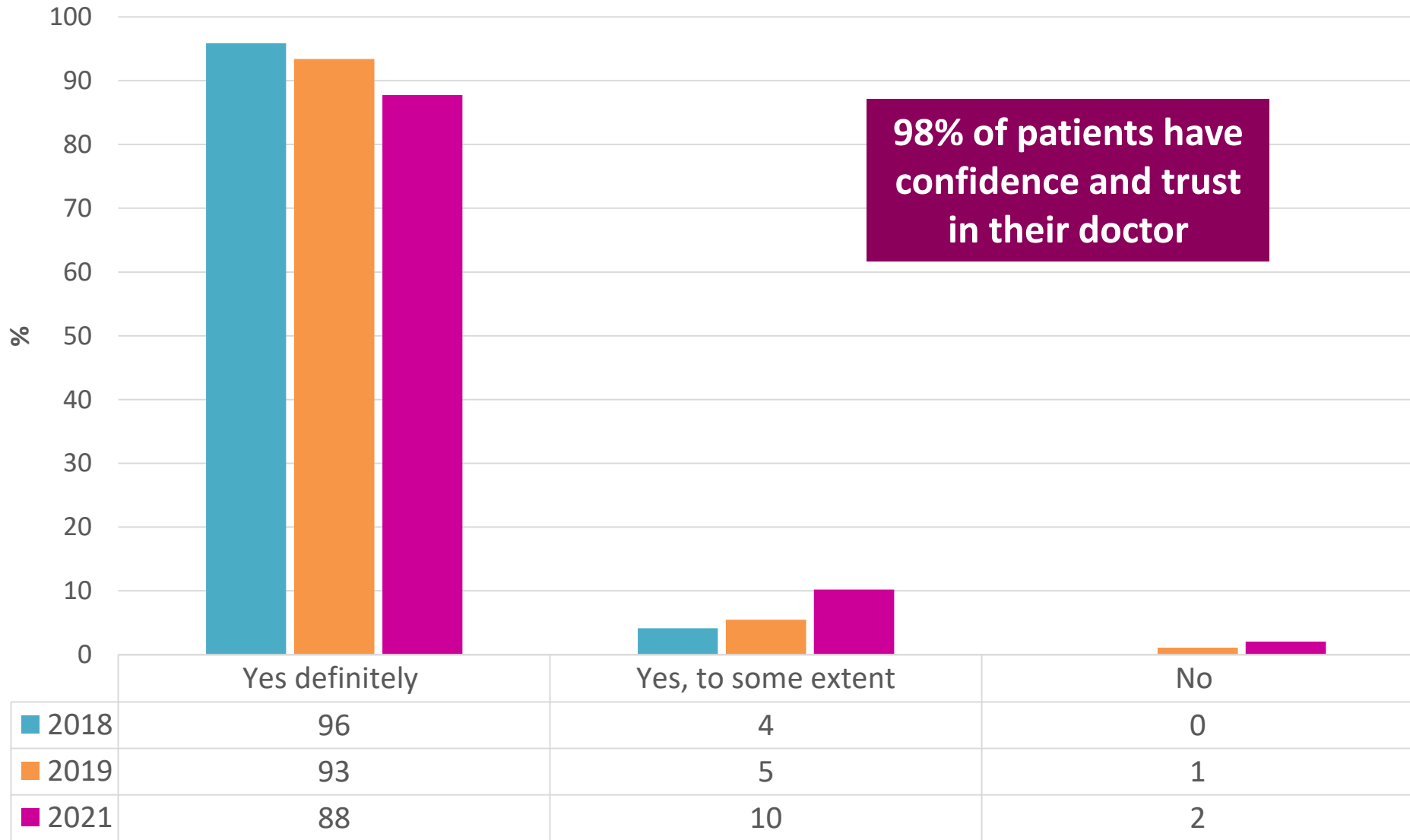
Base size for 2021: 388 responses

Did they seem aware of your medical history?



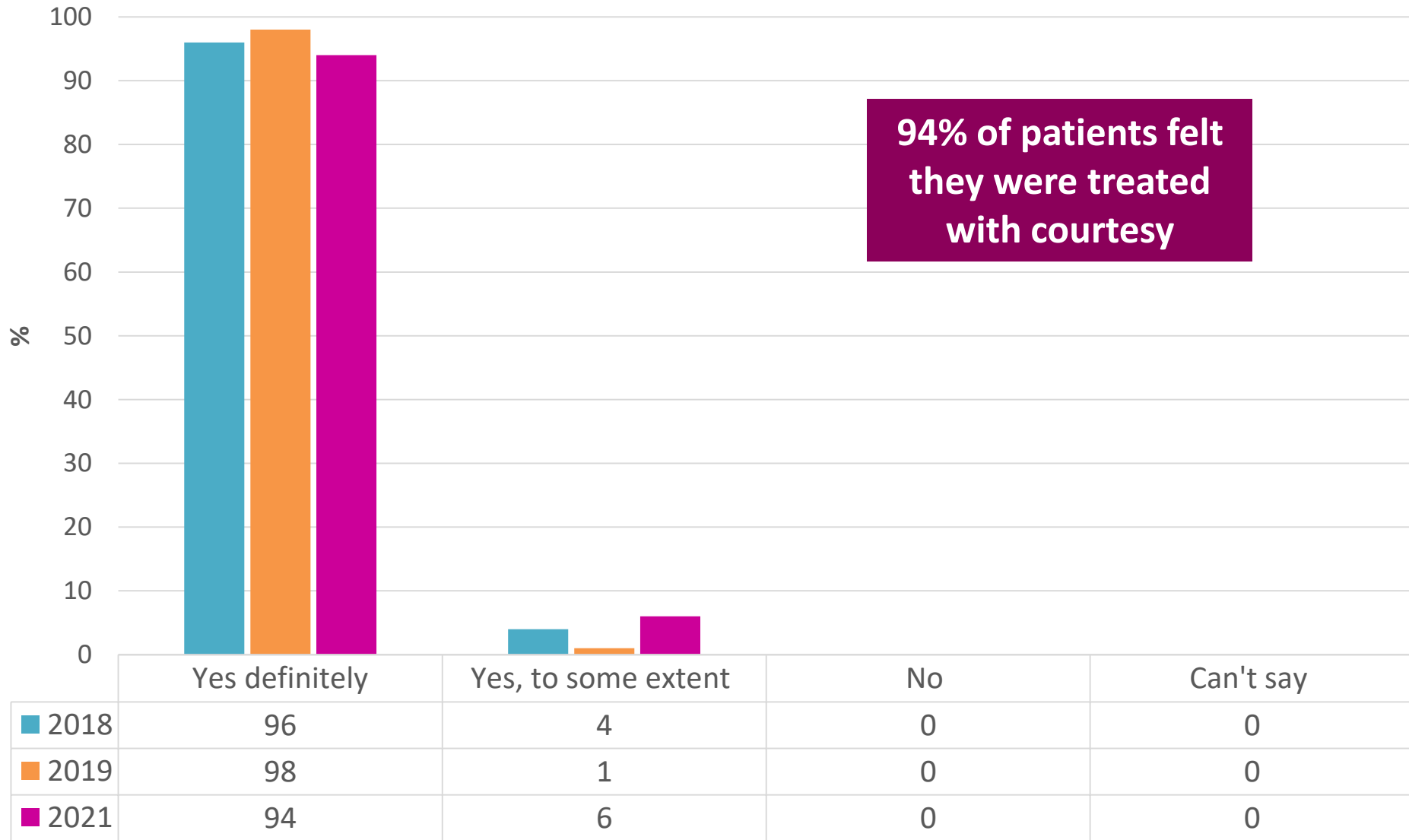
Base size for 2021: 365 responses

Did you have confidence and trust in your doctor?



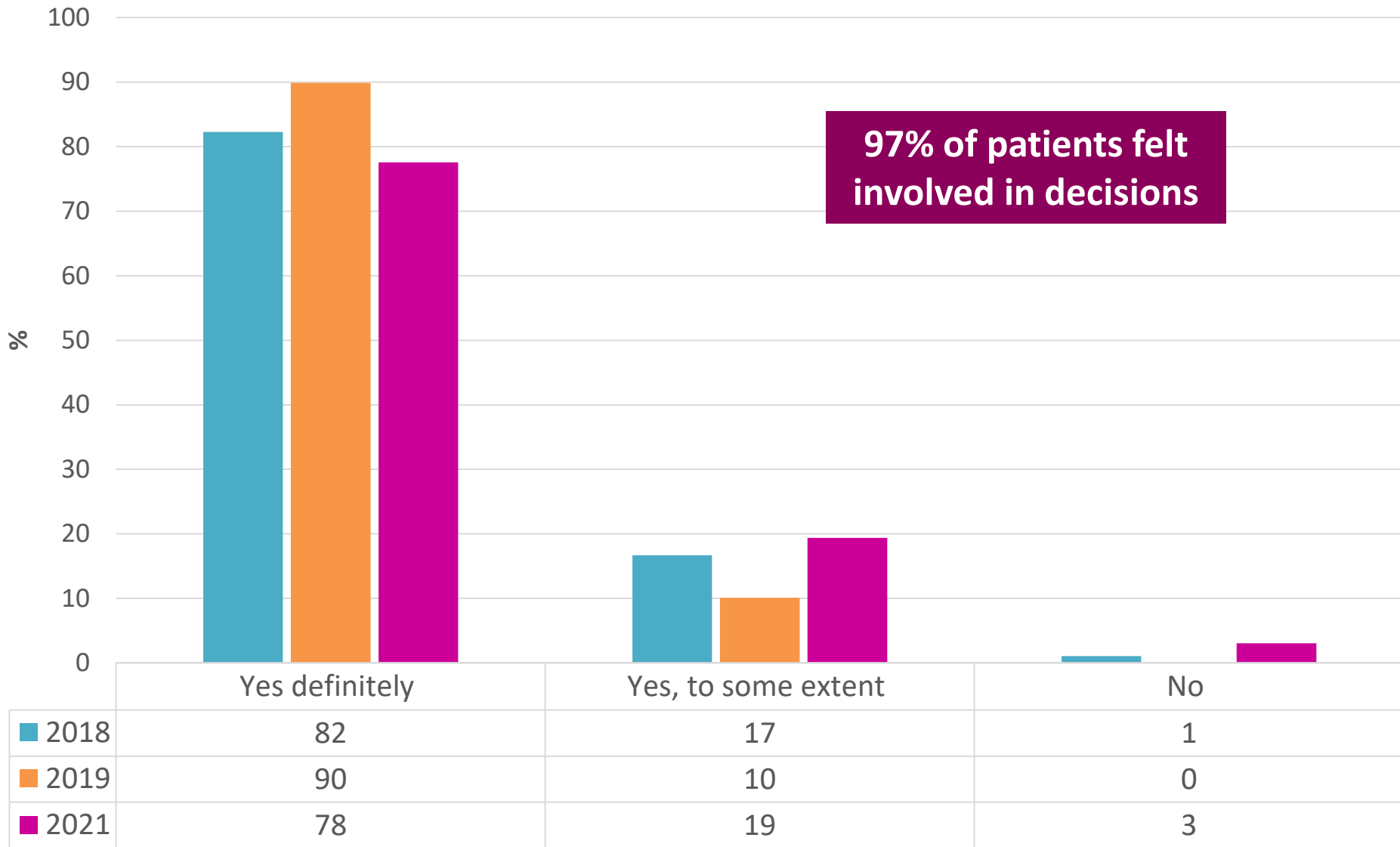
Base size for 2021: 388 responses

Were you treated with courtesy?

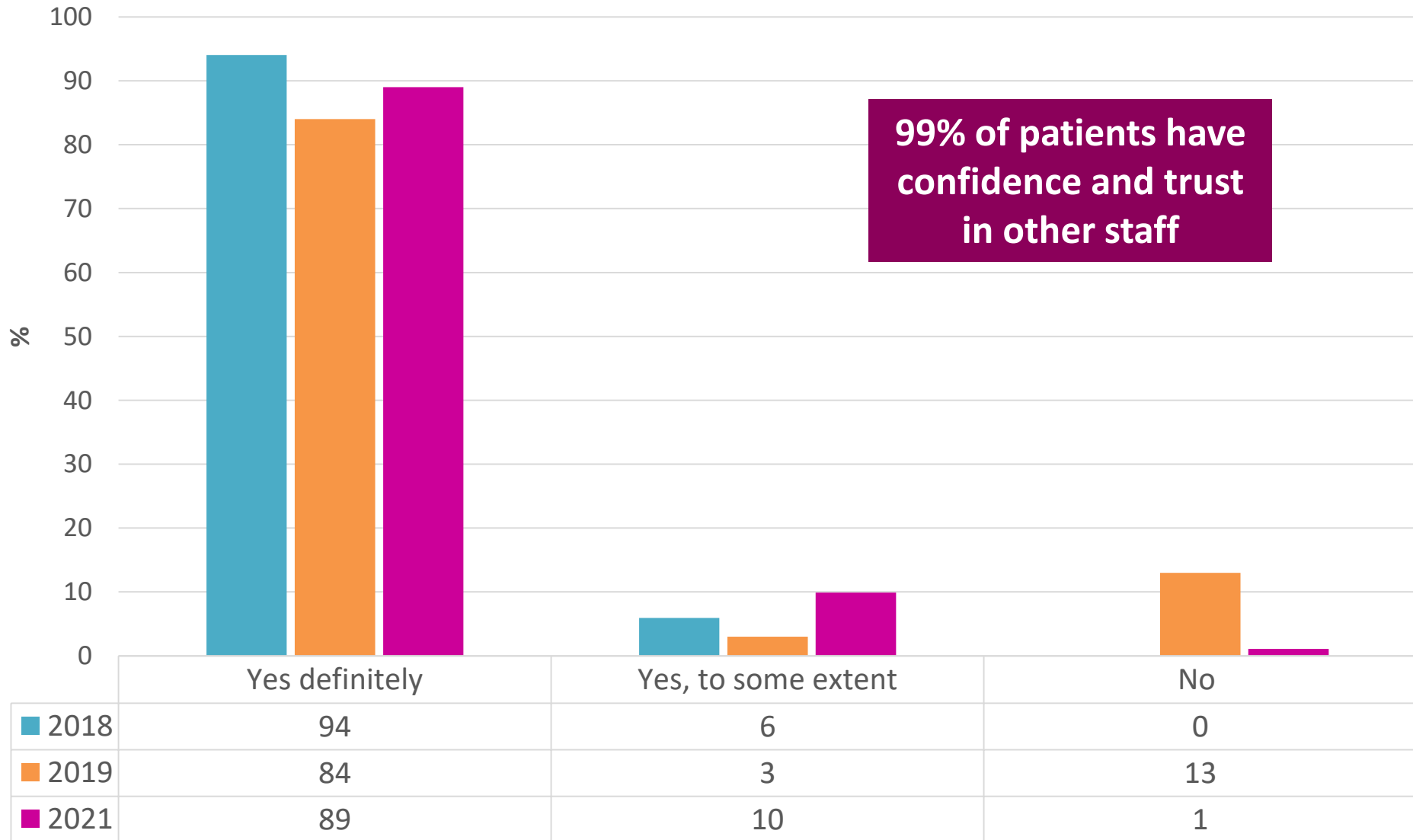


Base size for 2021: 410 responses

Were you involved in decisions?

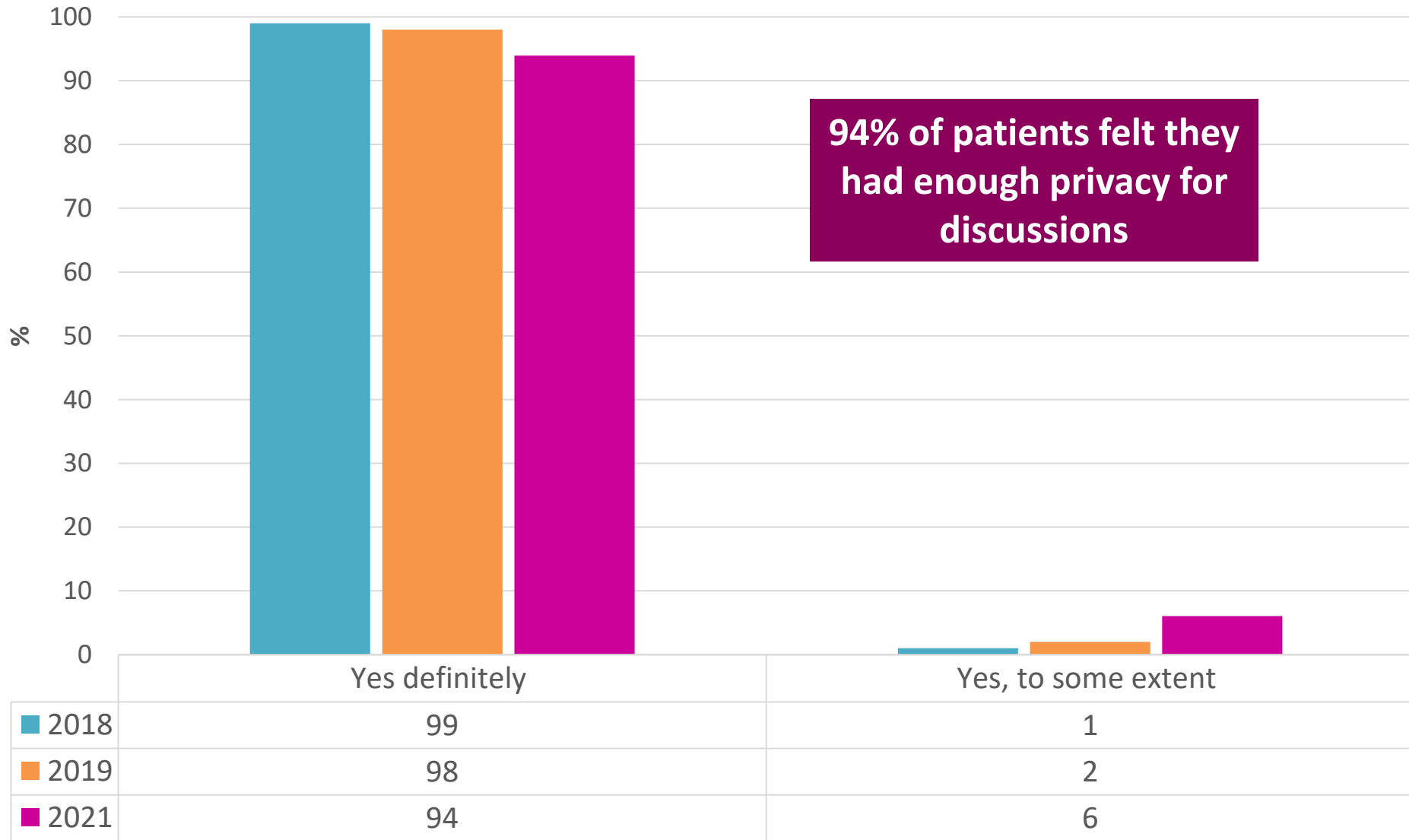


Did you have confidence/trust in other staff members?



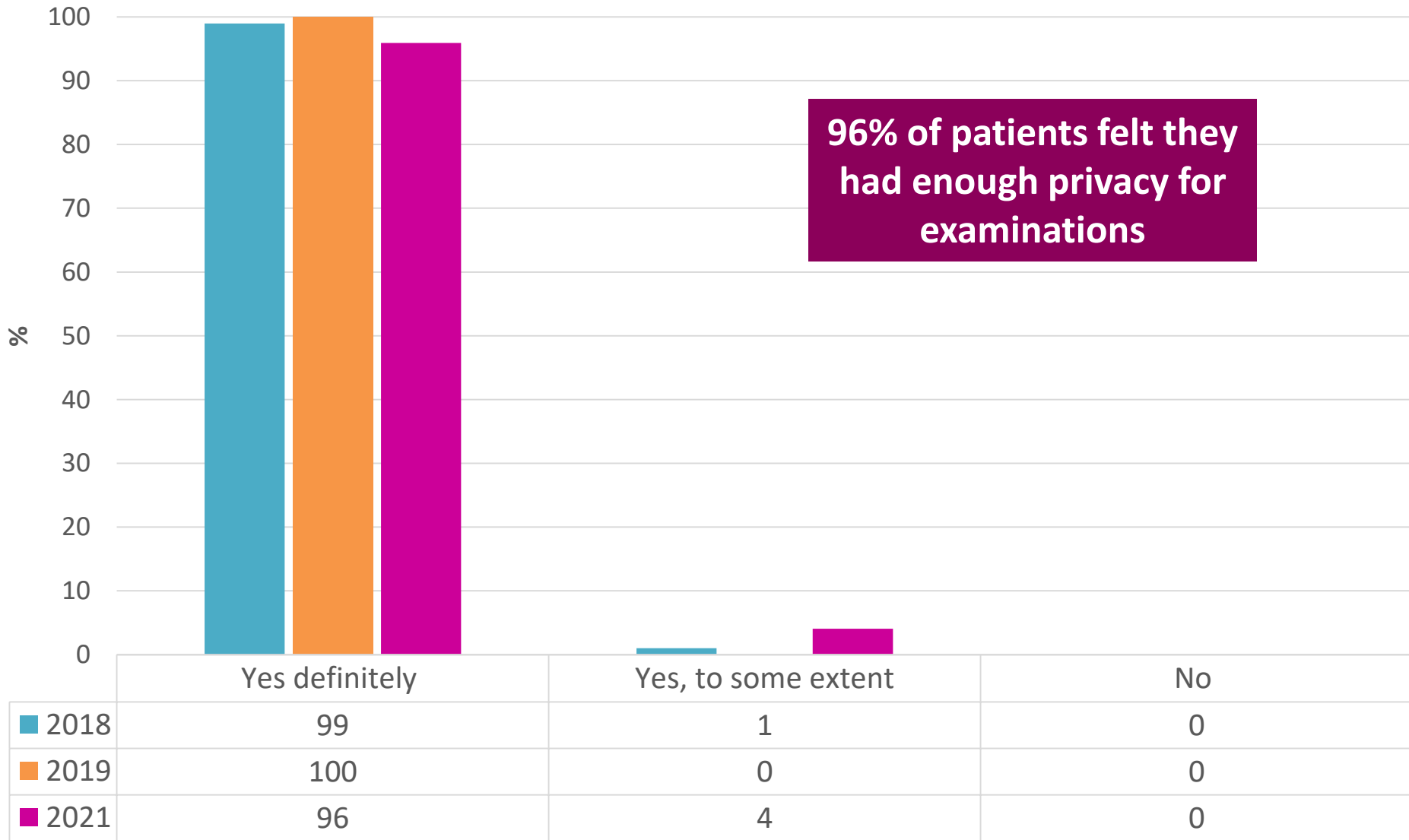
Base size for 2021: 262 responses

Enough privacy when discussing your treatment?



Base size for 2021: 374 responses

Enough privacy when being examined?



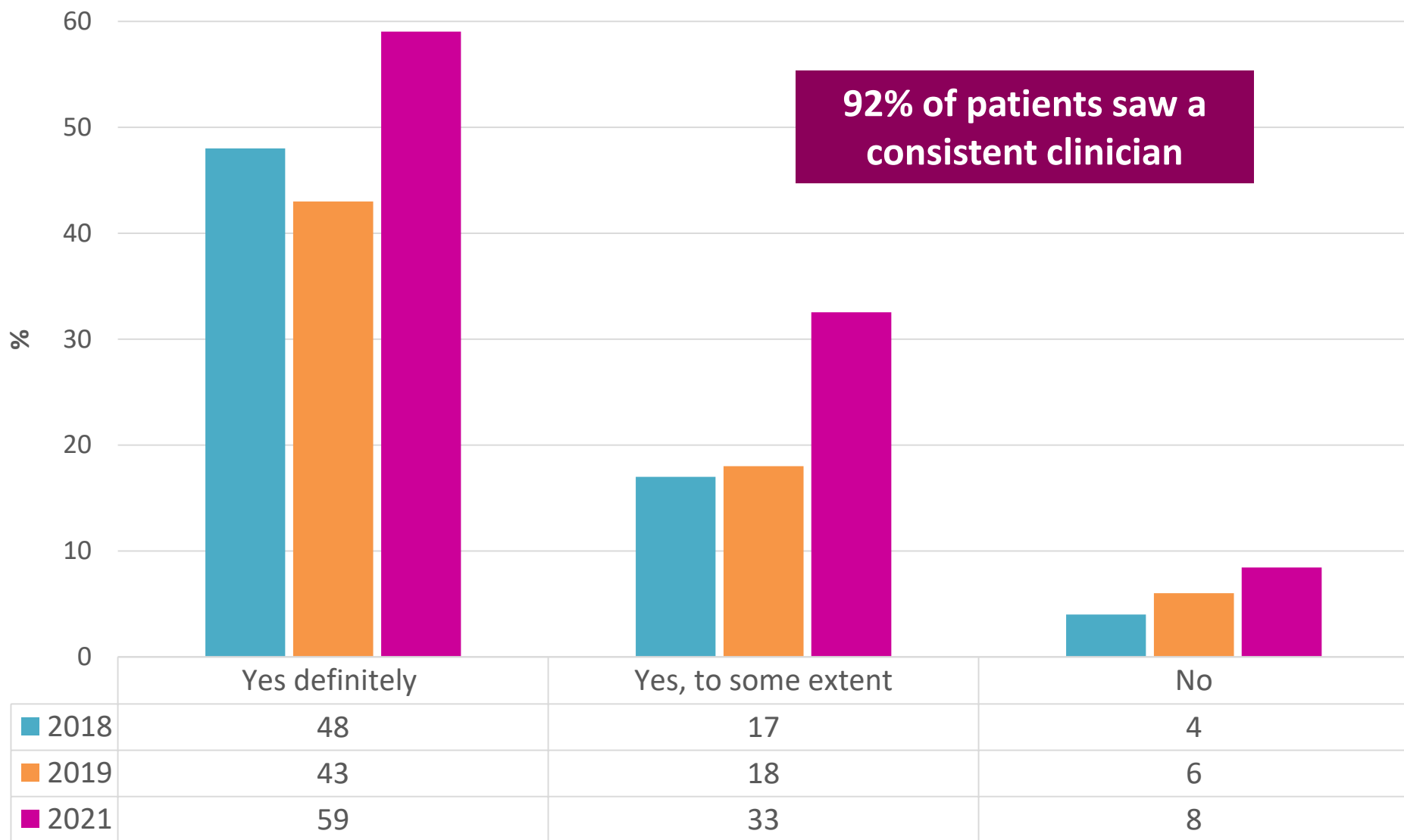
Base size for 2021: 350 responses

Did the staff introduce themselves?



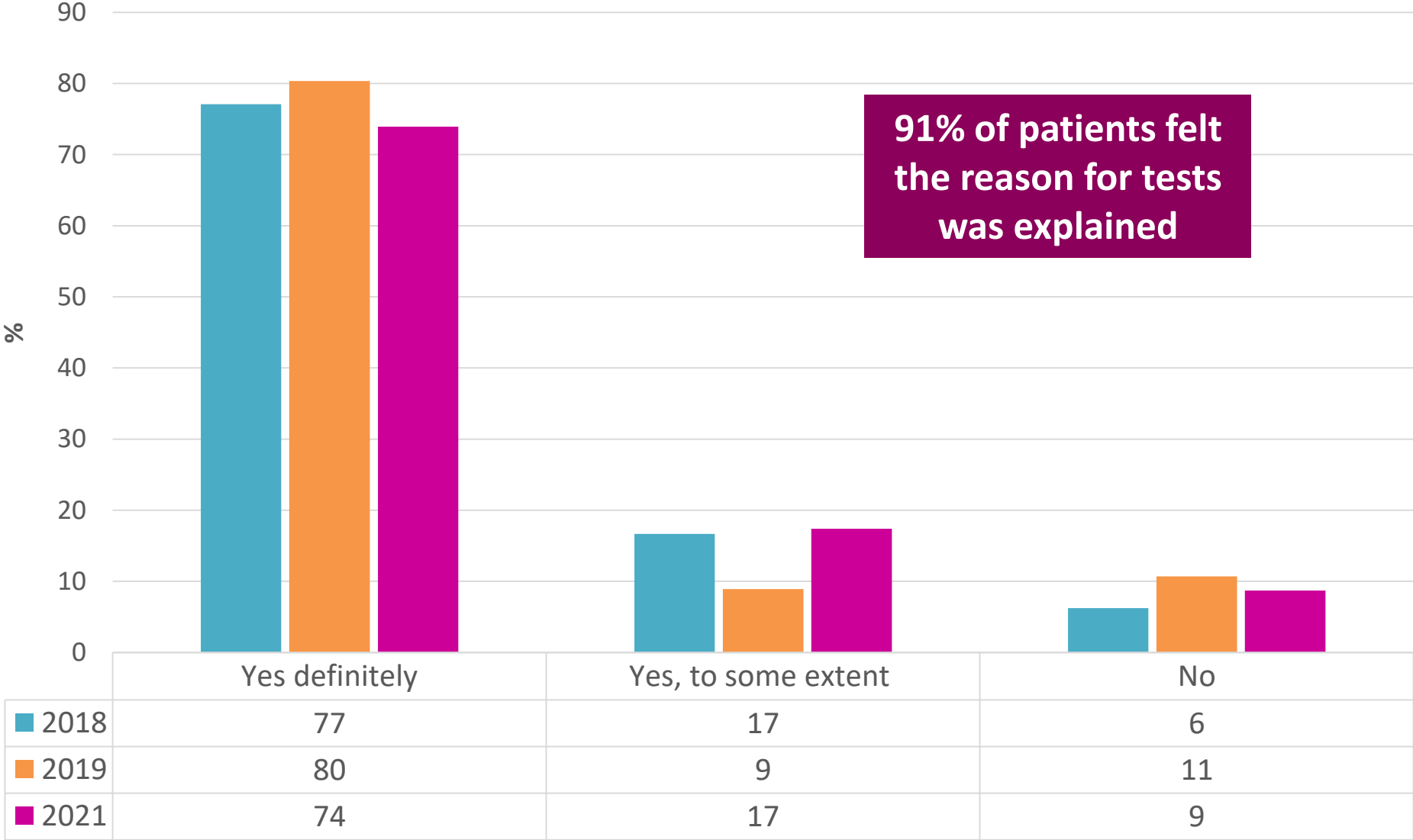
Base size for 2021: 364 responses

Do you see the same doctor or member of staff?



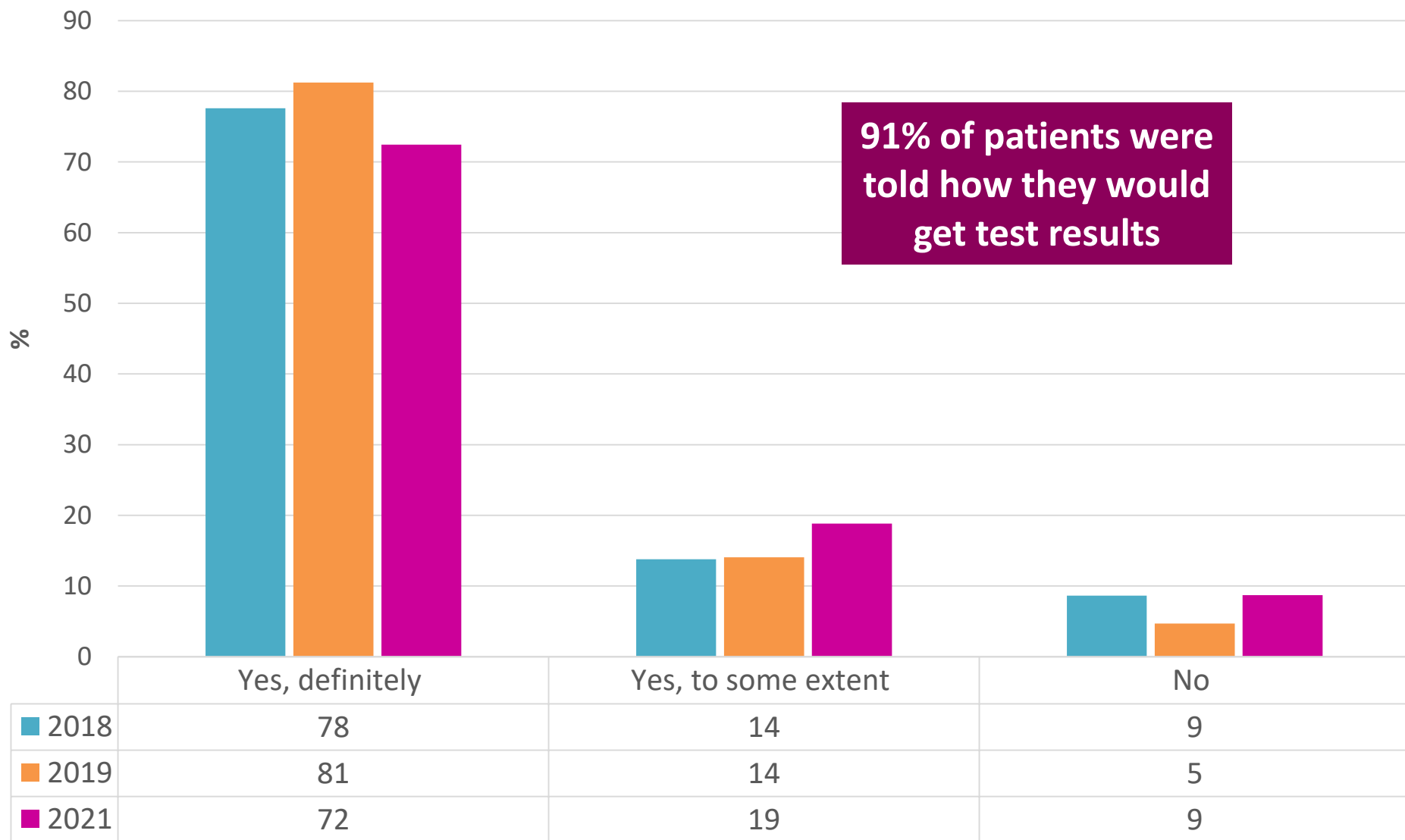
Base size for 2021: 257 responses

If you had tests, did staff explain why you needed them?



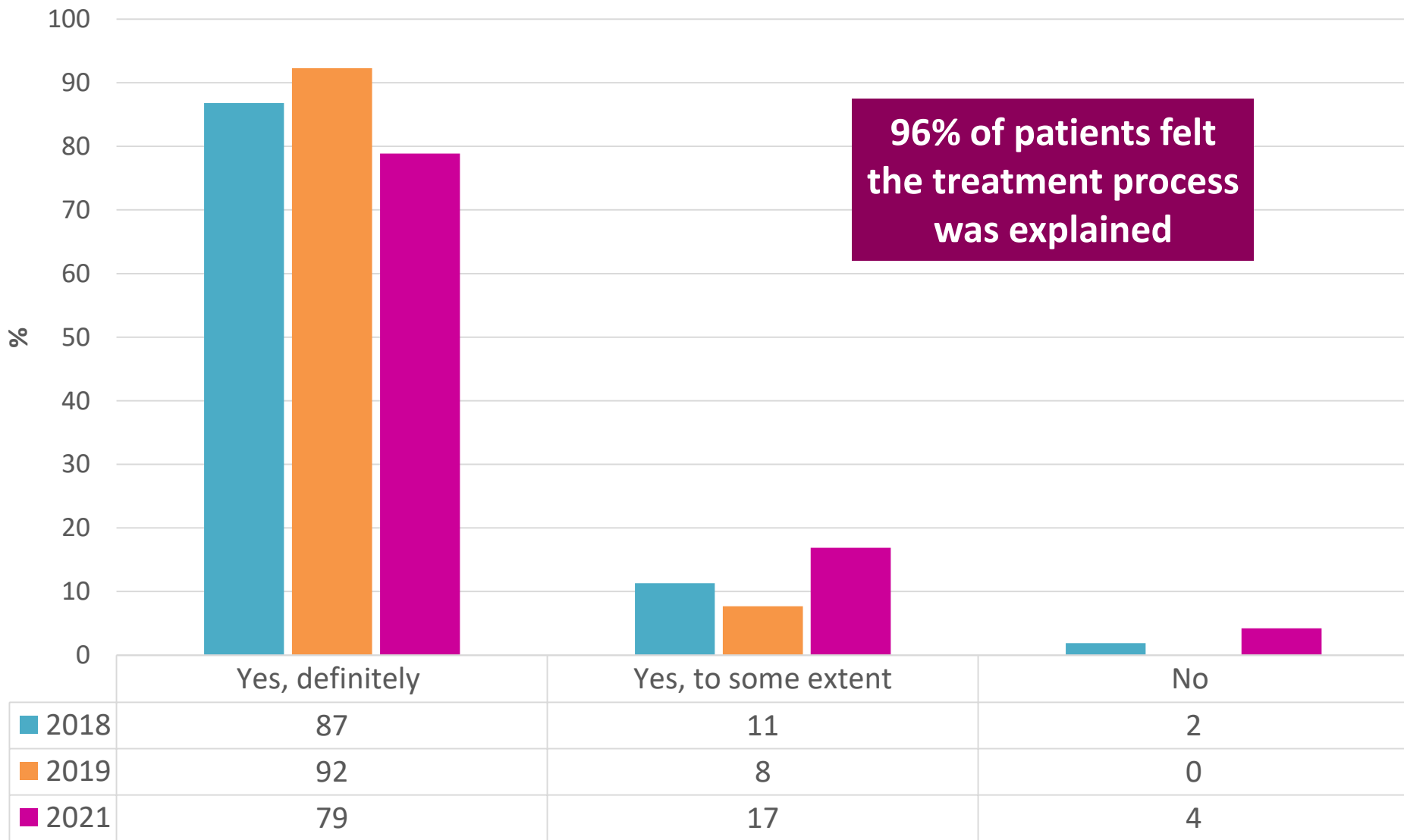
Base size for 2021: 201 responses

Did staff explain how you would find out the results



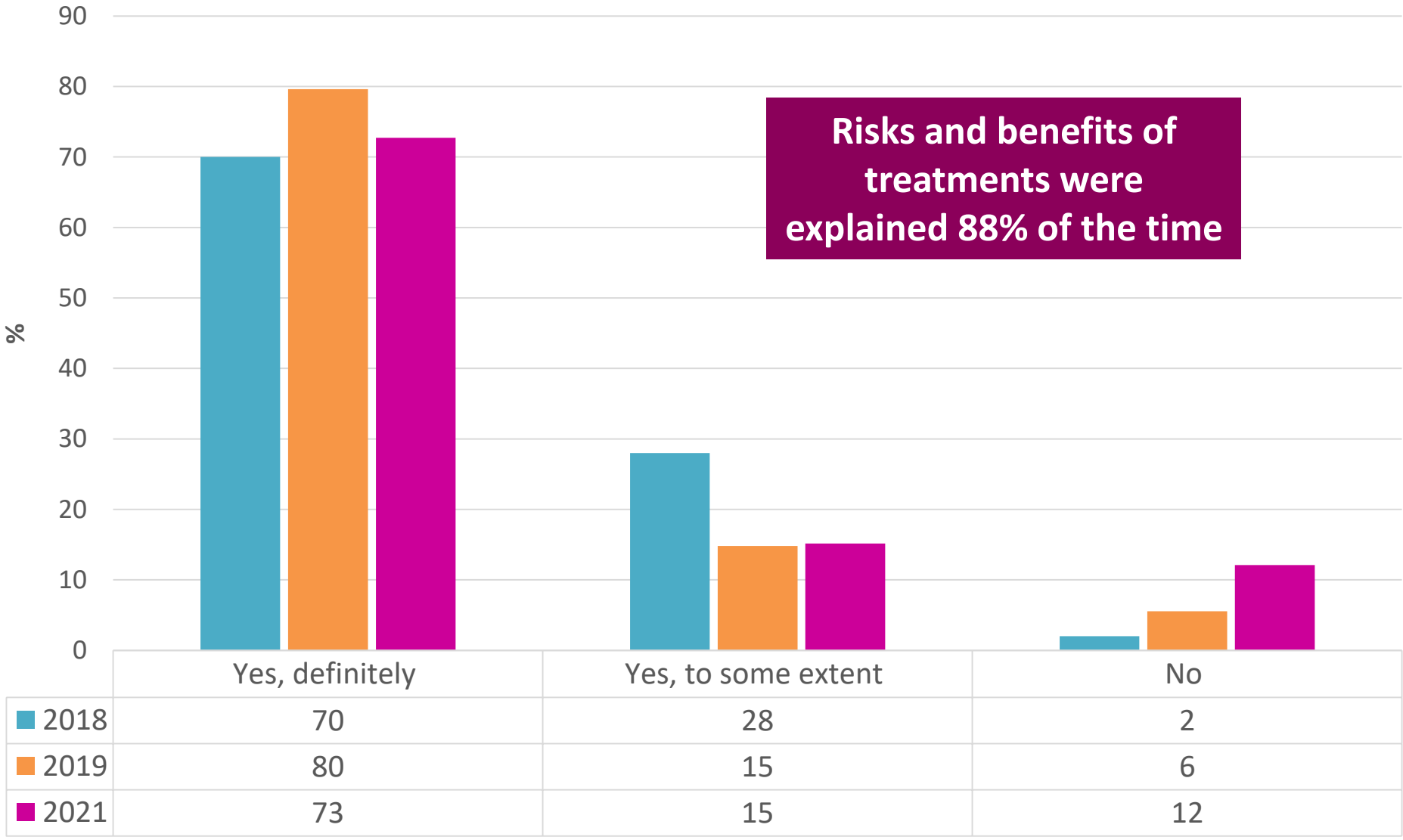
Base size for 2021: 205 responses

If you had treatment, did staff explain what would happen



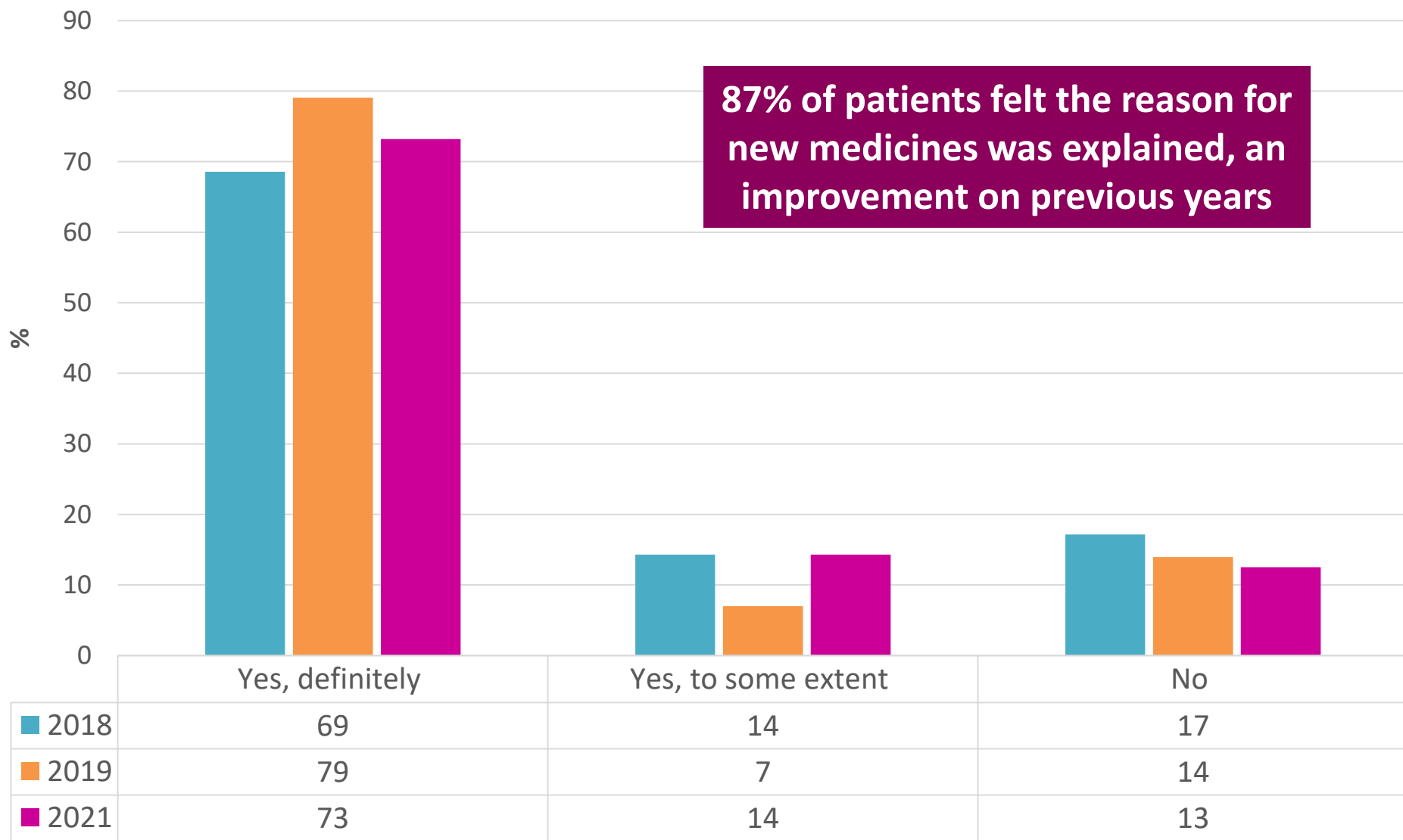
Base size for 2021: 221 responses

Did someone explain the risks and benefits?



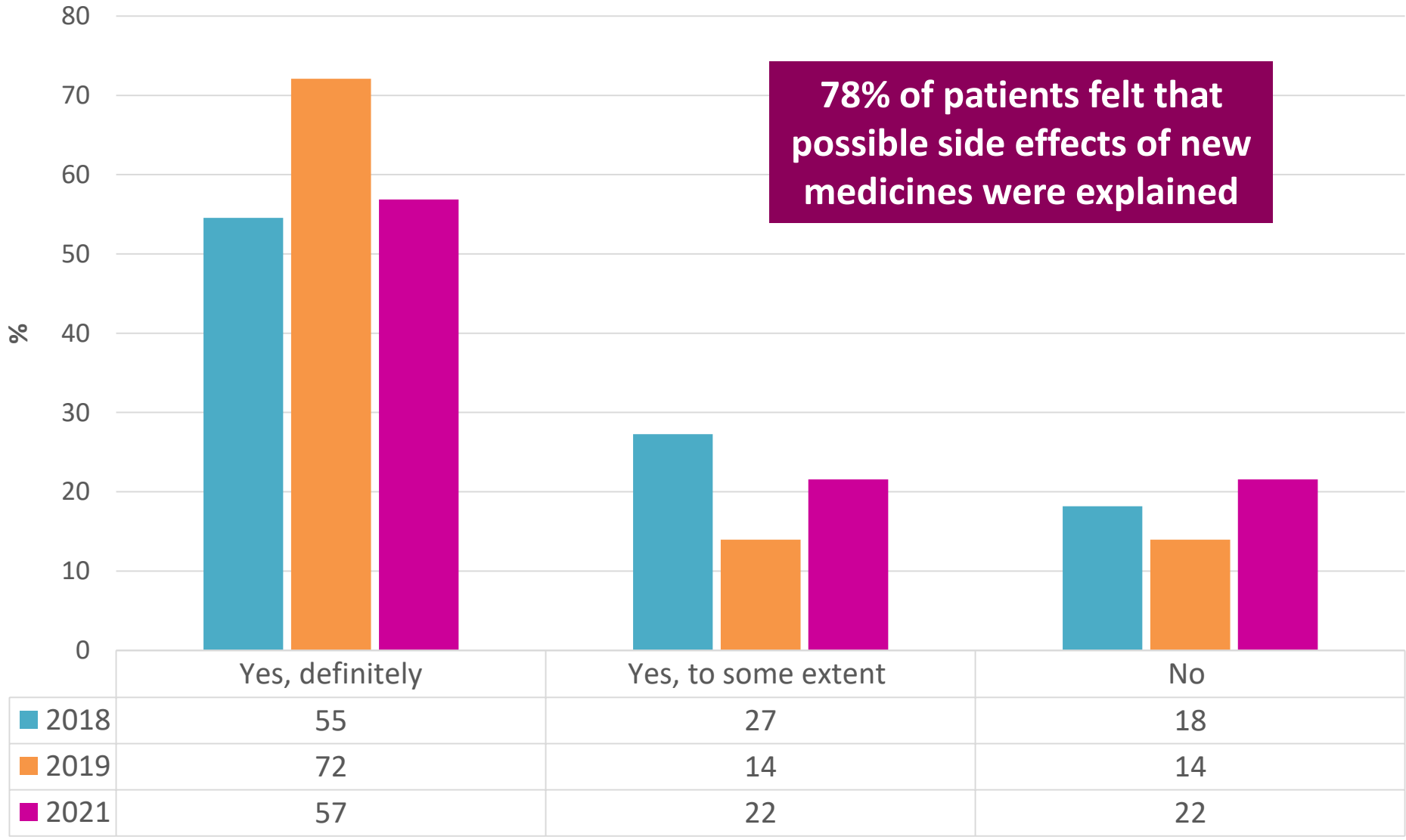
Base size for 2021: 196 responses

If given new medicine, did staff explain their purpose?



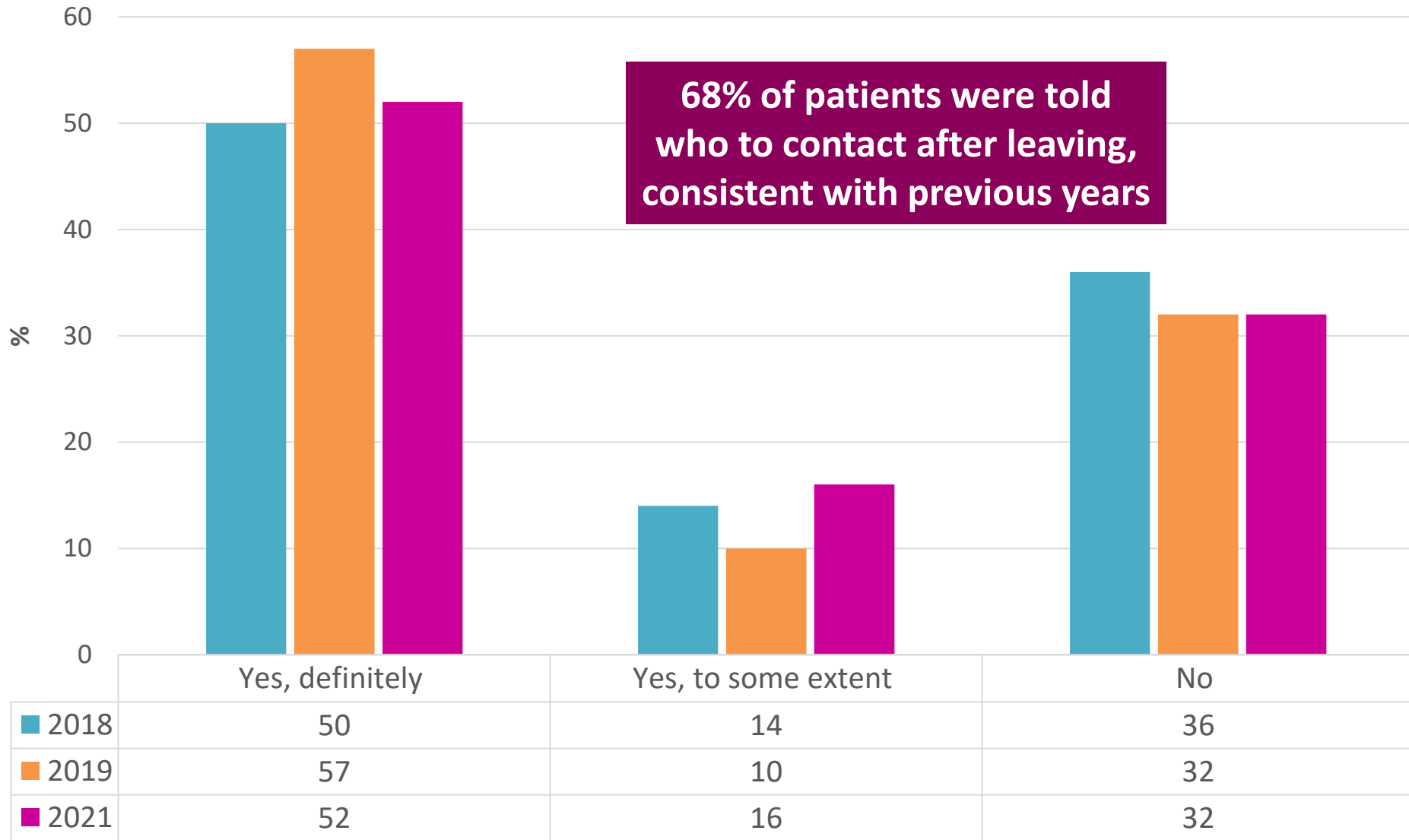
Base size for 2021: 174 responses

Did staff tell you about the side effects?

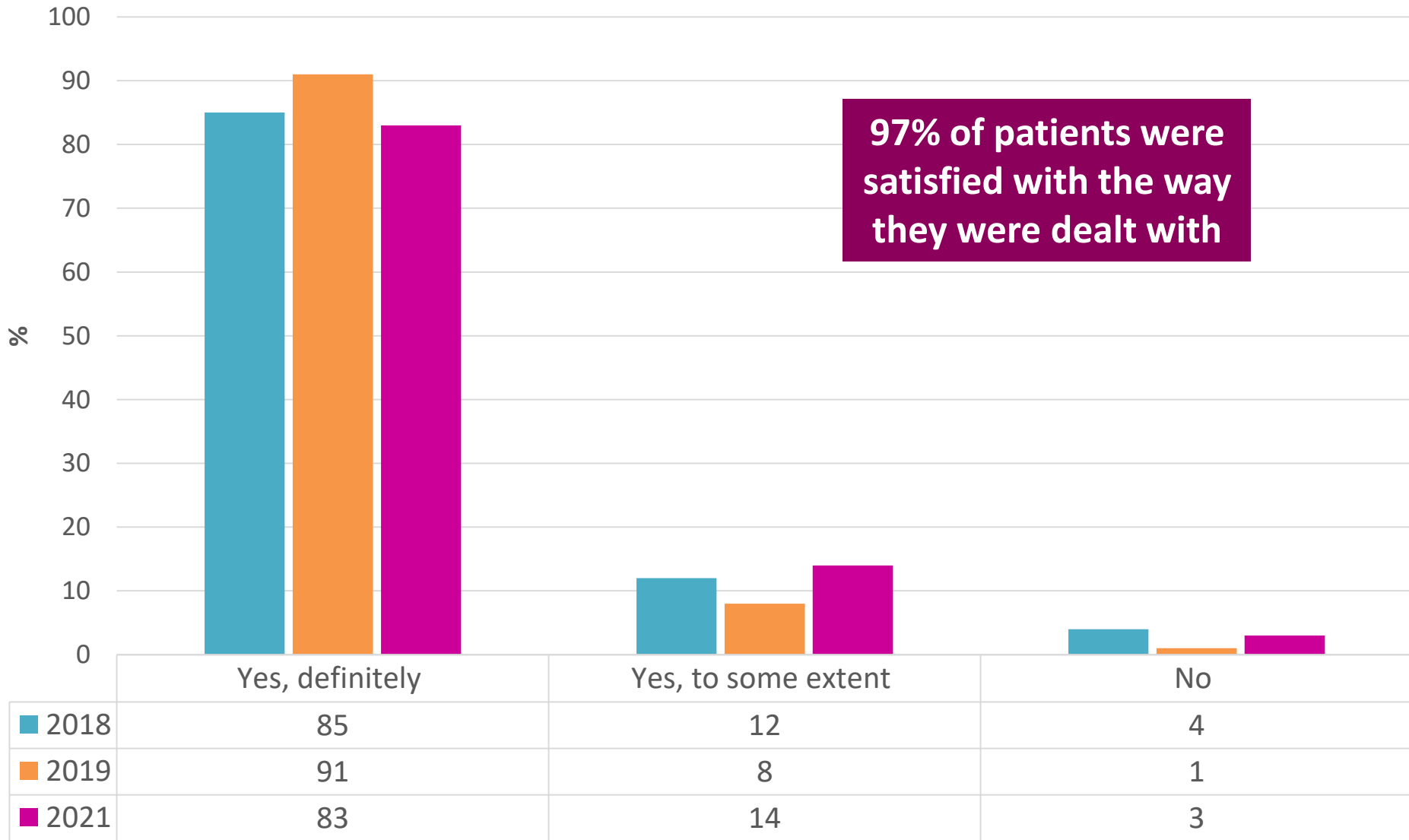


Base size for 2021: 149 responses

Were you told who to contact after leaving hospital?

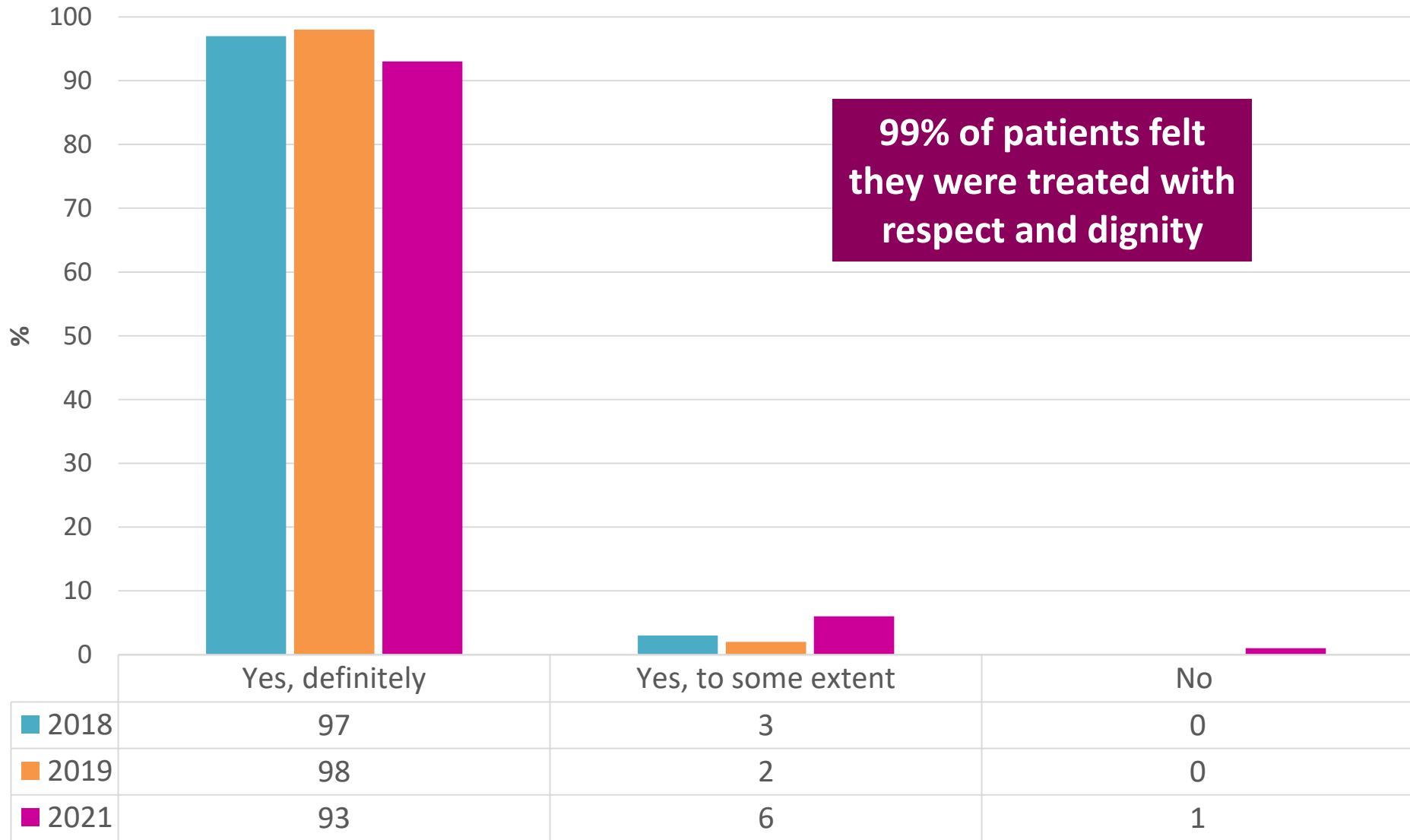


Were you dealt with to your satisfaction?



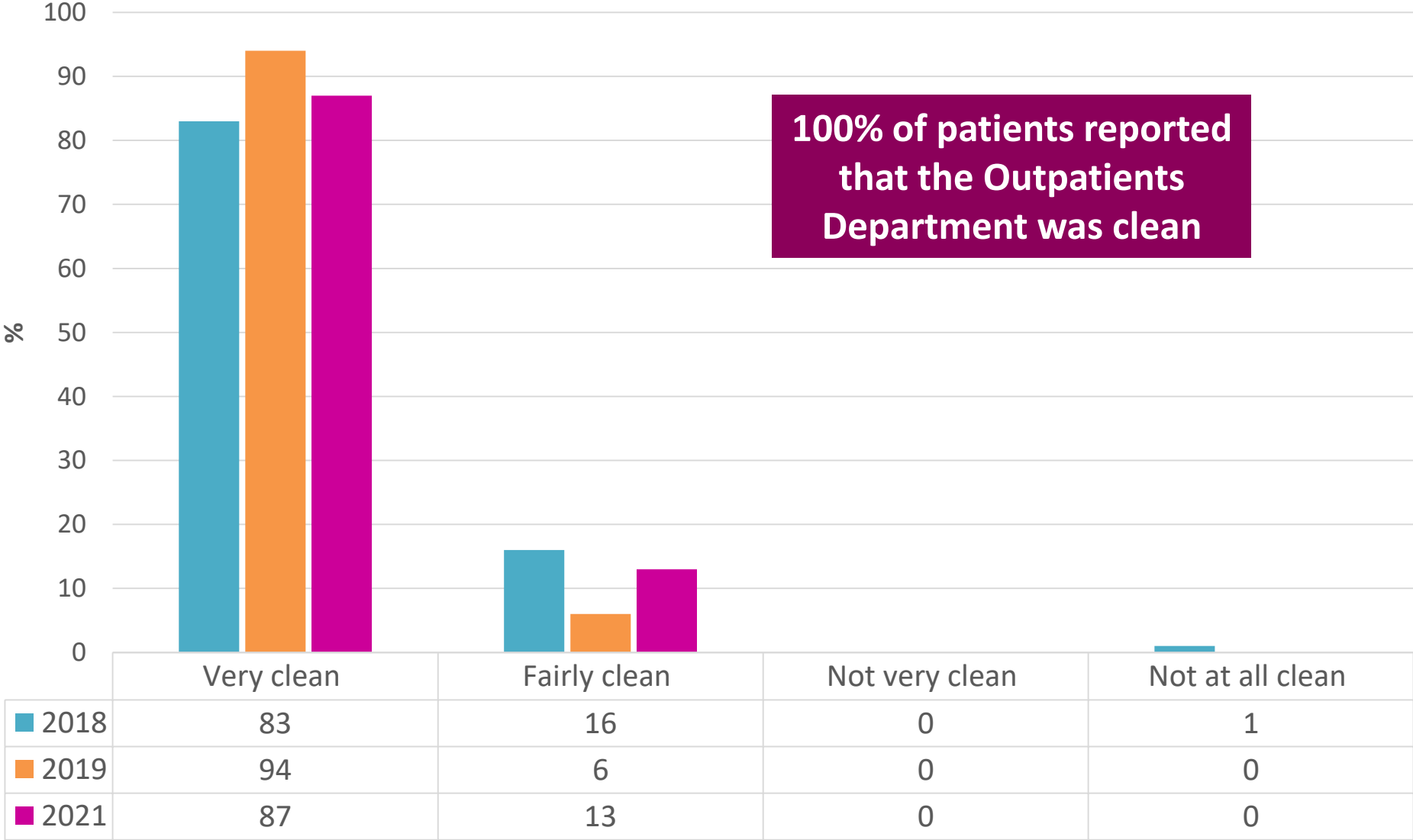
Base size for 2021: 373 responses

Overall, were you treated with respect and dignity?



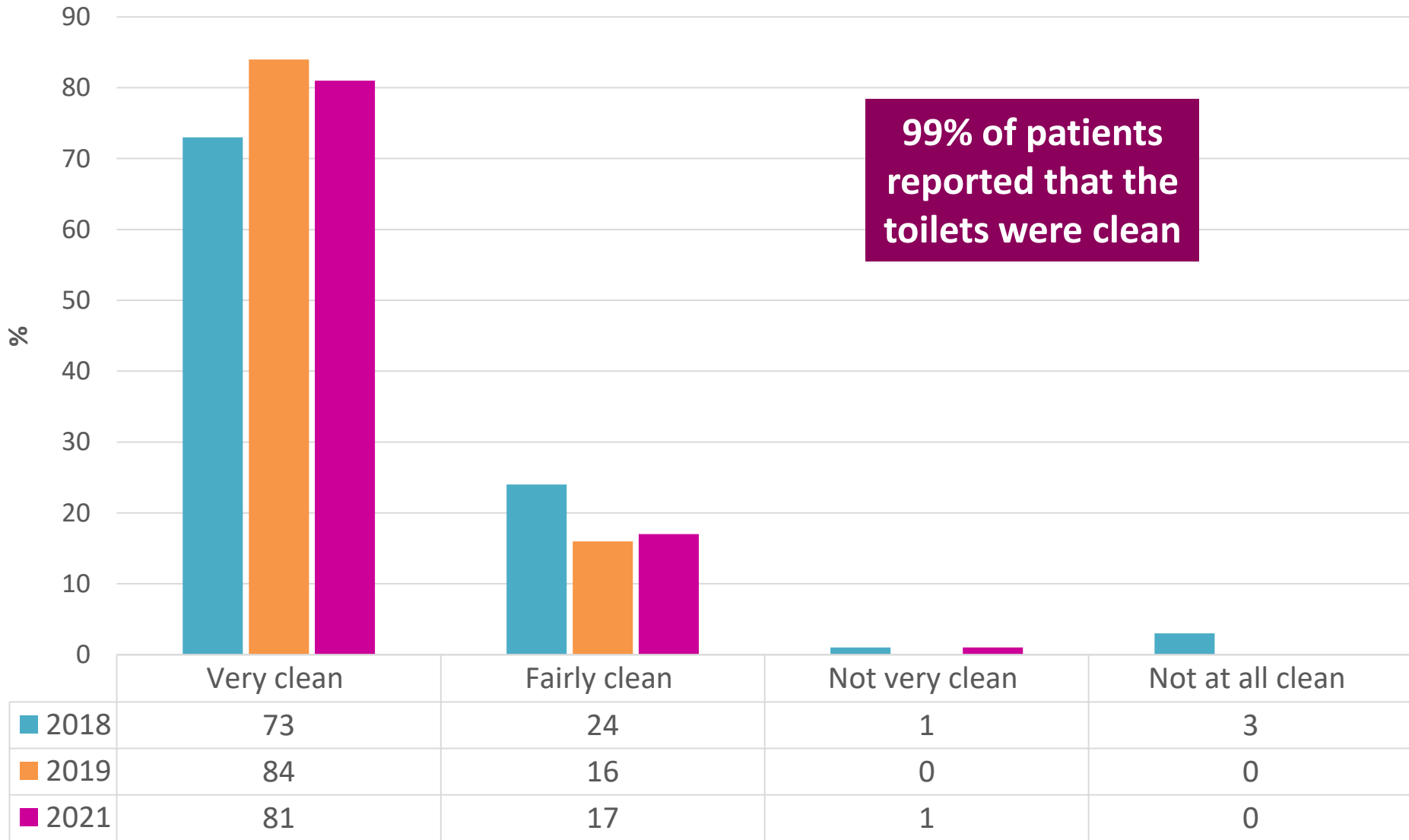
Base size for 2021: 375 responses

How clean was the Outpatients Department?



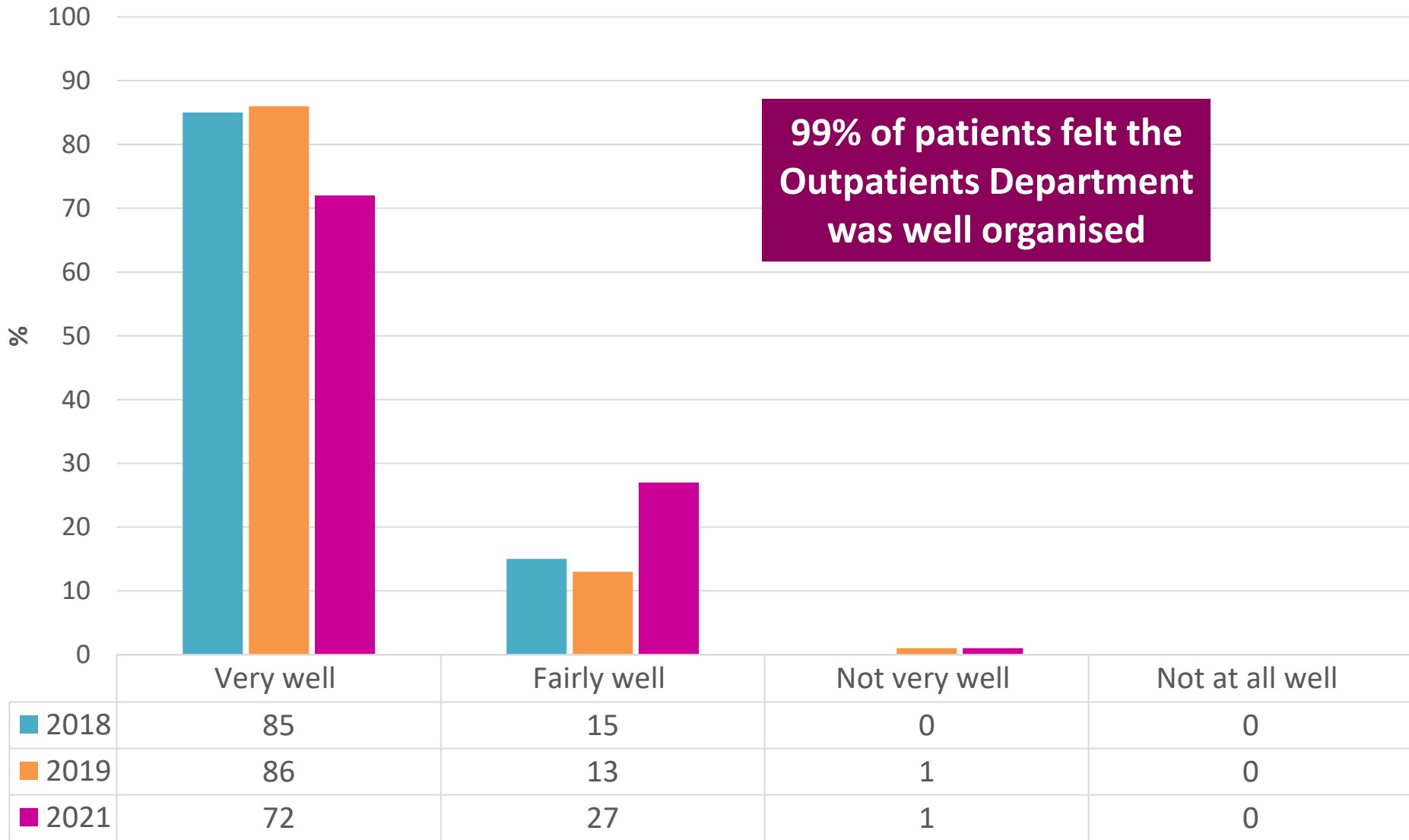
Base size for 2021: 349 responses

How clean were the toilets?



Base size for 2021: 149 responses

How well organised was the department you visited today?



Base size for 2021: 349 responses

Patient Comments

- The doctor I spoke to was really clear, listened to me and set out a clear path of action.
- The staff were all very lovely. I went for a gynaecology procedure and they ensured I was comfortable at every step of the way. Every member of staff were all working very hard.
- Very covid safe, all staff polite and helpful.
- Polite and friendly staff, Doctor is always polite, caring and helpful, knows what to do with my condition and medication, very knowledgeable about my condition and gives me help and advice on how to manage it.
- Always very helpful and welcoming.
- Good to see the same doctor across my appointments.

Patient Comments

- Very kind and understanding staff.
- The nurse was very thorough.
- Joined up records, efficient, flexible.
- Yes, I have been amazed at how quickly and efficiently everything has been done. Thanks!
- Prompt, quick, capable, confidence-inspiring, caring. Brilliant parking (for a hospital).
- Contact with reception staff such as when there are changes in appointment times are always dealt with courteously and efficiently.
- At my age I am amazed at how well I was being treated.