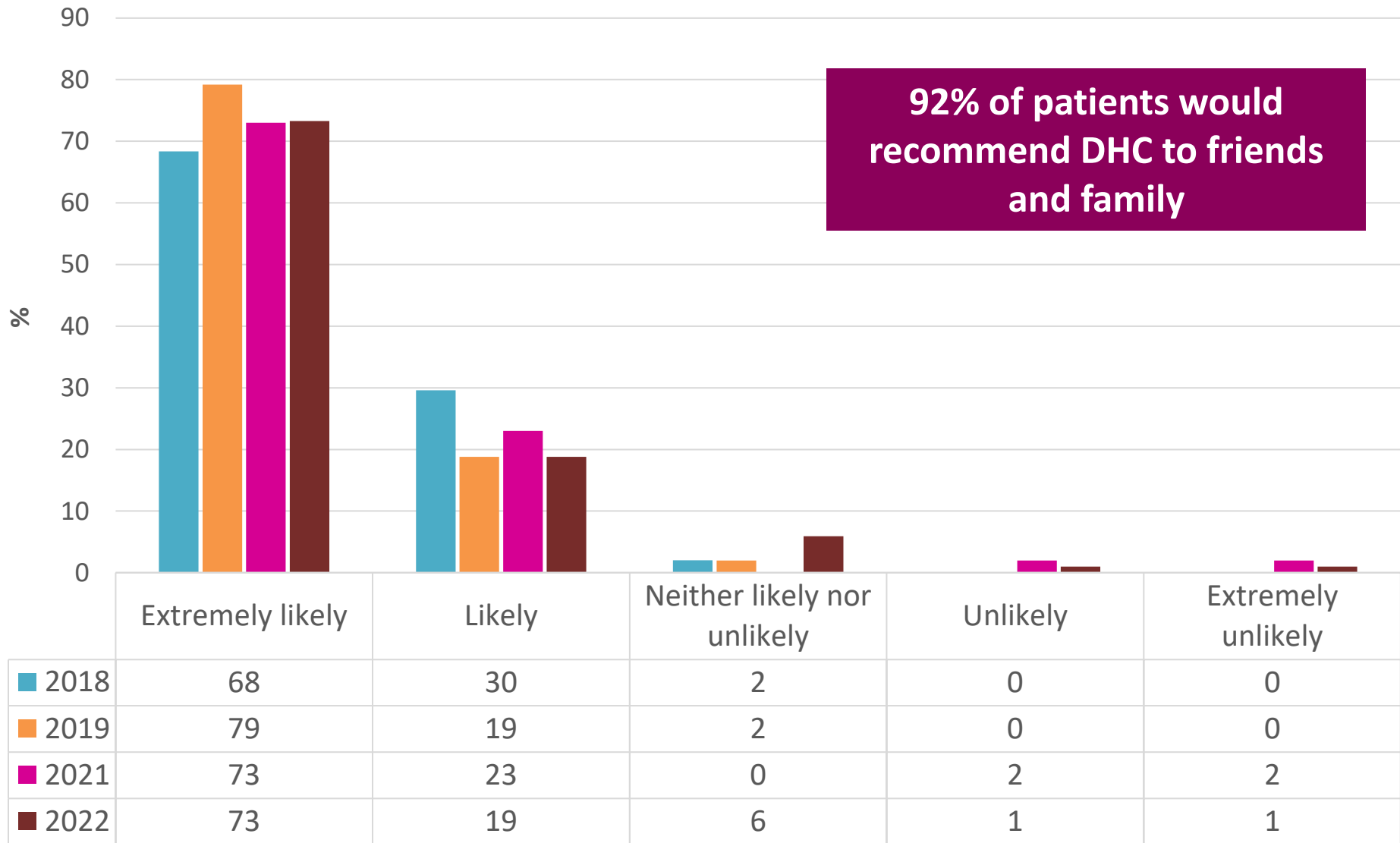




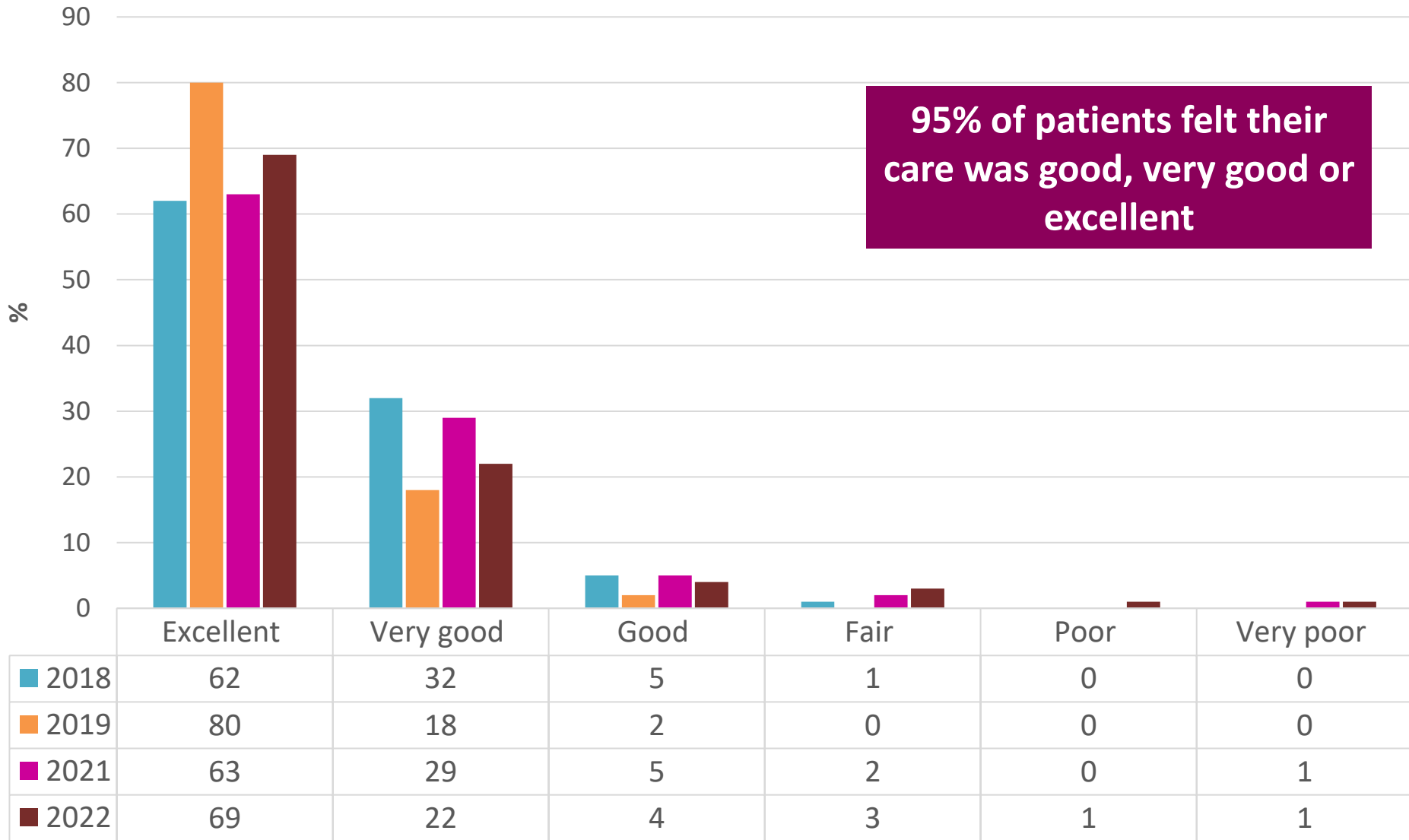
DHC Outpatients Patient Survey 2022

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

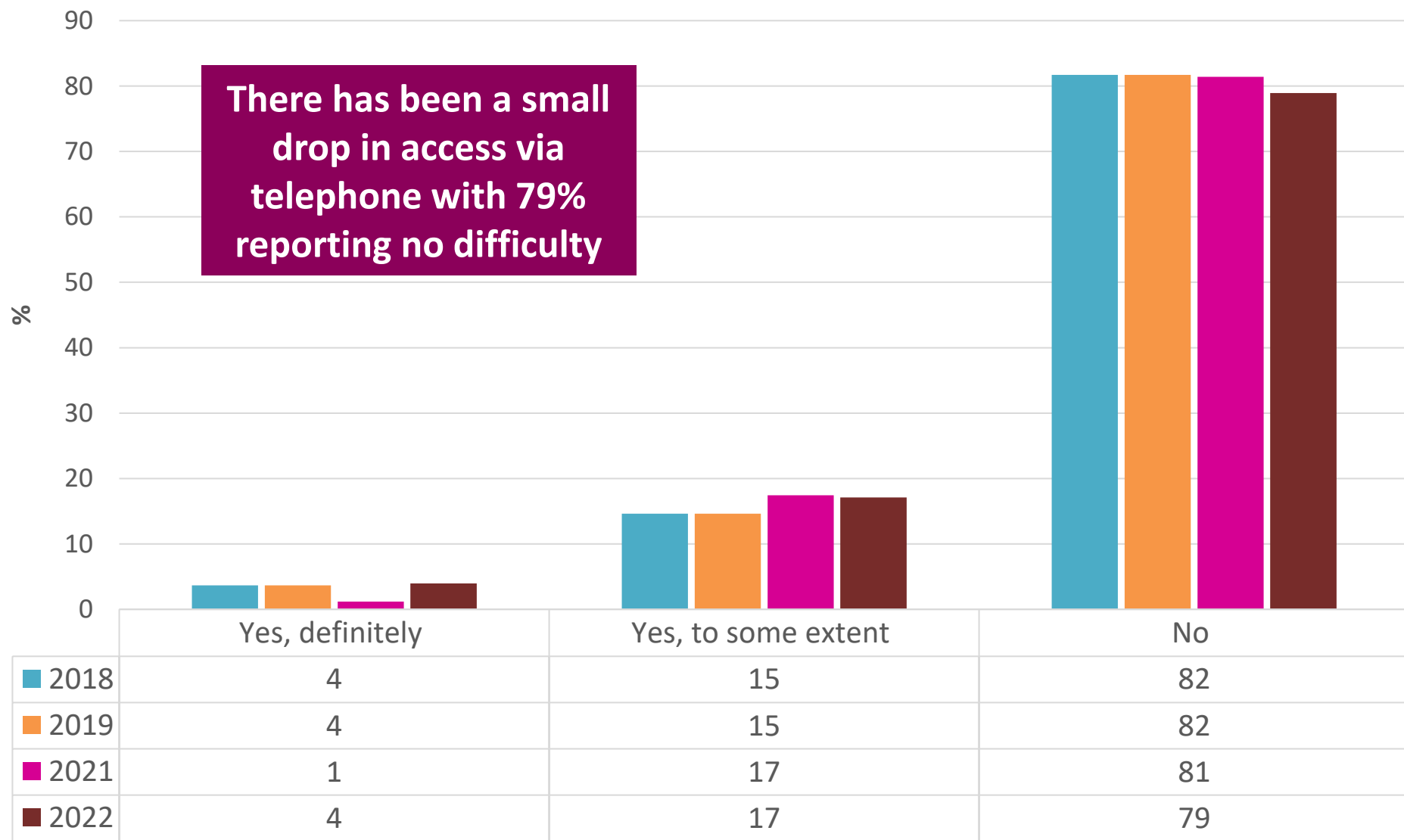


Base size for 2022: 374 responses

Overall, how would you rate the care you received?

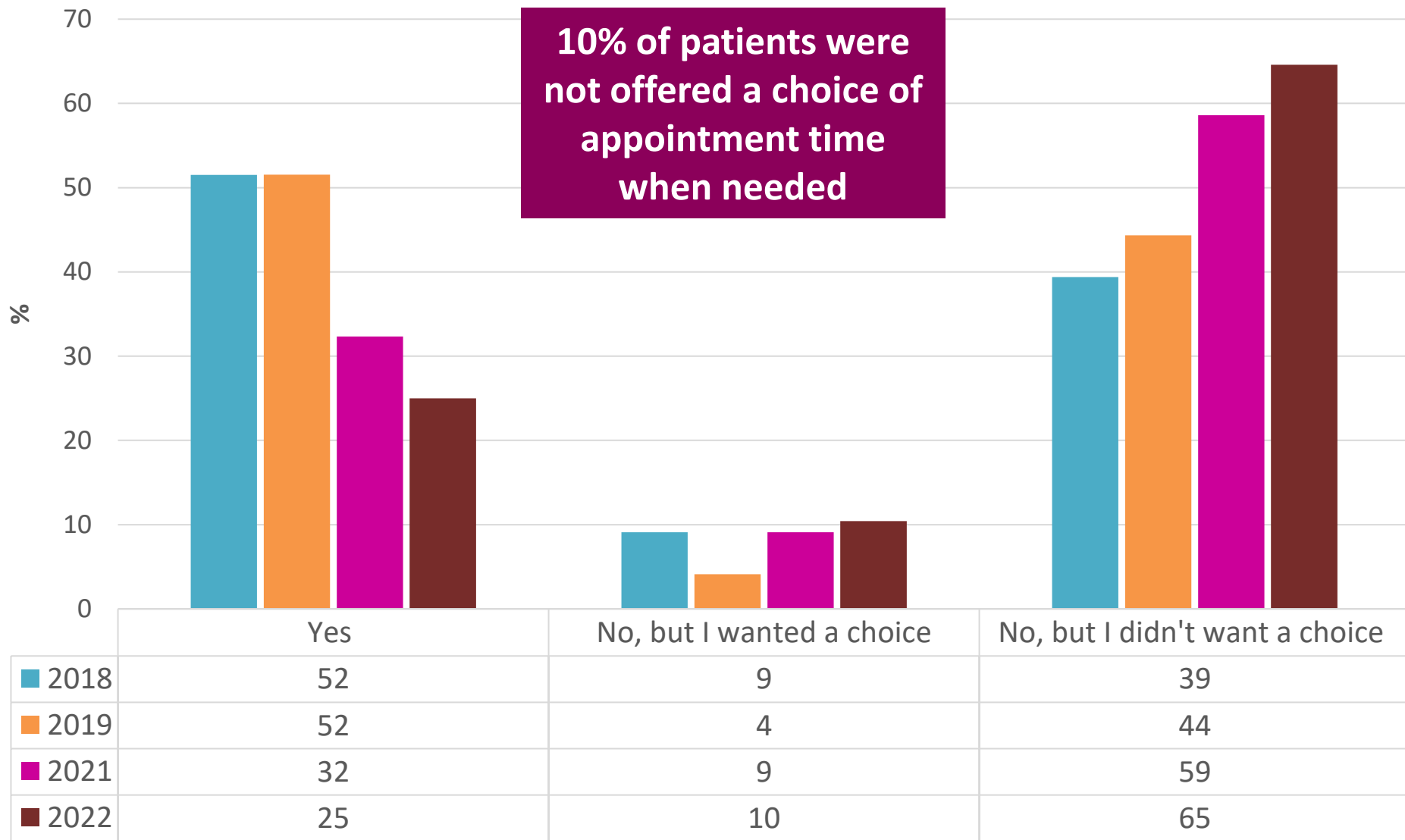


Did you have any difficulty getting through on the phone?



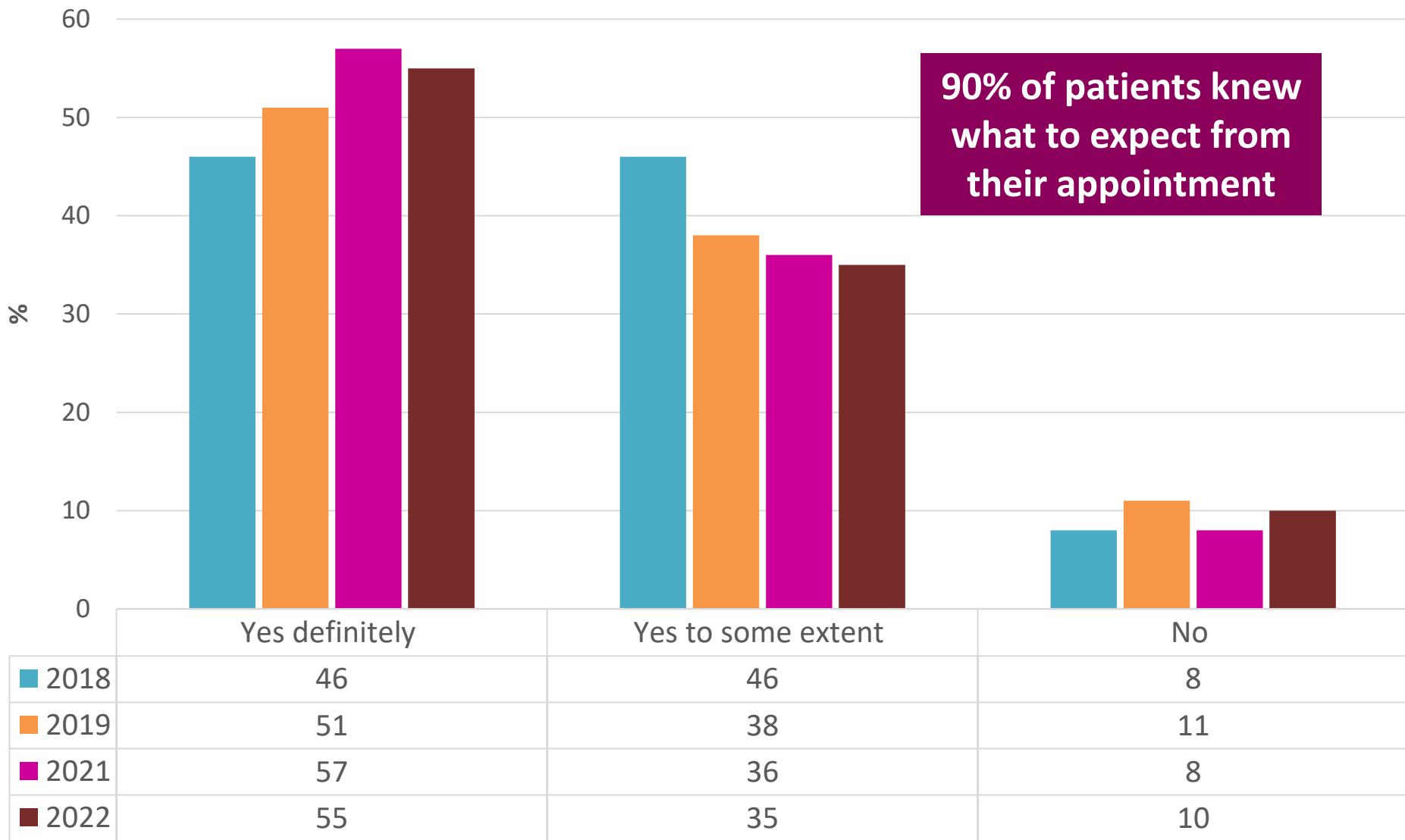
Base size for 2022: 283 responses

Were you given a choice of appointment times?



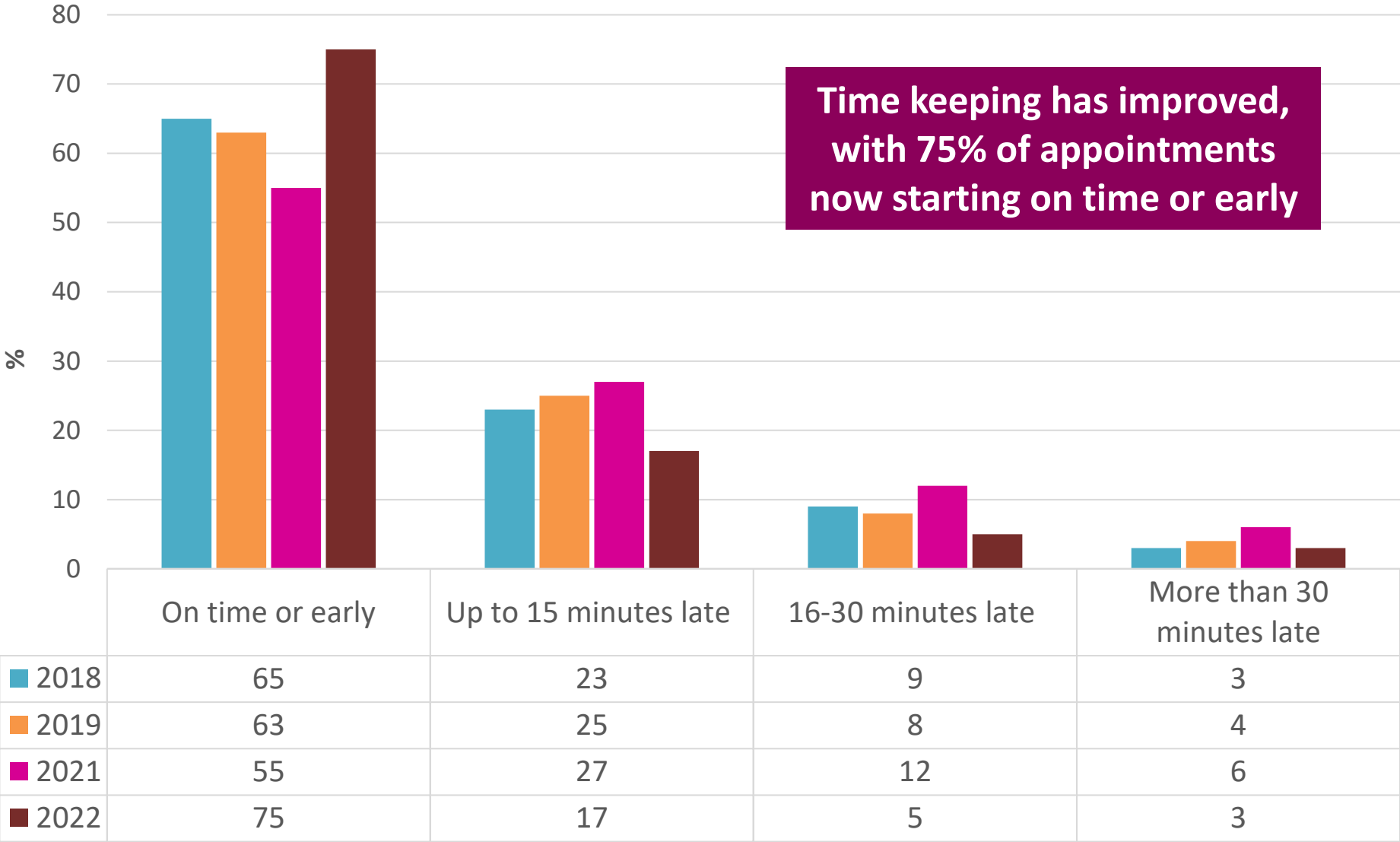
Base size for 2022: 361 responses

Did you know what would happen in the appointment?



Base size for 2022: 373 responses

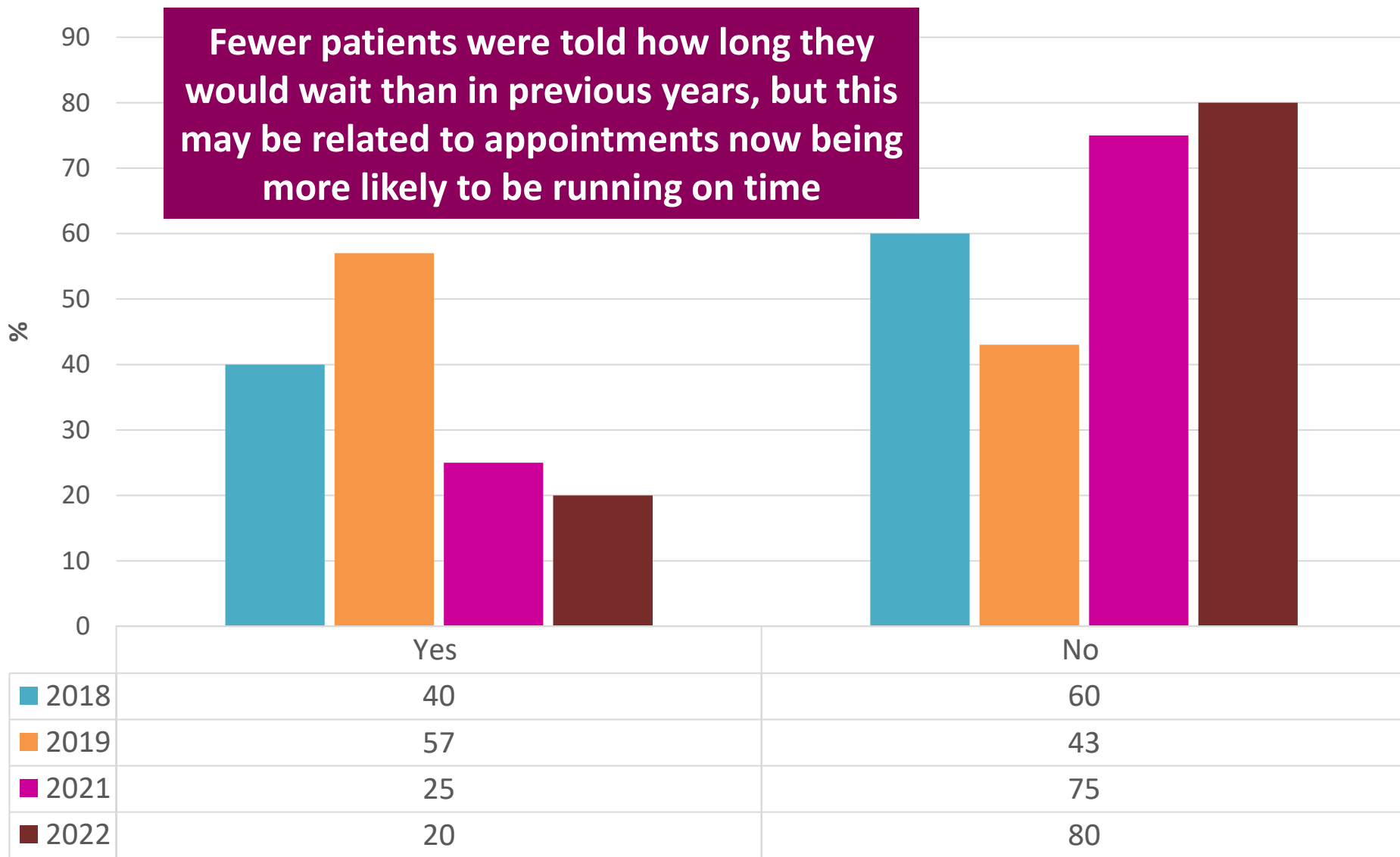
Did the appointment start on time?



Base size for 2022: 370 responses

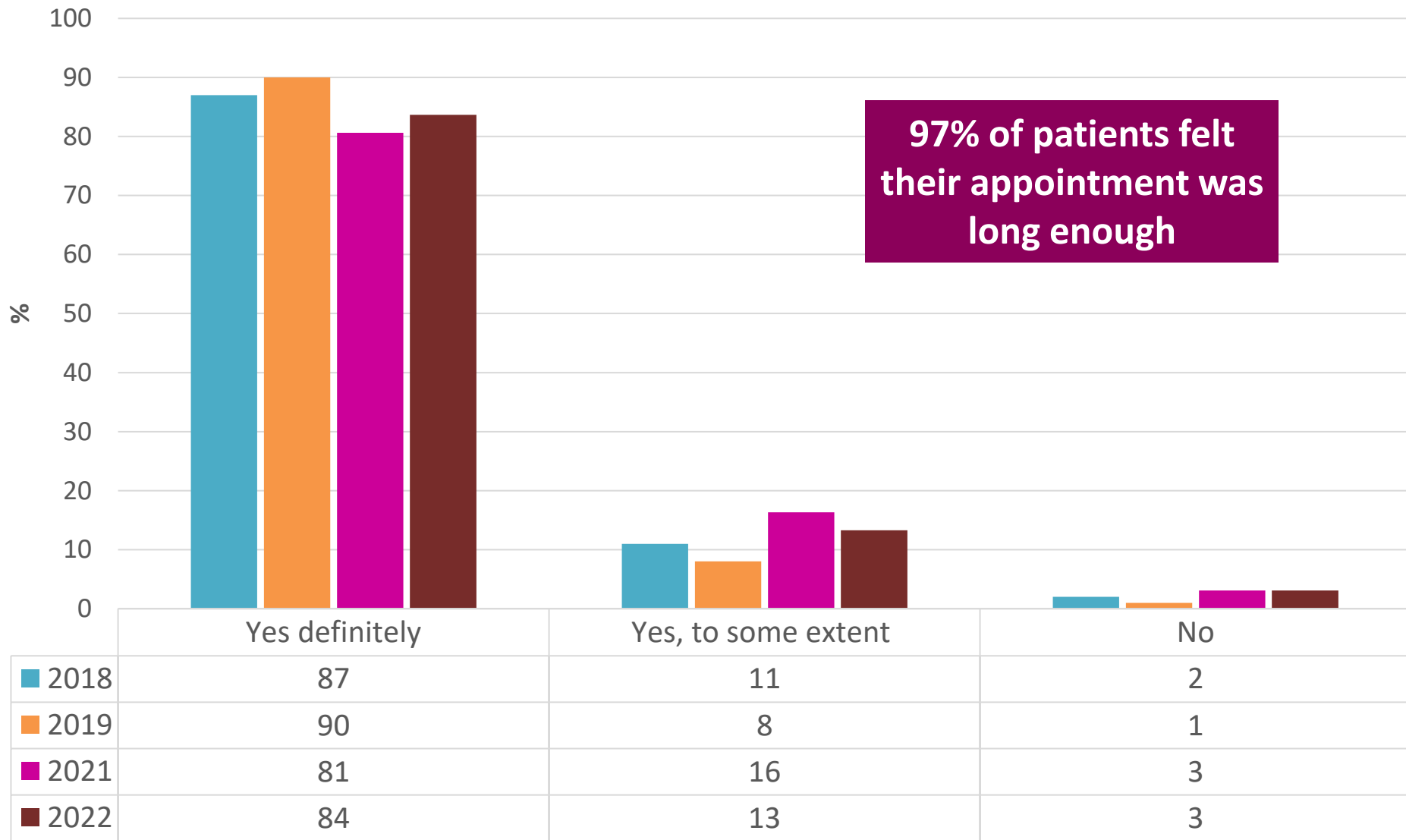
Were you told how long you would have to wait?

Fewer patients were told how long they would wait than in previous years, but this may be related to appointments now being more likely to be running on time



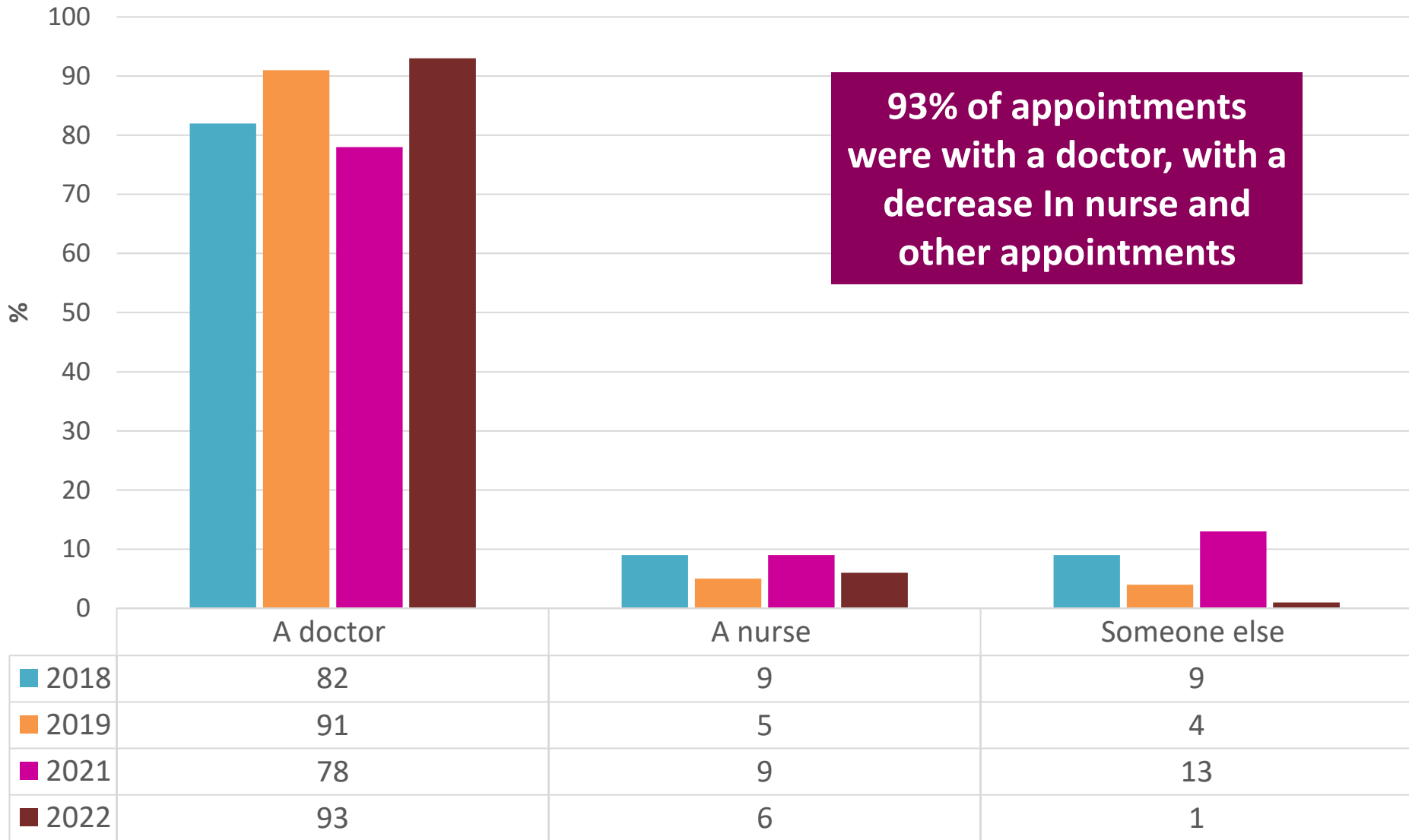
Base size for 2022: 350 responses

Was the appointment long enough?



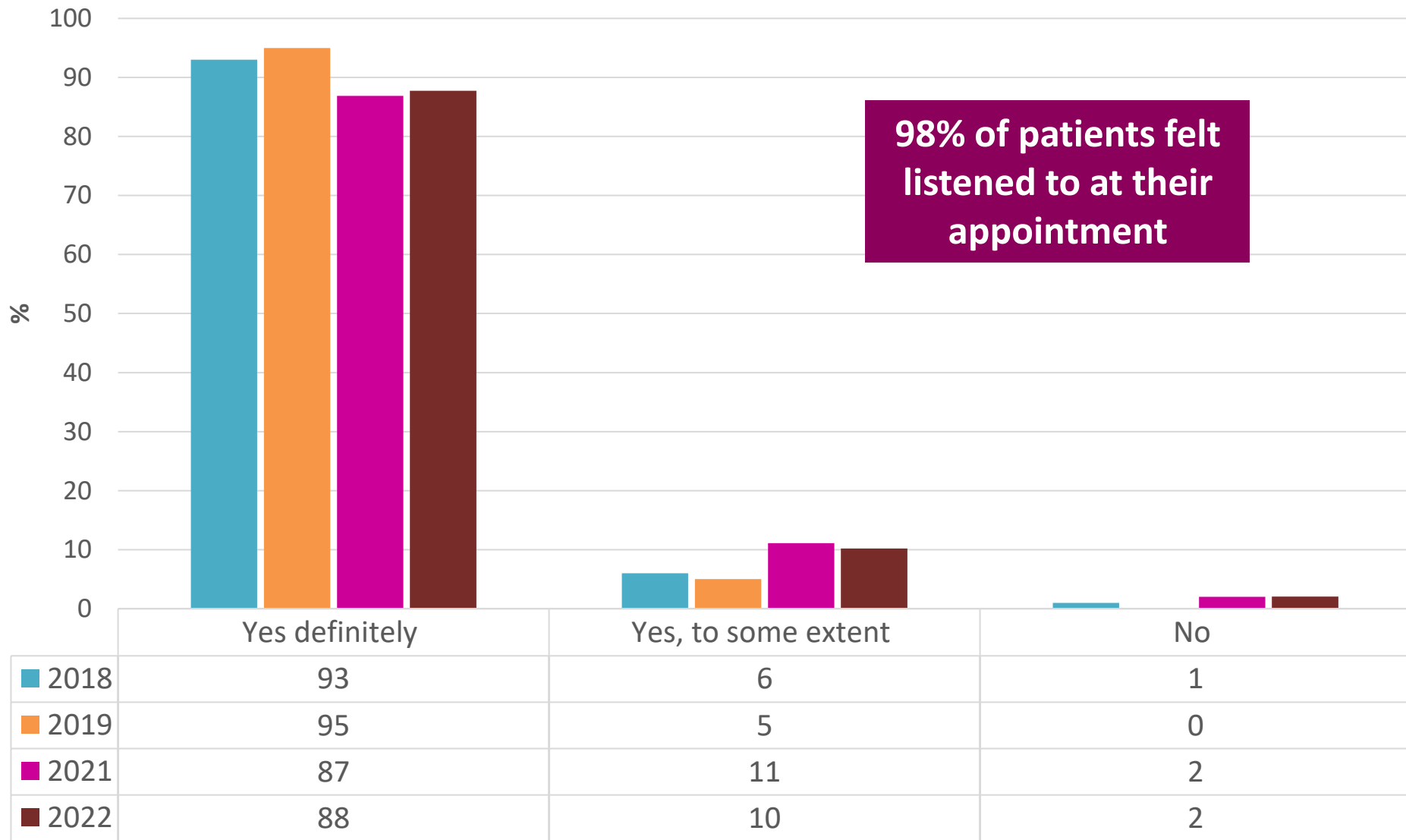
Base size for 2021: 366 responses

Who was your appointment with?



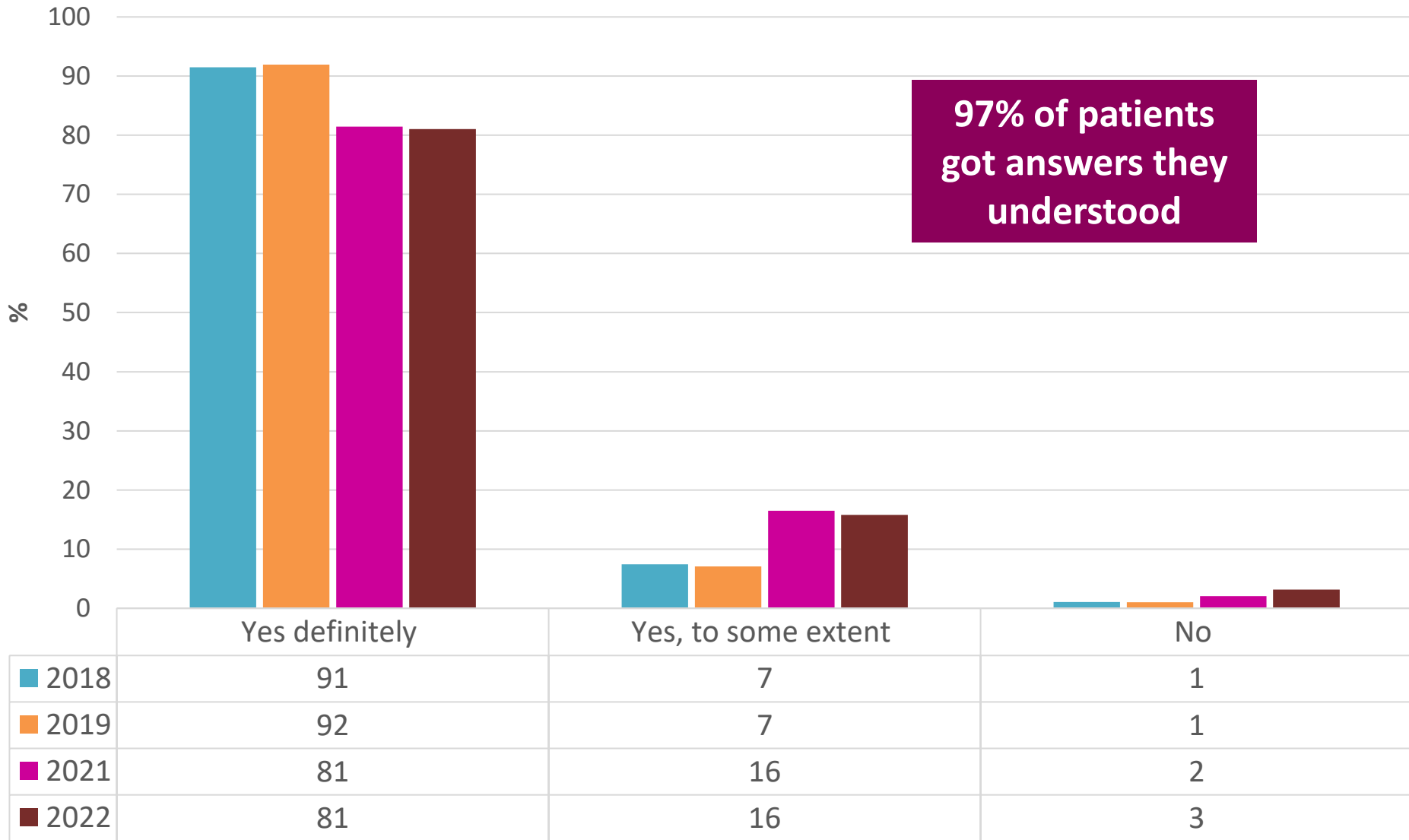
Base size for 2022: 314 responses

Did they listen to what you had to say?



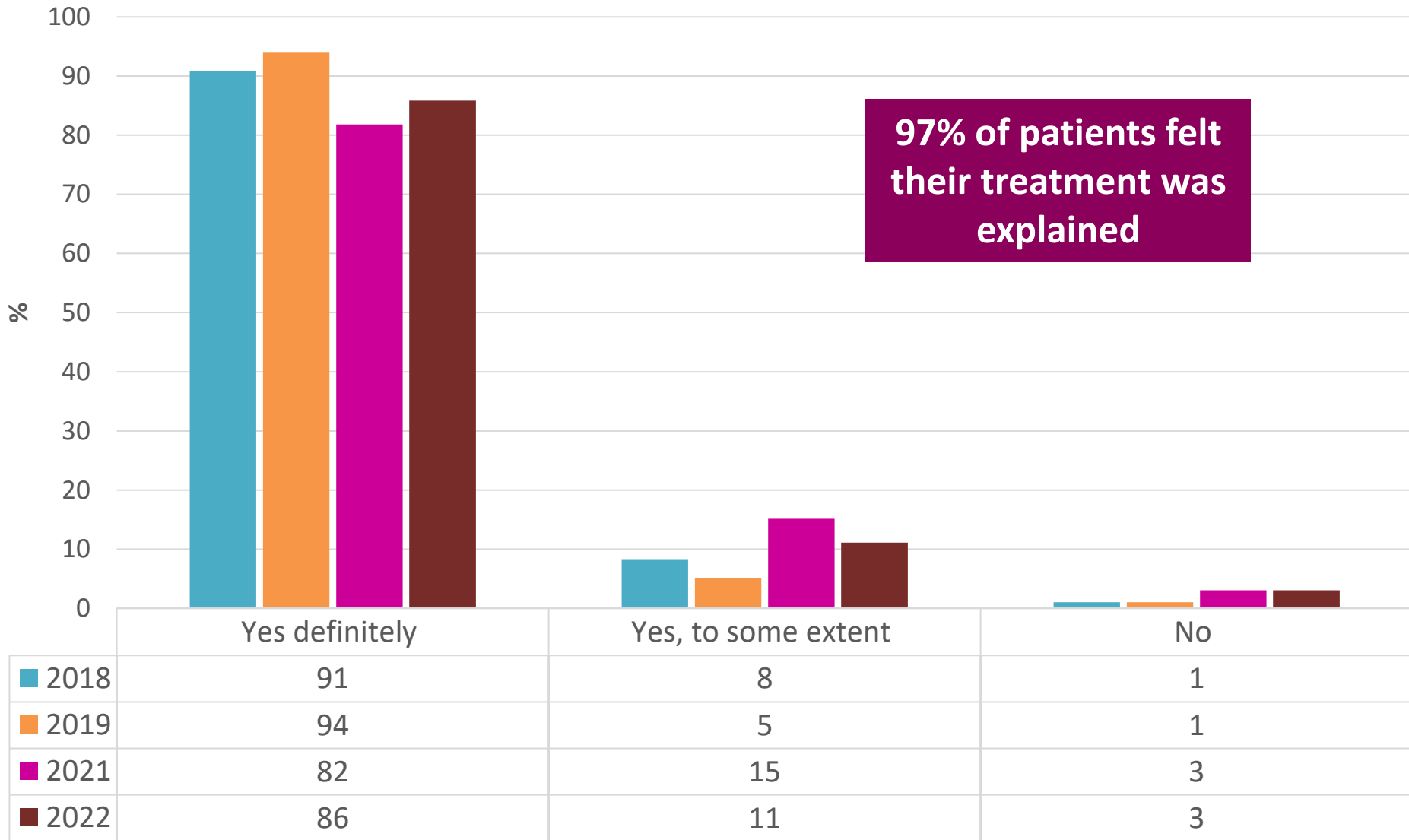
Base size for 2022: 367 responses

Did you get answers that you could understand?

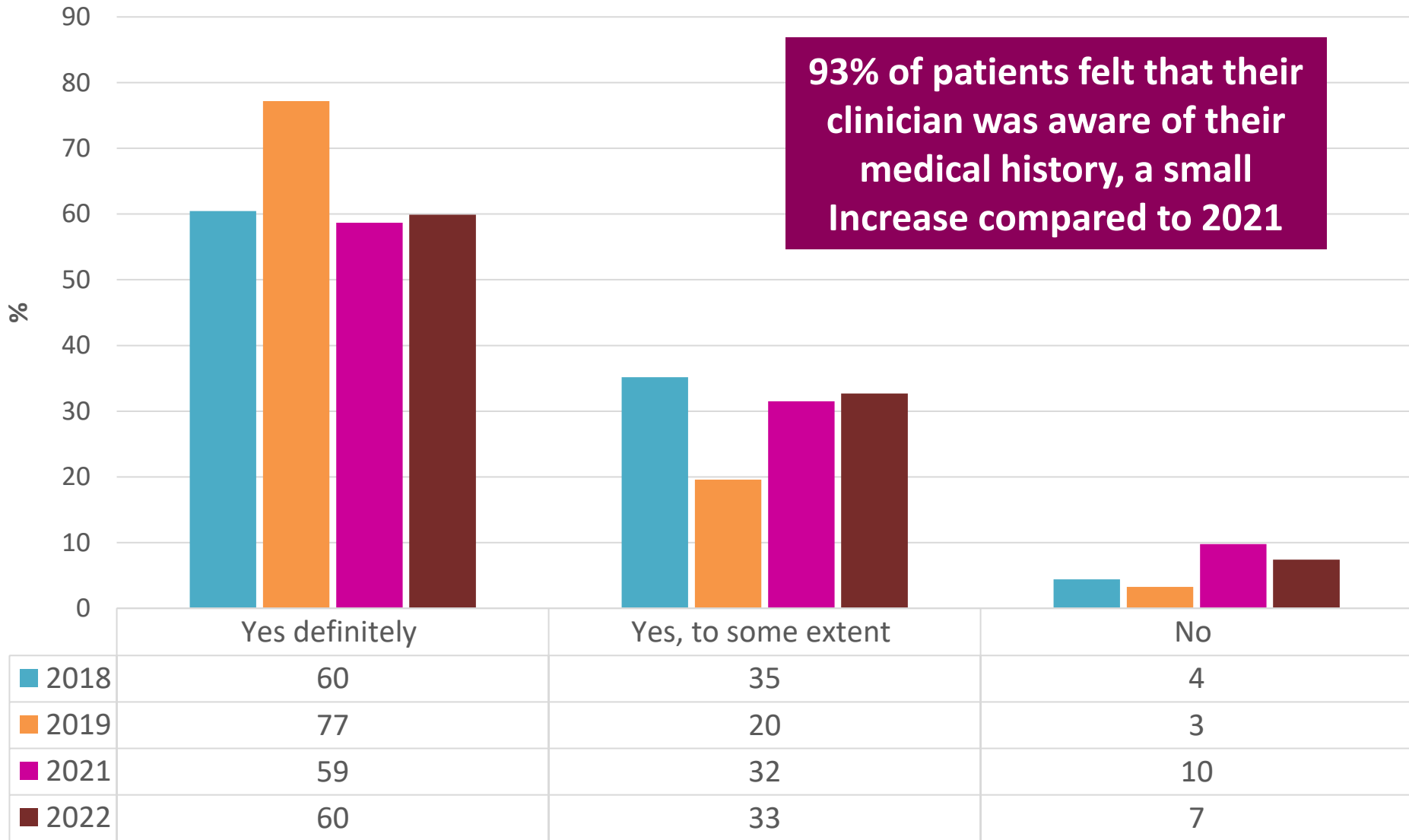


Base size for 2022: 351 responses

Was your treatment or action explained?

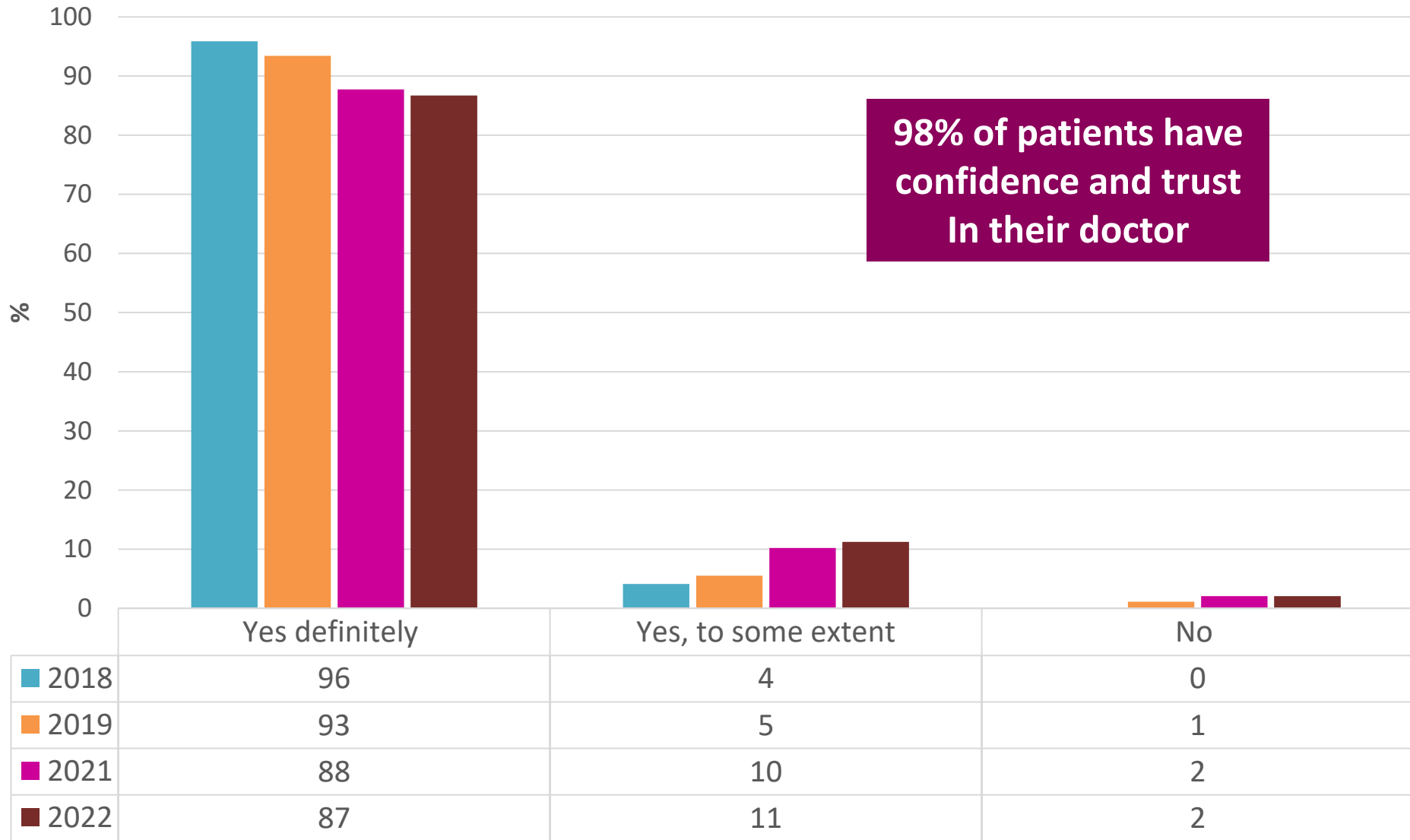


Did they seem aware of your medical history?



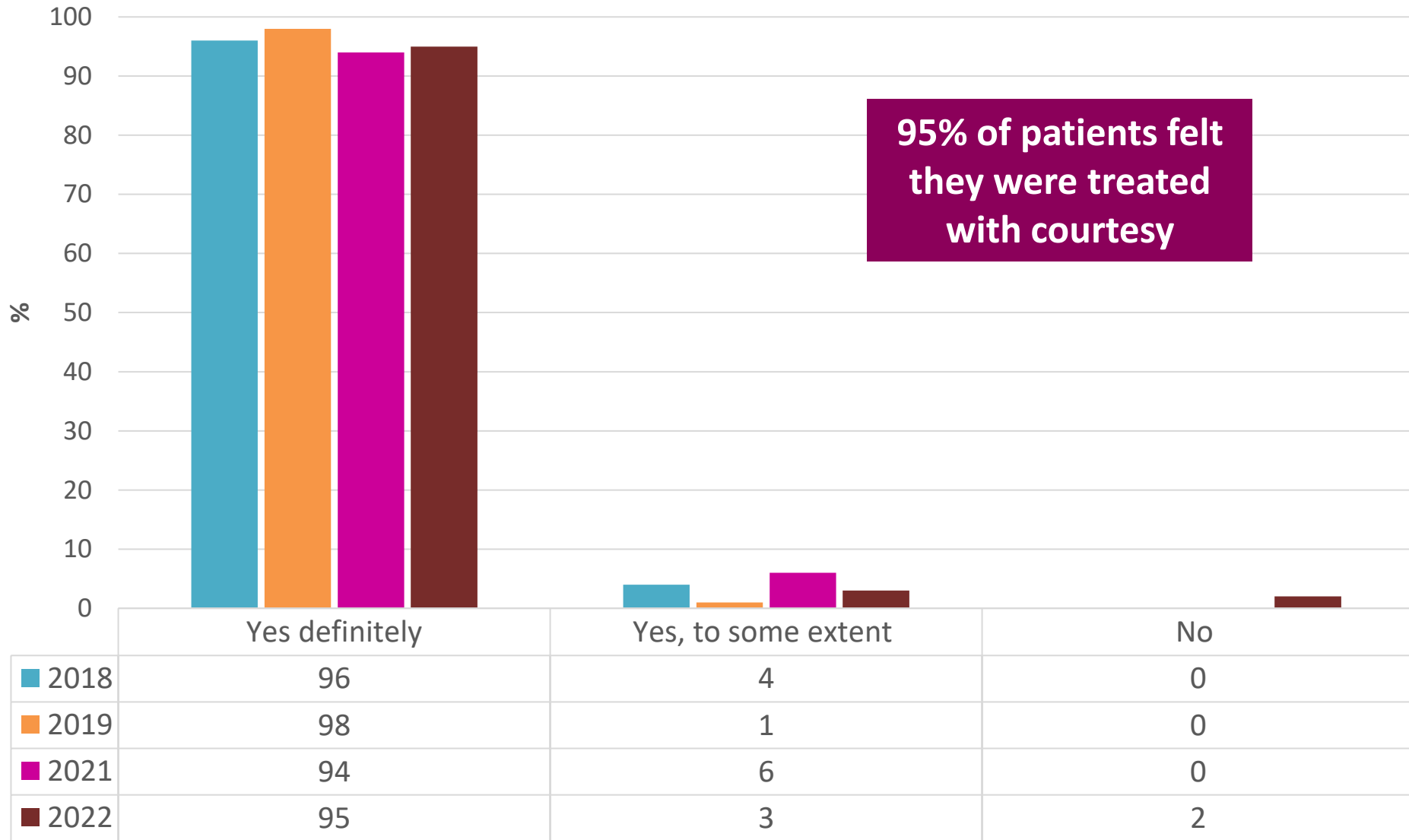
Base size for 2022: 342 responses

Did you have confidence and trust In your doctor?



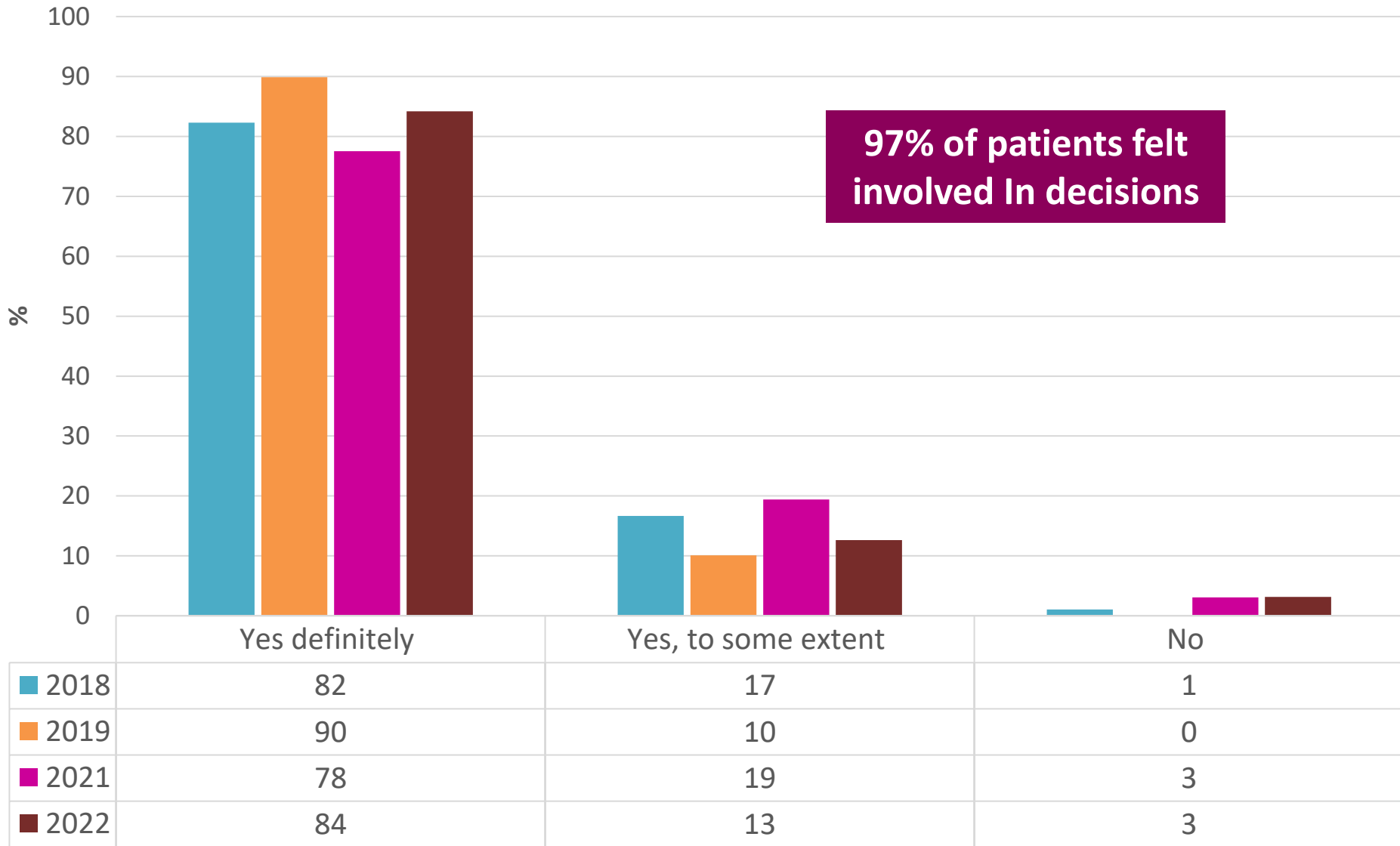
Base size for 2021: 363 responses

Were you treated with courtesy?

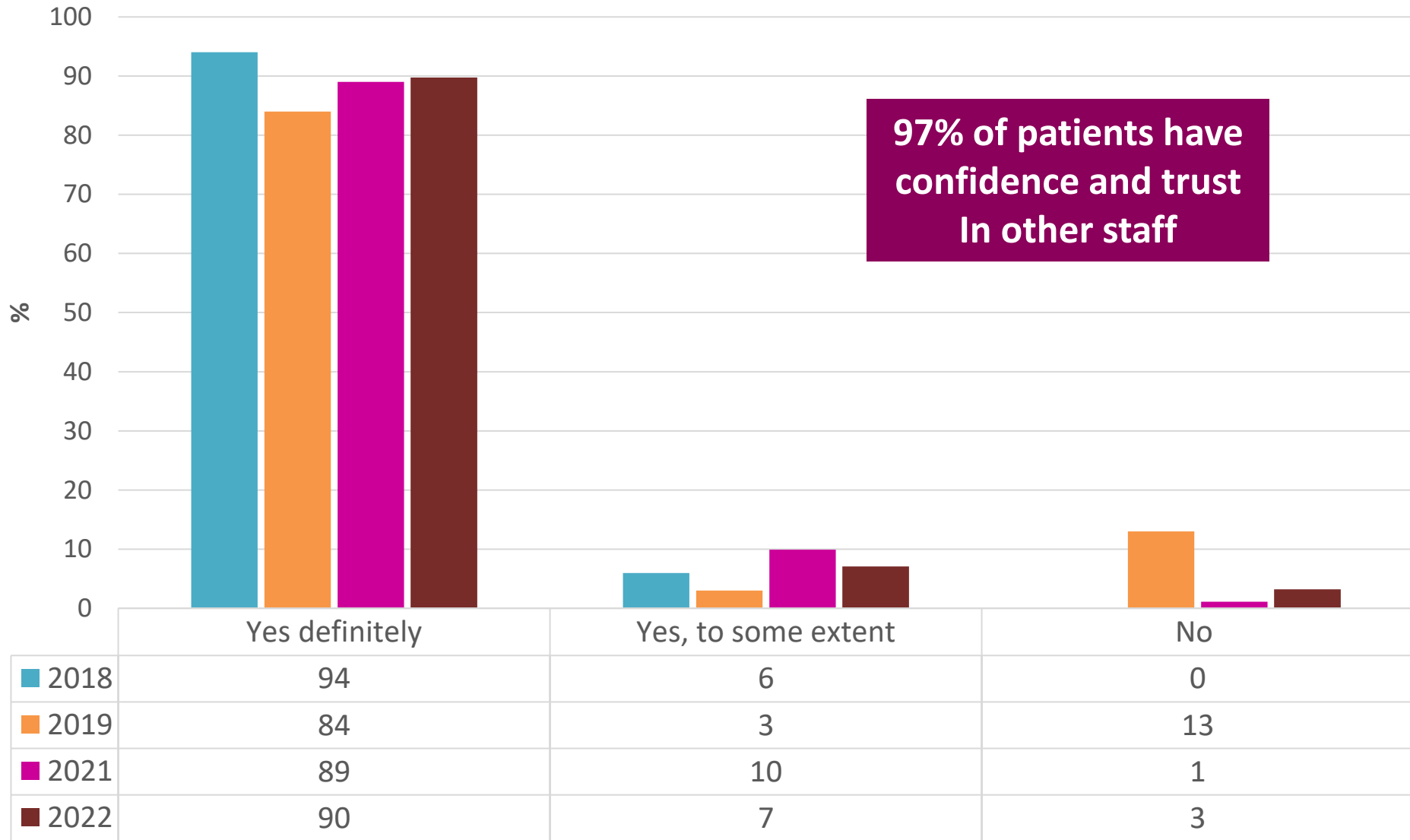


Base size for 2022: 370 responses

Were you involved in decisions?

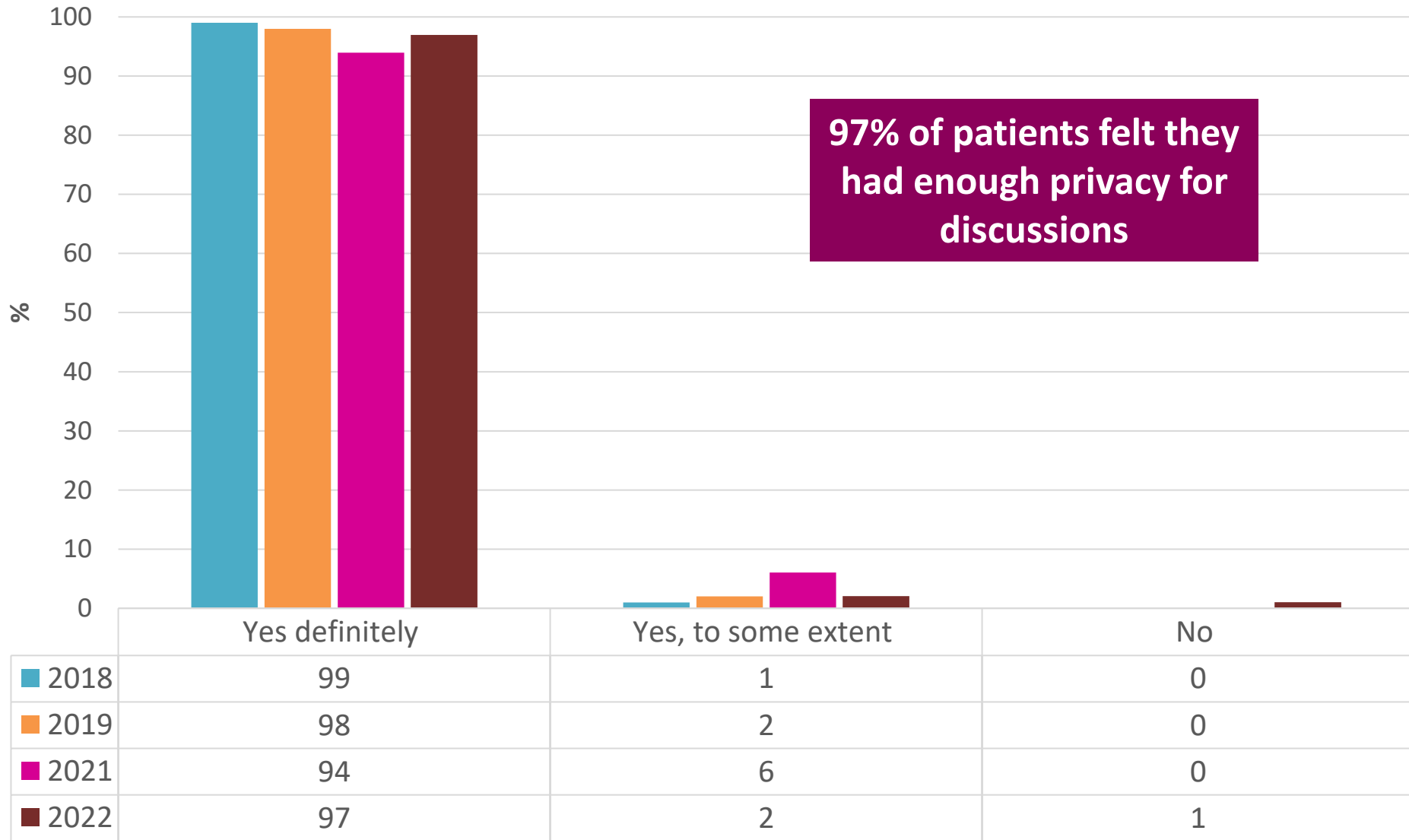


Did you have confidence/trust in other staff members?



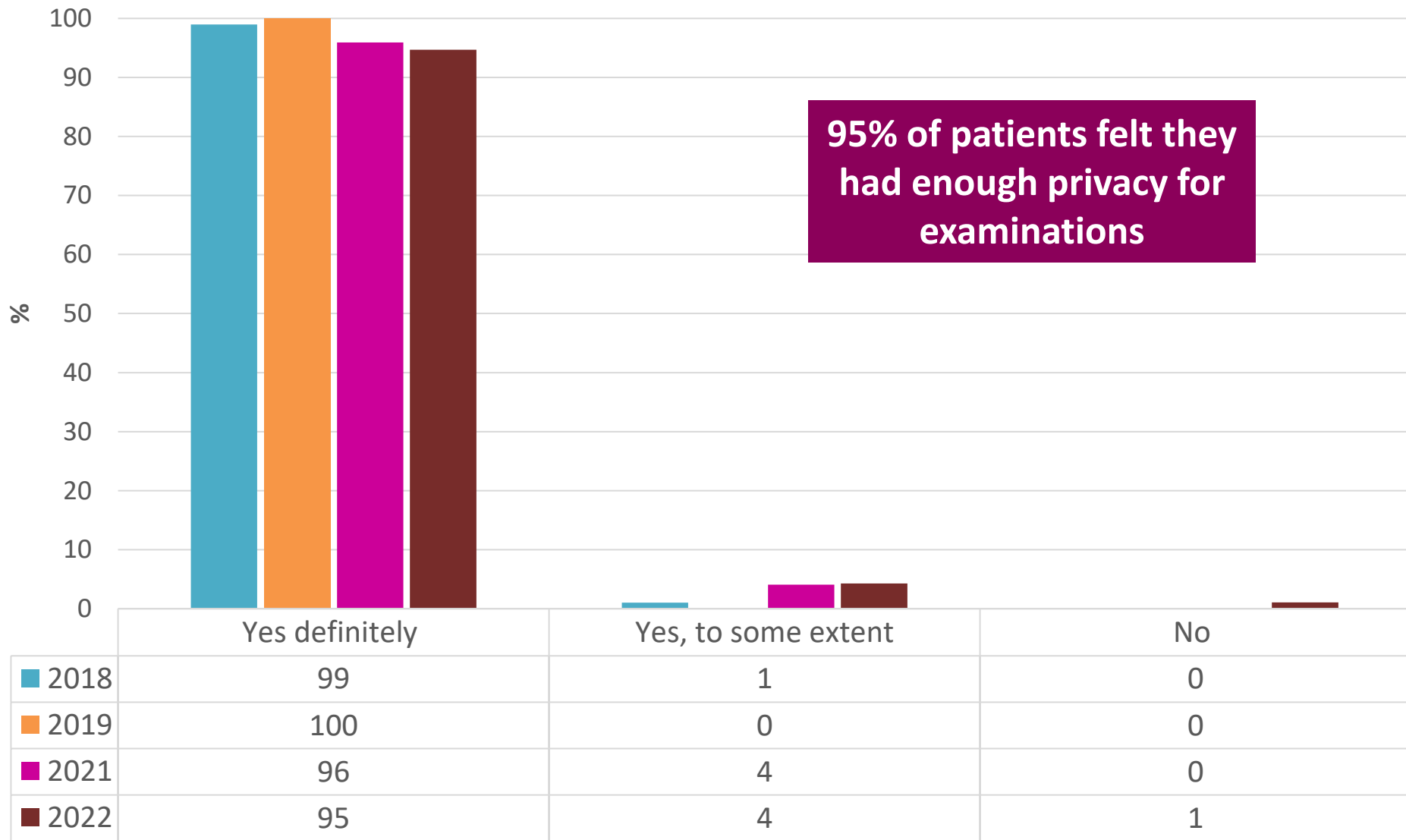
Base size for 2022: 222 responses

Enough privacy when discussing your treatment?



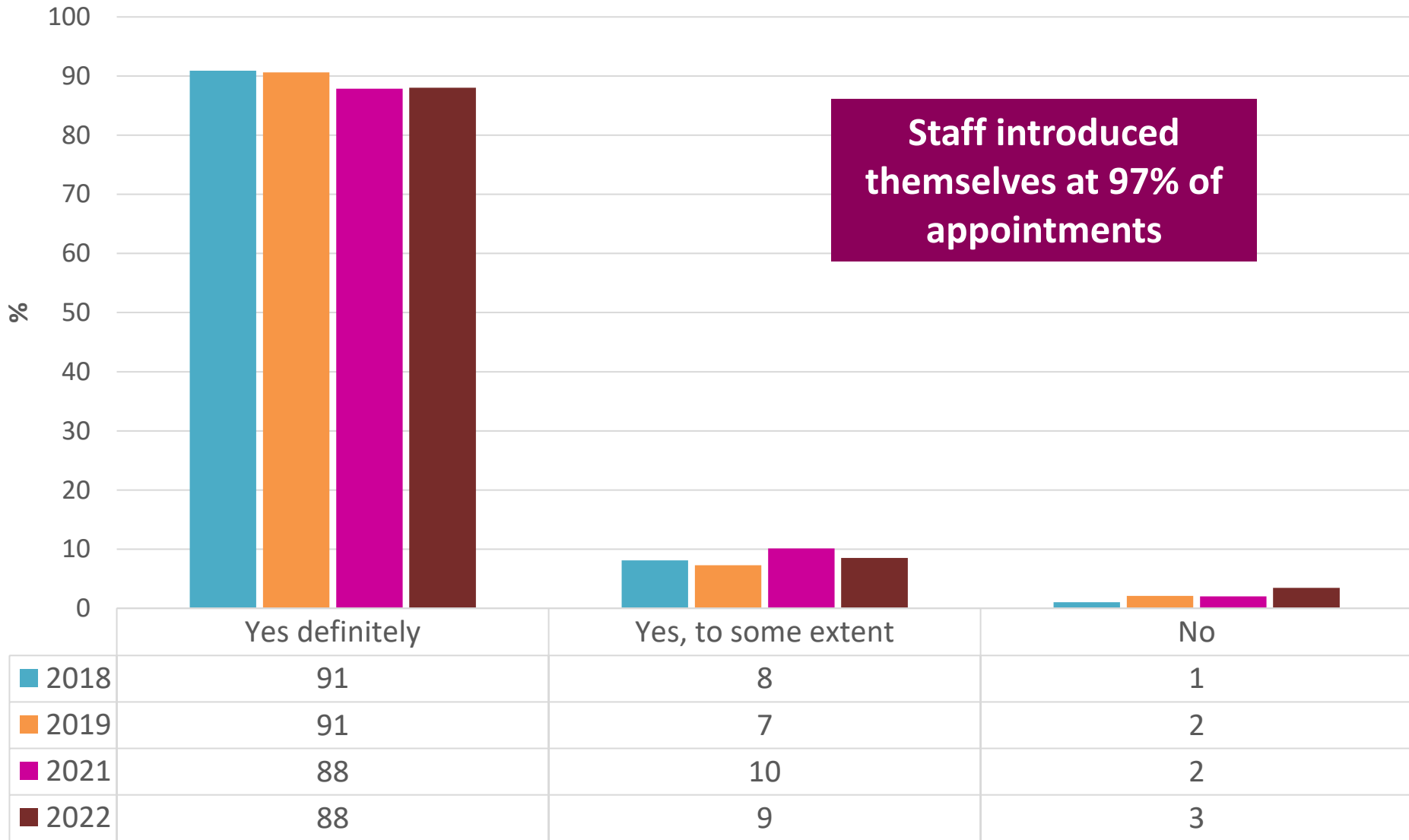
Base size for 2022: 280 responses

Enough privacy when being examined?



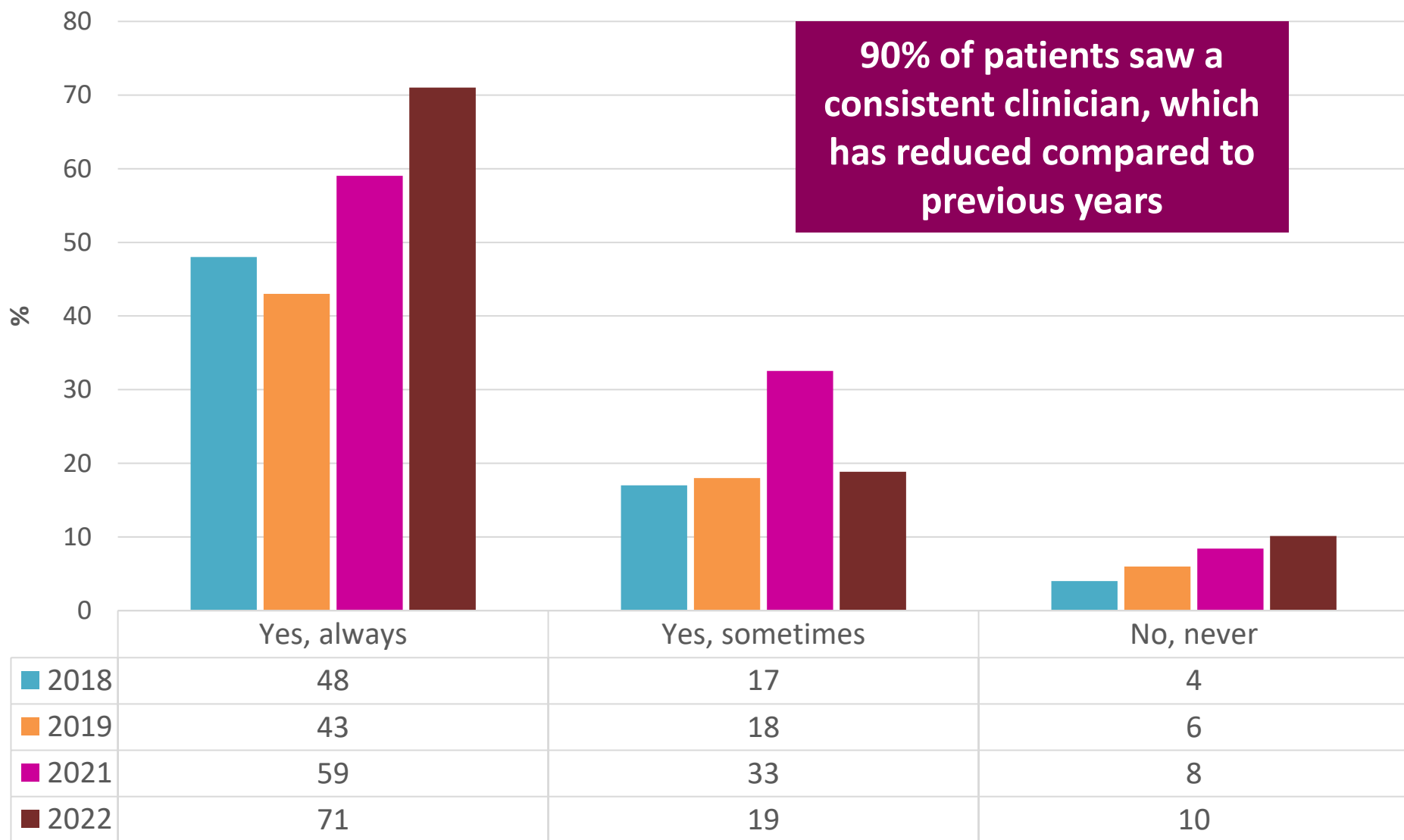
Base size for 2022: 264 responses

Did the staff introduce themselves?



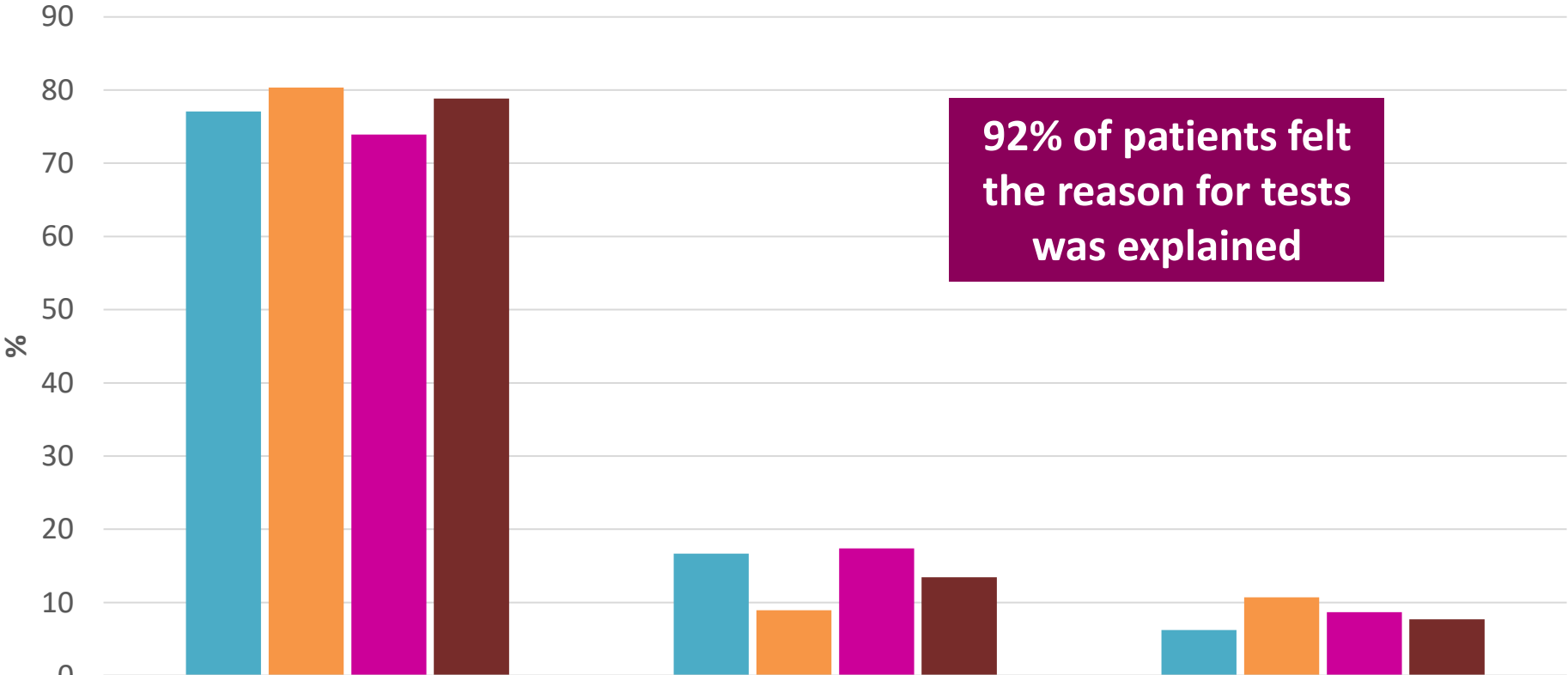
Base size for 2022: 310 responses

Do you see the same doctor or member of staff?



Base size for 2022: 249 responses

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

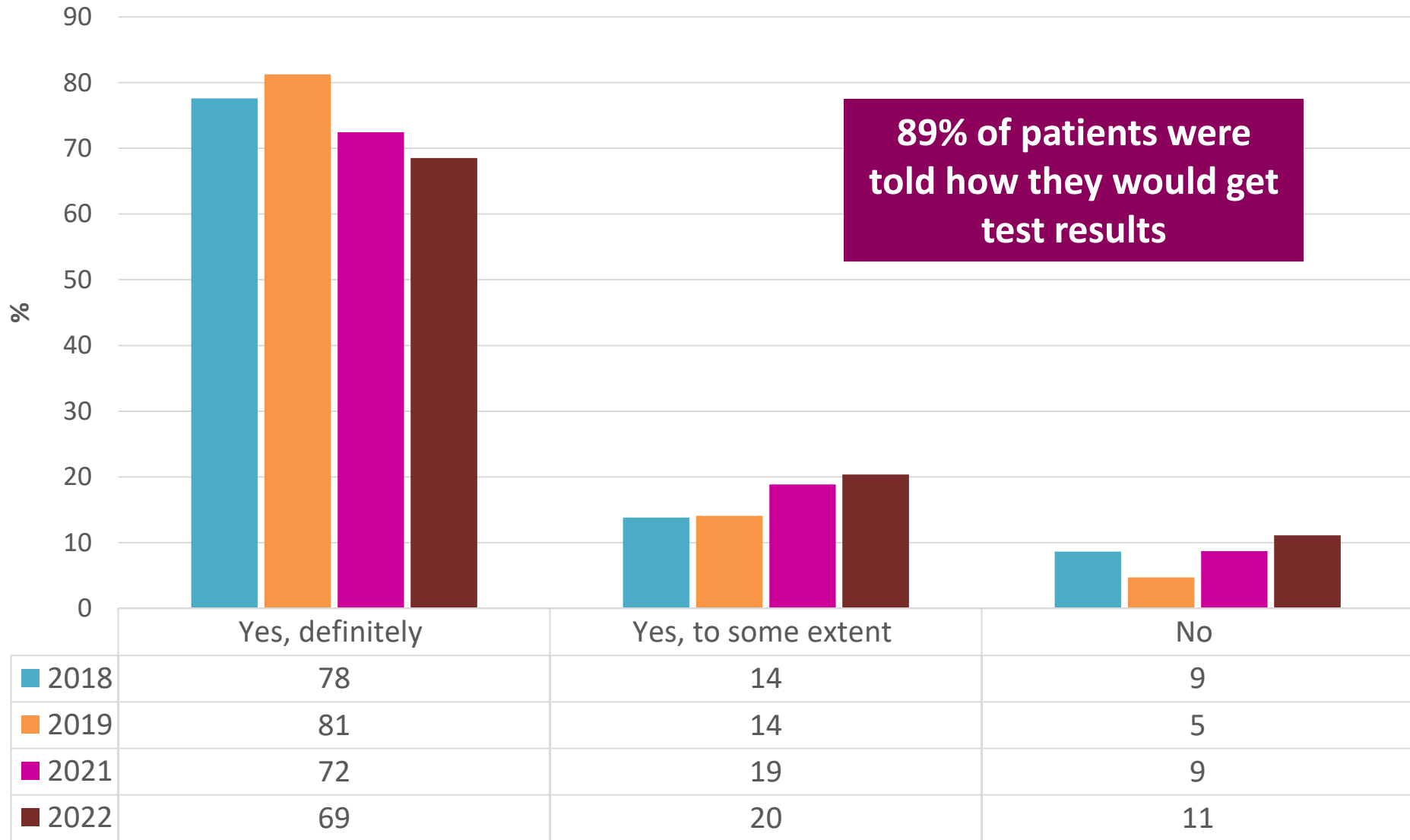


92% of patients felt the reason for tests was explained

	Yes definitely	Yes, to some extent	No
2018	77	17	6
2019	80	9	11
2021	74	17	9
2022	79	13	8

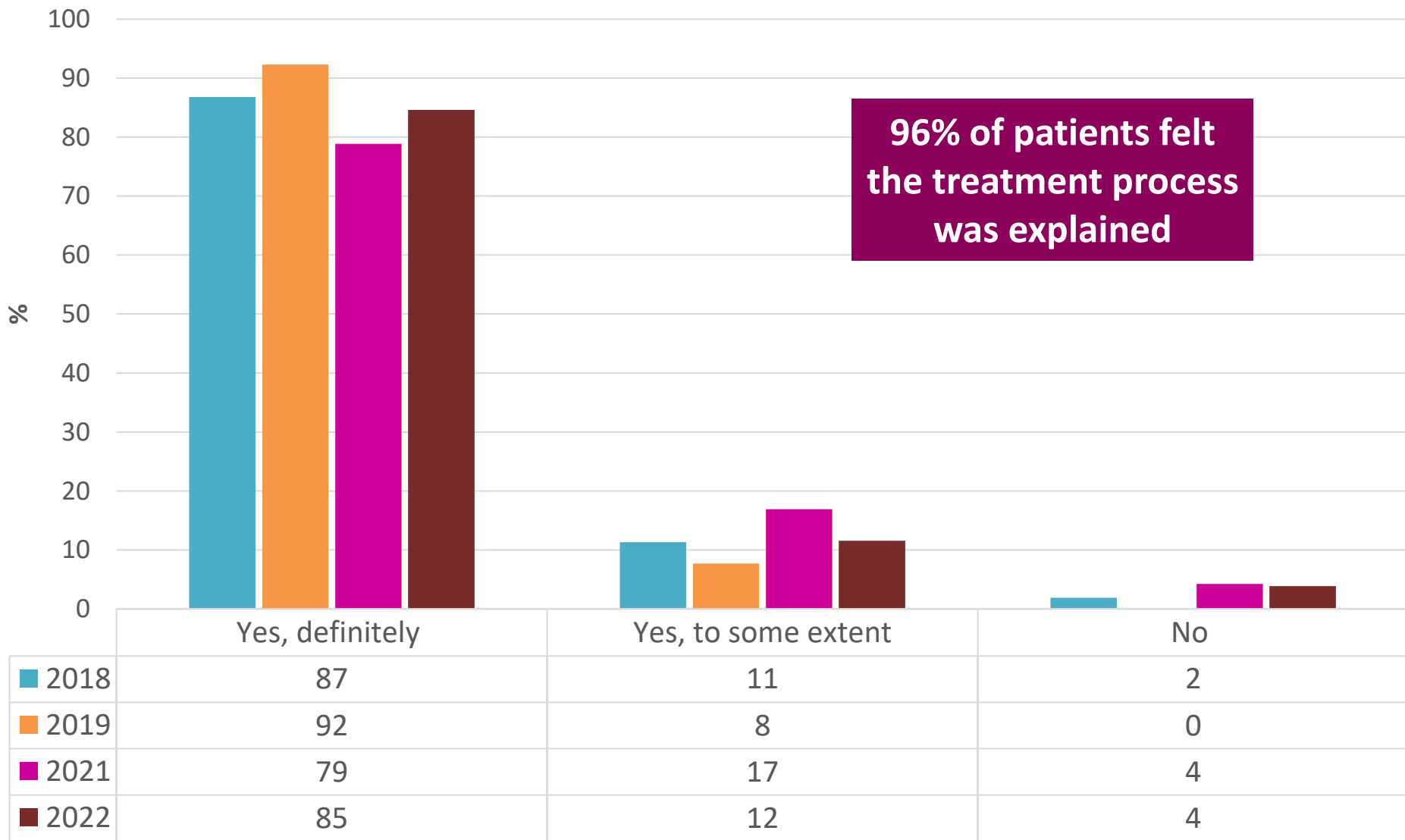
Base size for 2022: 180 responses

Did staff explain how you would find out the results?

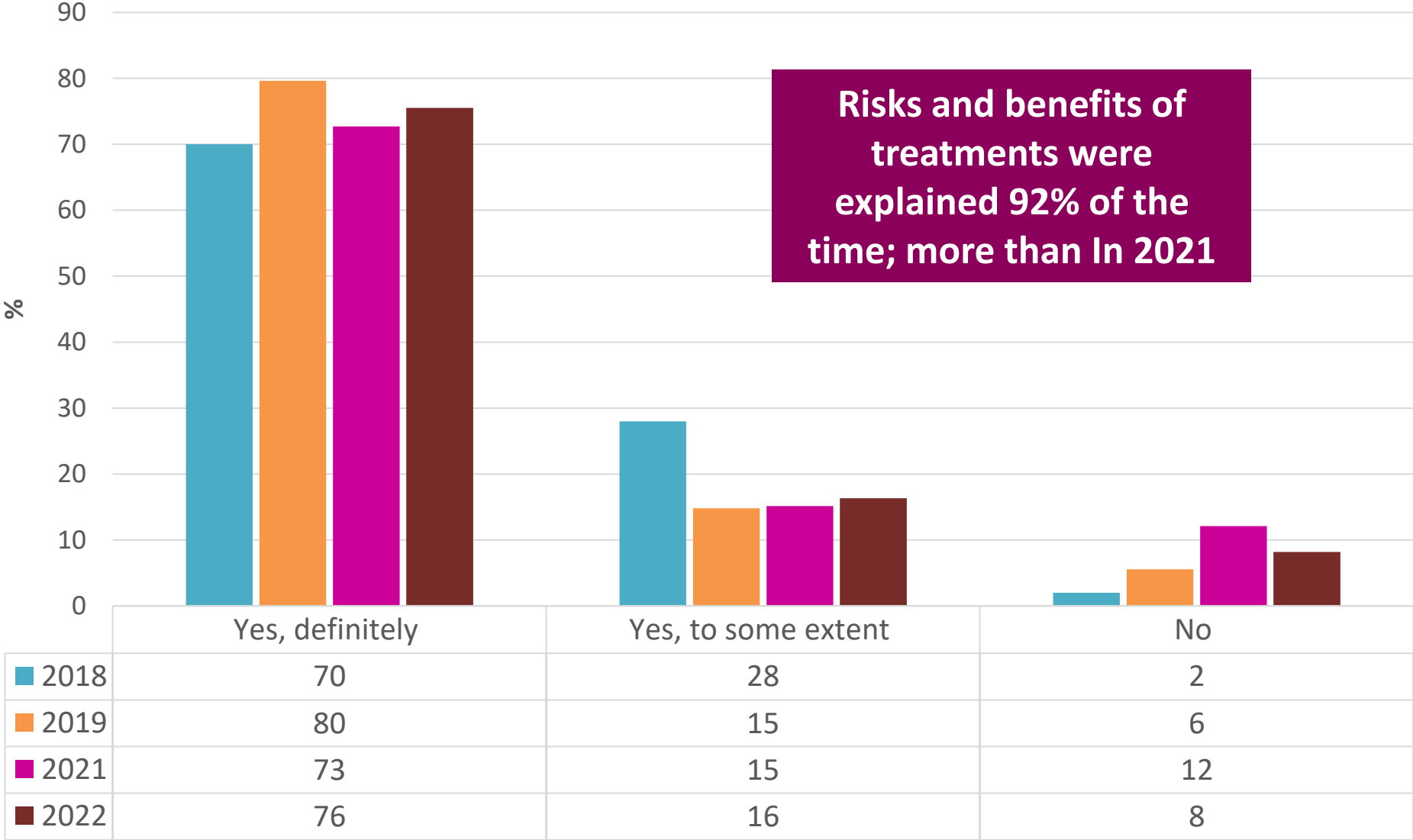


Base size for 2022: 188 responses

If you had treatment, did staff explain what would happen



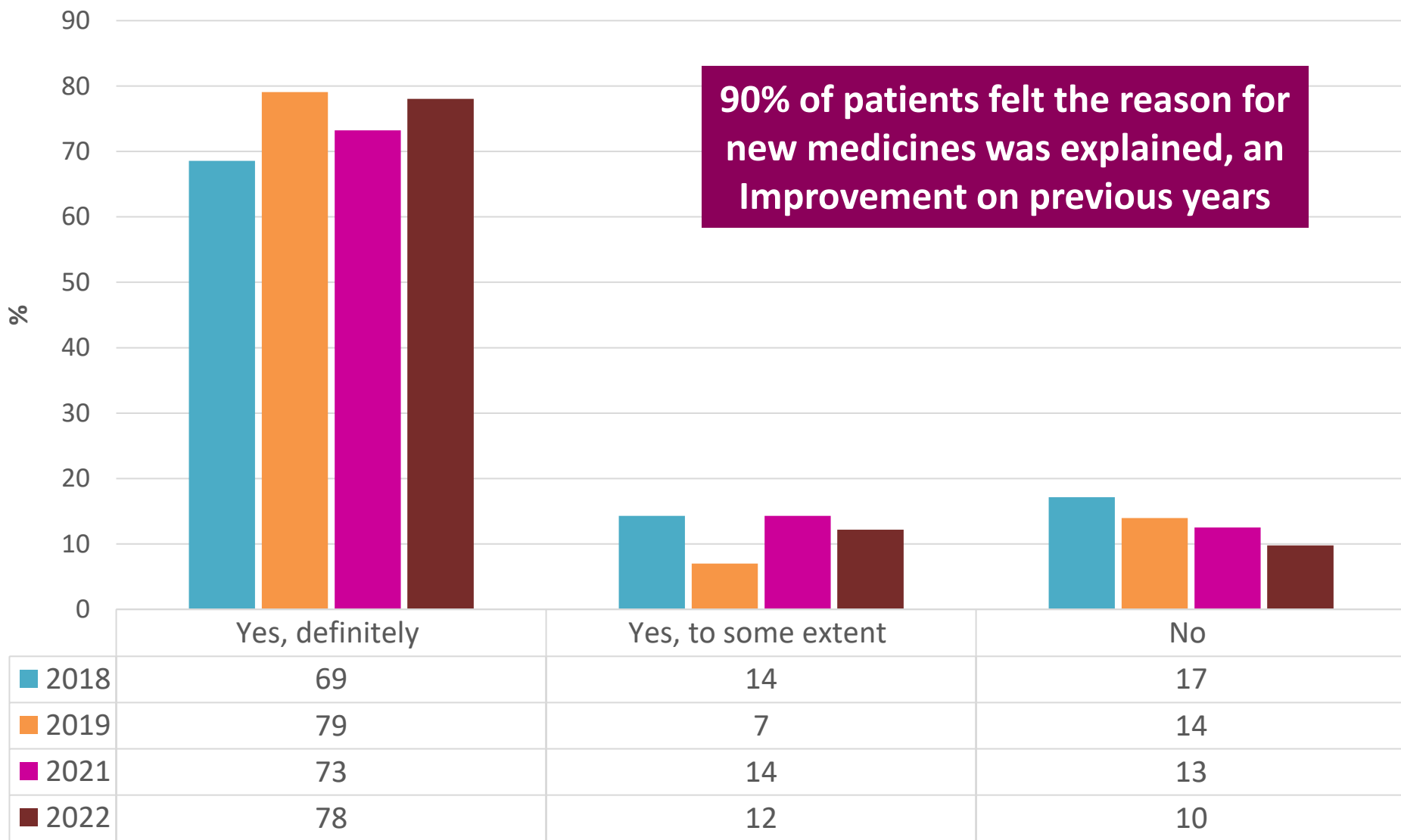
Did someone explain the risks and benefits?



Risks and benefits of treatments were explained 92% of the time; more than in 2021

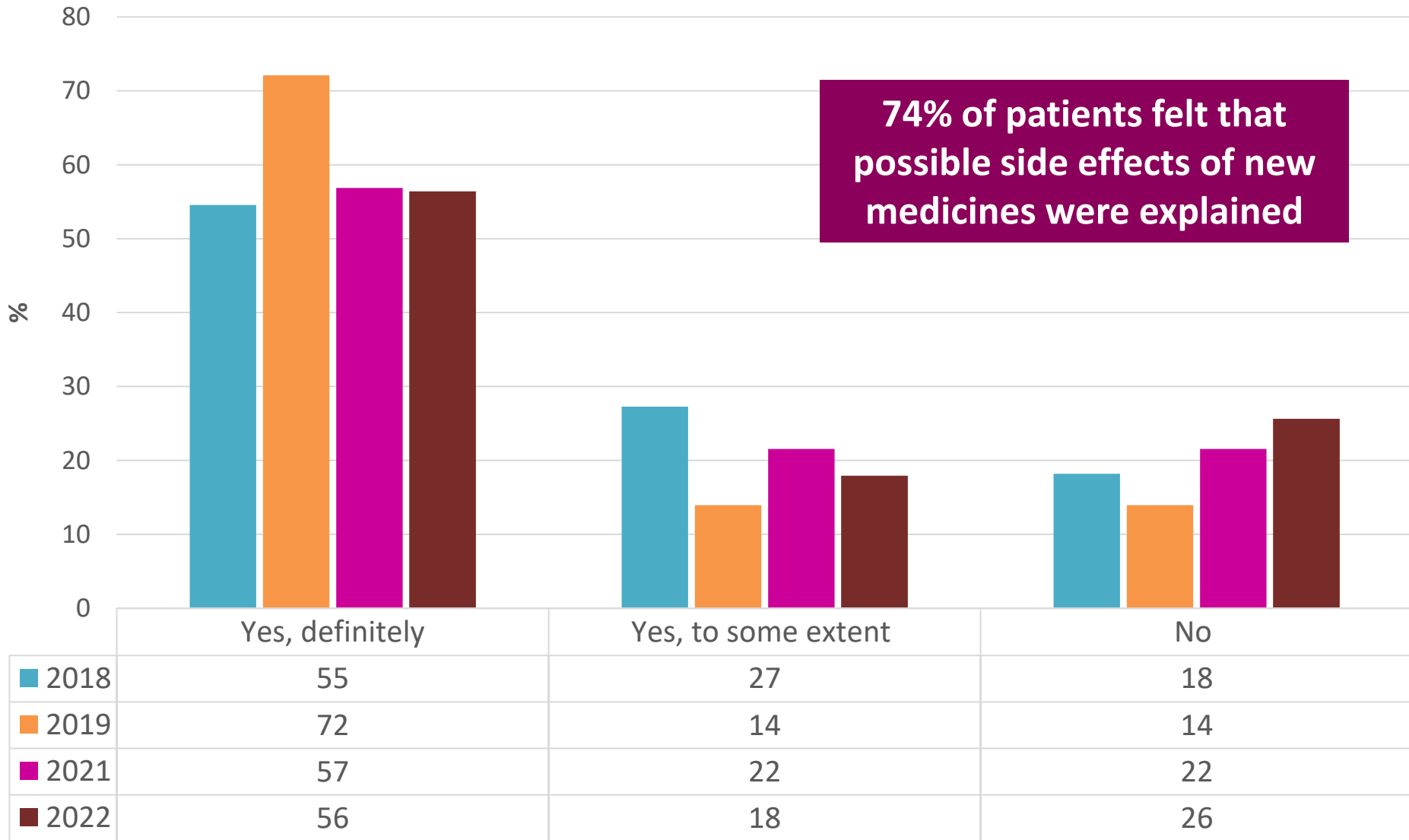
Base size for 2022: 167 responses

If given new medicine, did staff explain their purpose?



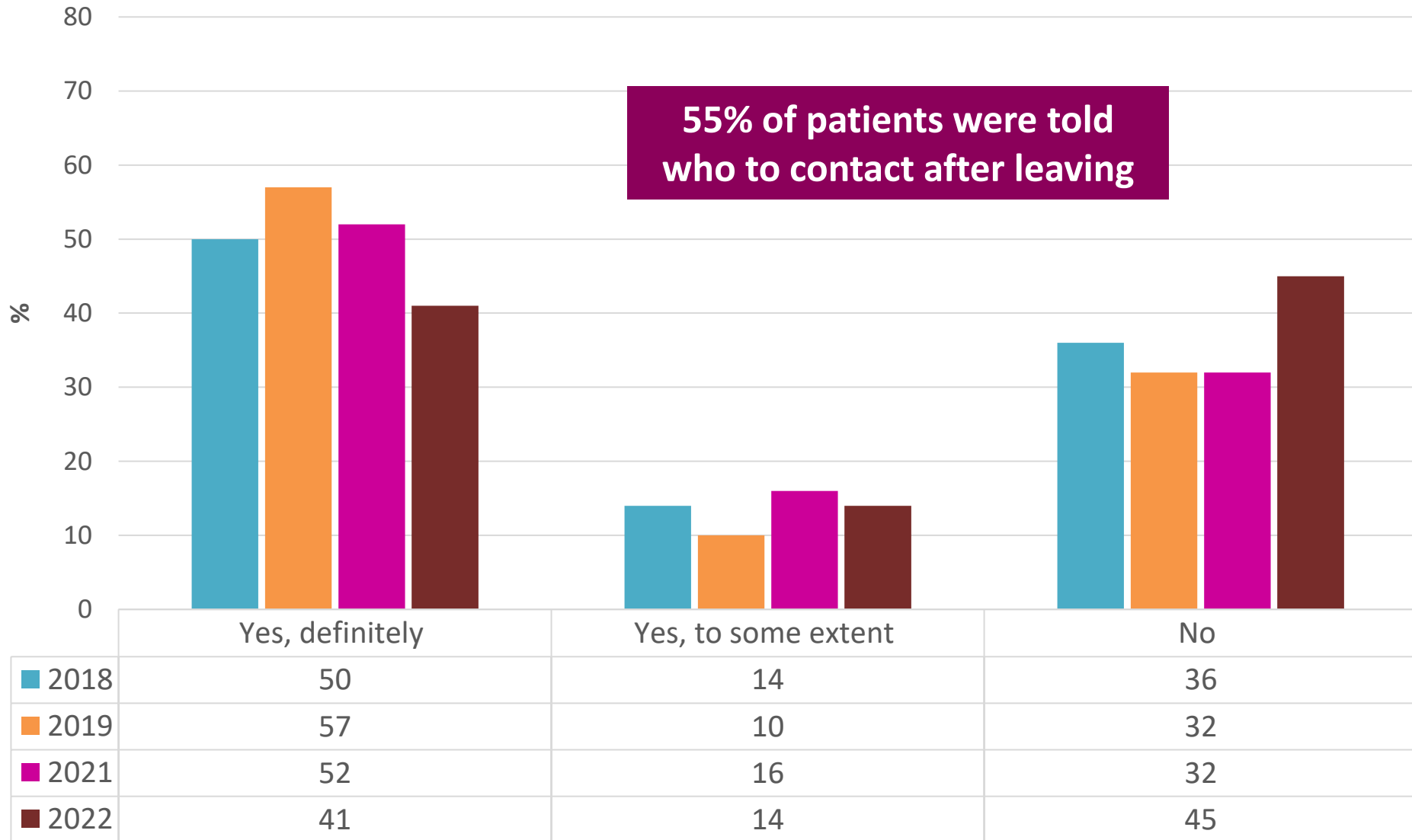
Base size for 2022: 135 responses

Did staff tell you about the side effects?



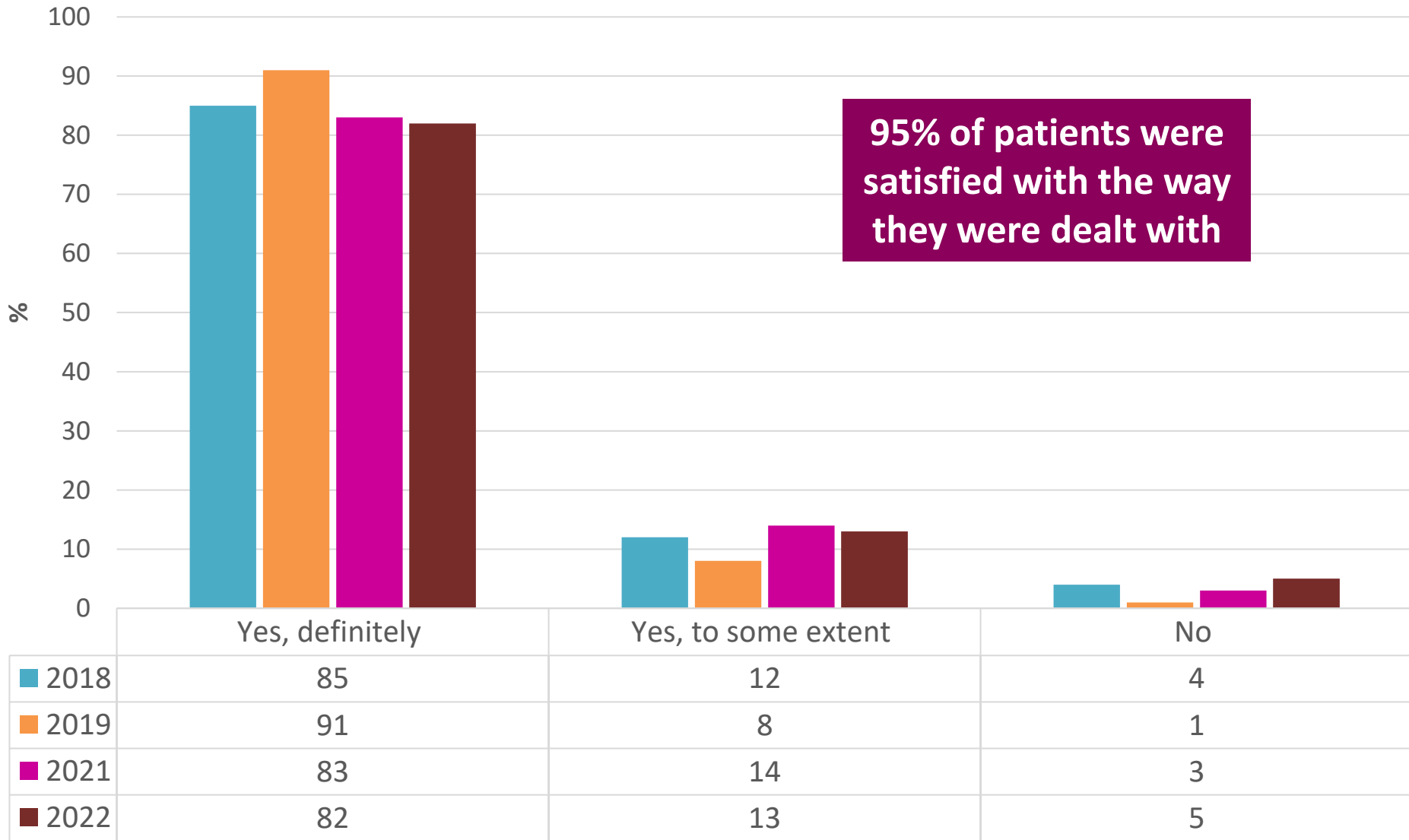
Base size for 2022: 129 responses

Were you told who to contact after leaving hospital?



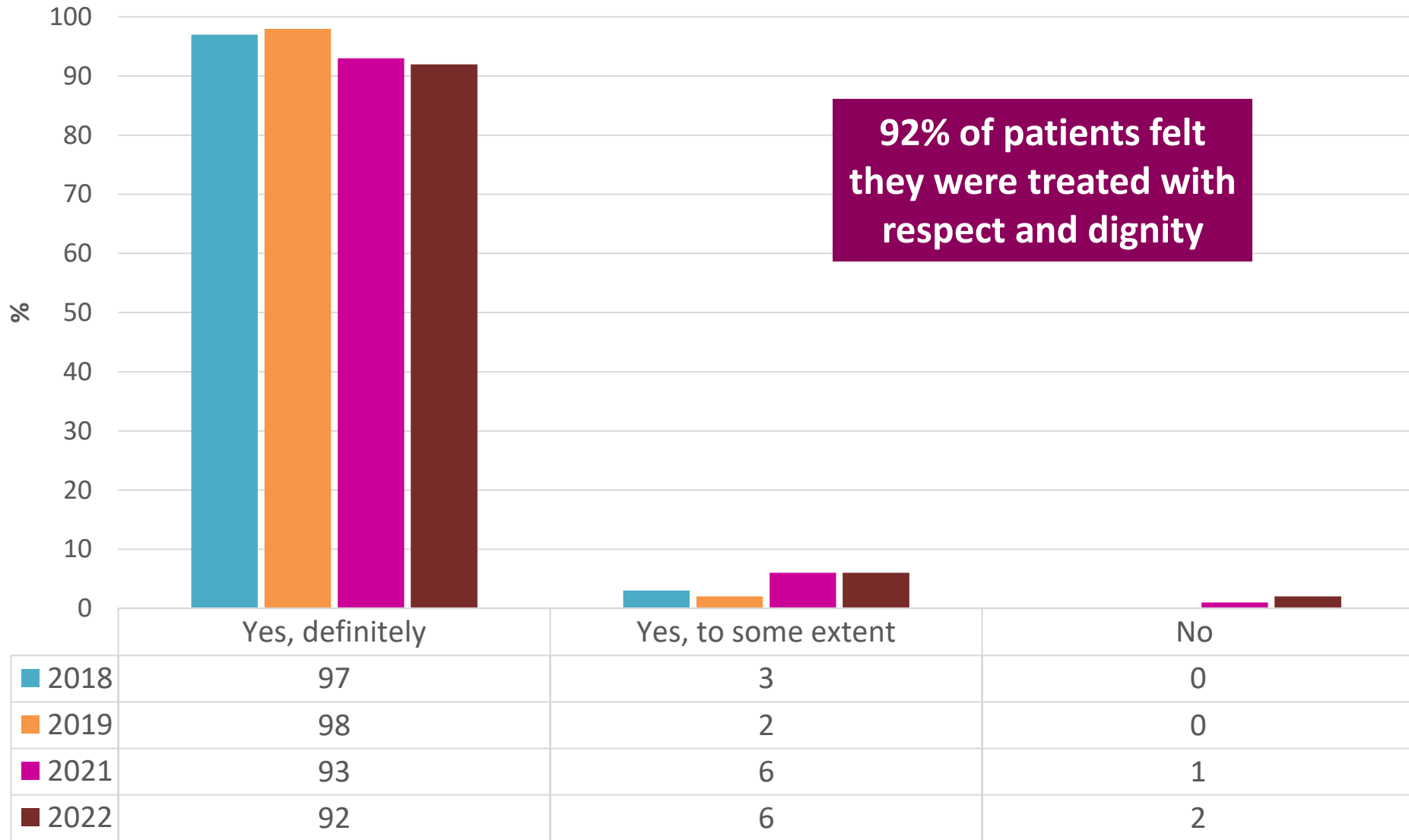
Base size for 2022: 324 responses

Were you dealt with to your satisfaction?



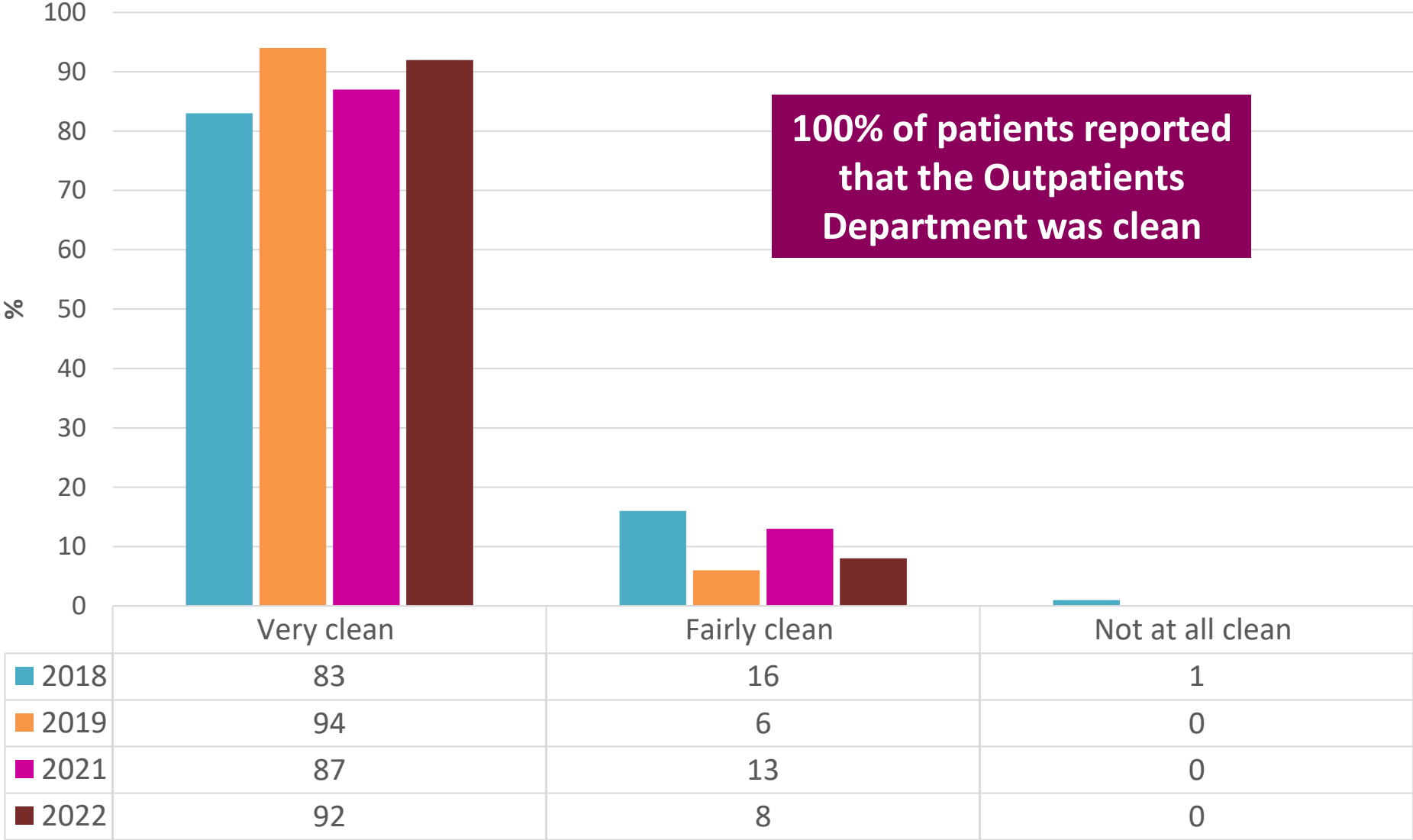
Base size for 2022: 343 responses

Overall, were you treated with respect and dignity?



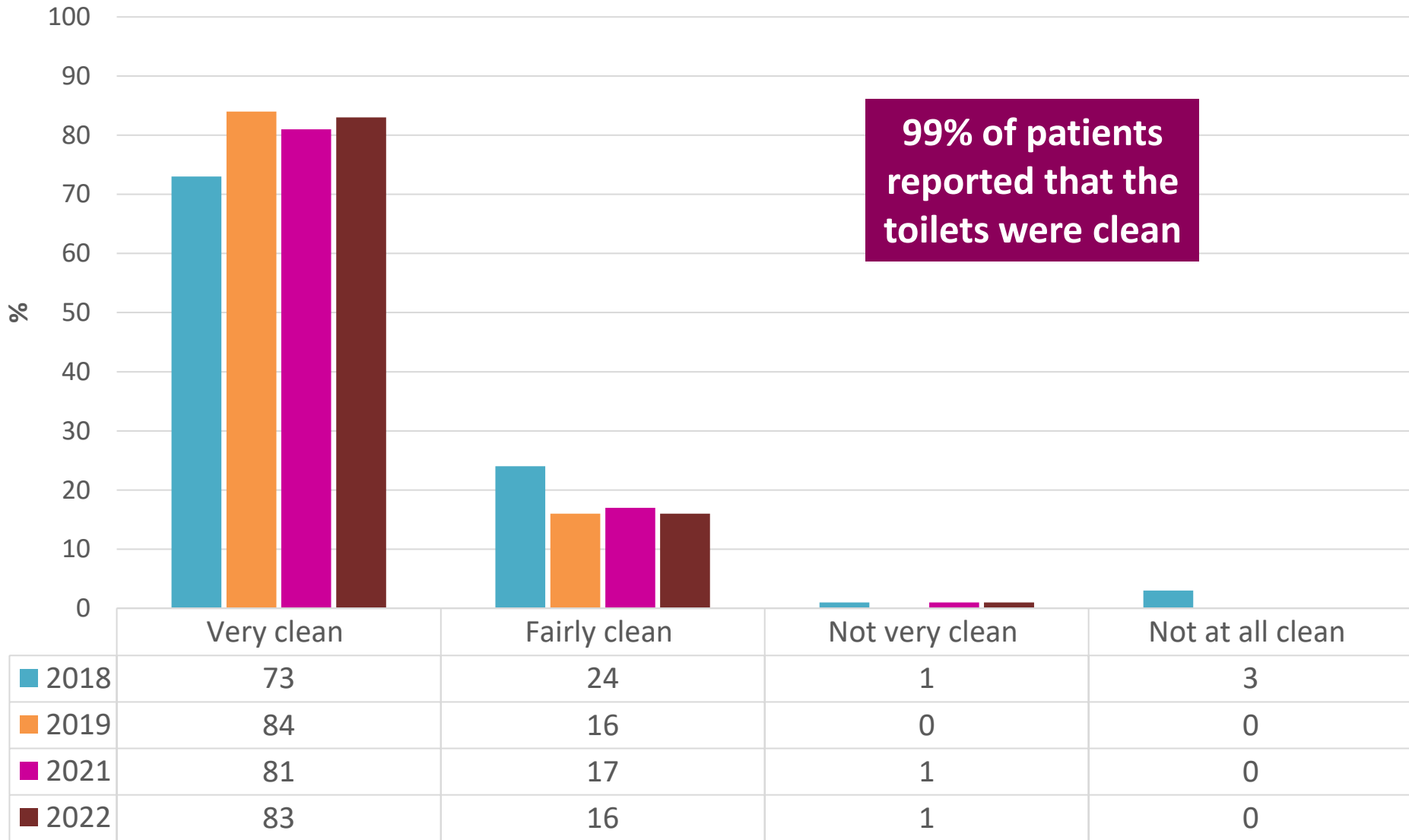
Base size for 2022: 344 responses

How clean was the Outpatients Department?



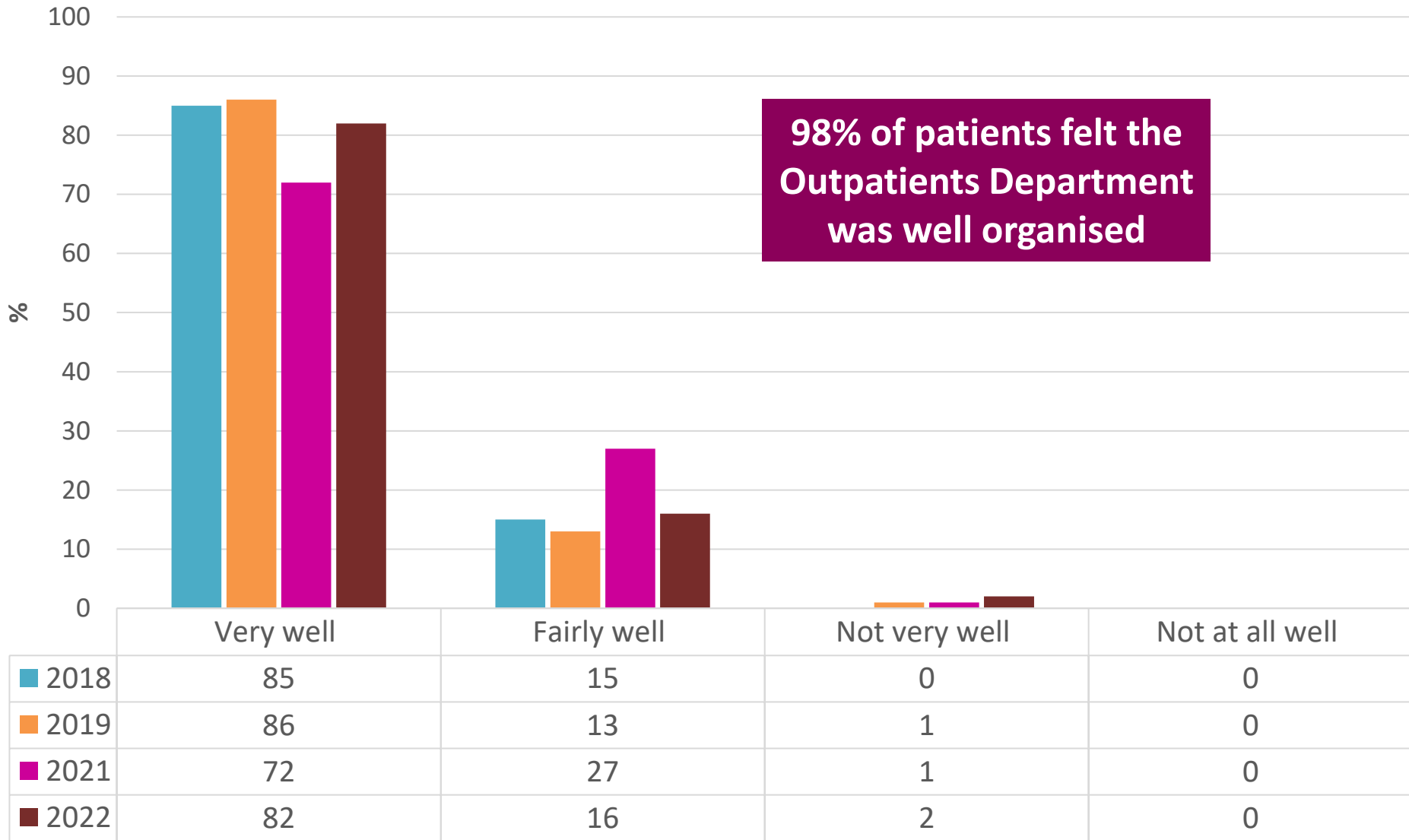
Base size for 2022: 286 responses

How clean were the toilets?



Base size for 2022: 184 responses

How well organised was the department you visited today?



Base size for 2022: 280 responses

Comments from patients

- I was really impressed with how helpful everyone at DHC was and how accommodating with appointments (especially when I had to rearrange one).
- Great staff, all very friendly, professional and caring.
- Dr listened to my problems some of which were new, explaining what he thought was causing the problem but has referred me for imaging to make sure.
- The reception team are always very helpful and friendly and make me feel like they care.
- Never have to wait ages always seen on time.
- Keeping it local is very beneficial for morale and convenience.
- I received a very good explanation of my condition and how I can be treated.
- Very caring and professional Consultant

Comments from patients

- During my procedure I became faint and nauseous. The doctor and 2 nurses were very understanding and treated me perfectly. I was very well cared for and wasn't hurried or made to feel a nuisance.
- The Dr was very attentive and the receptionist who booked my appt was fantastic, great customer service, well done DHC
- Care and consideration given to my disability and treatment to follow.
- For the first time, my concerns have been followed up with care and understanding and a treatment plan prescribed so I am extremely satisfied.
- Treated with Intelligence and courtesy.
- The lady was excellent, the local facility is excellent. It's a triumph for local care