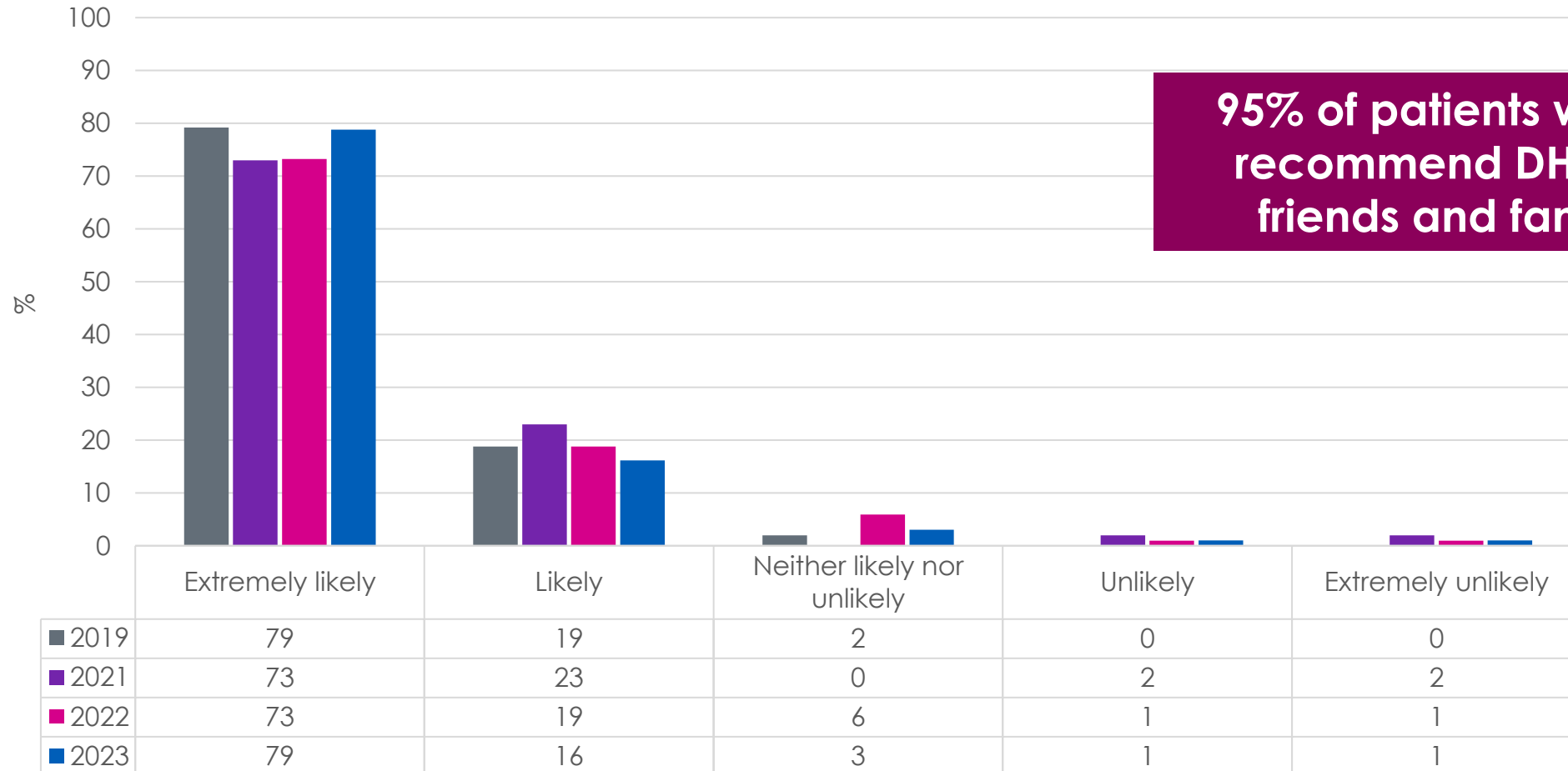




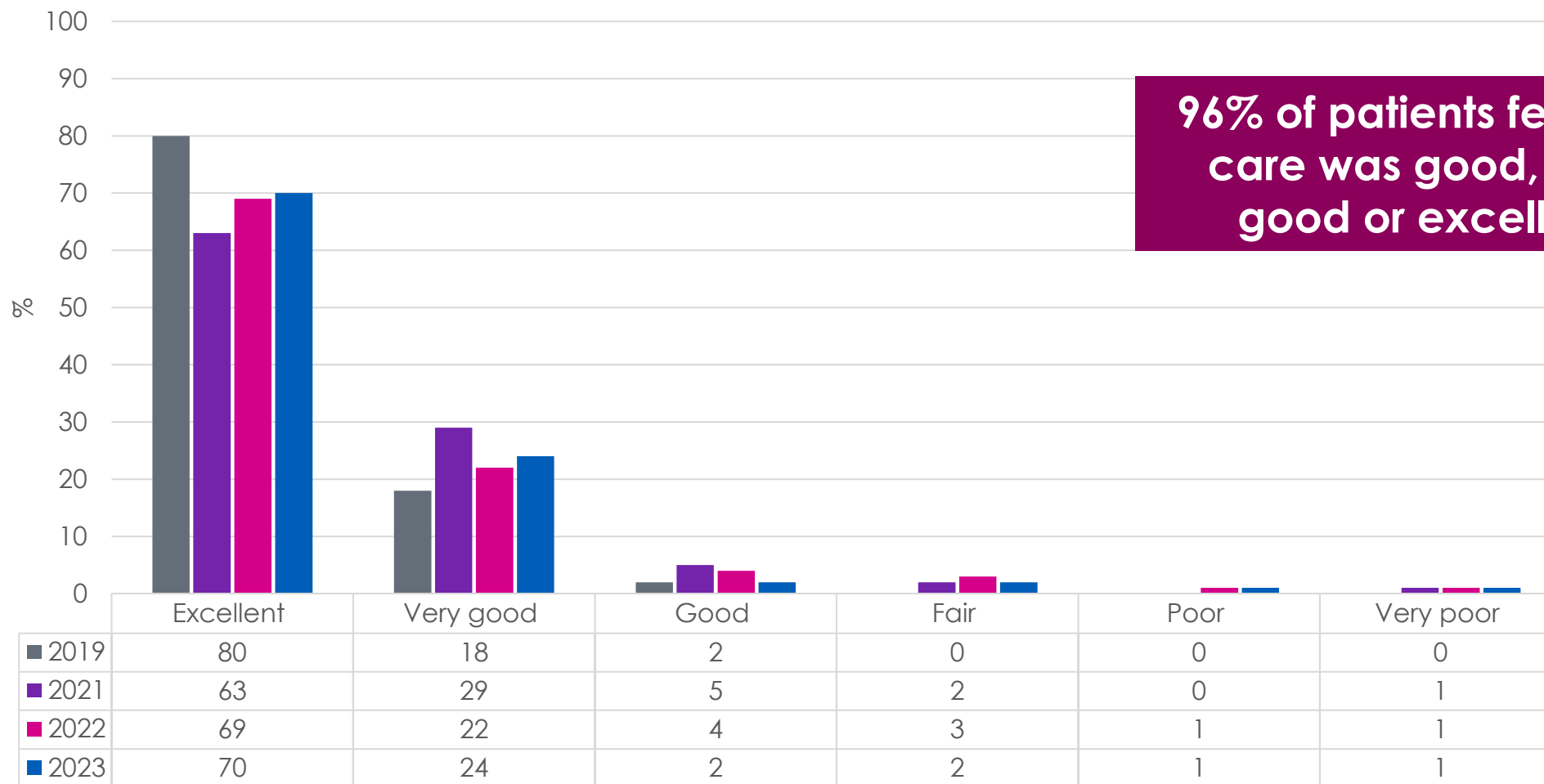
# Patient Survey

January 2023

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

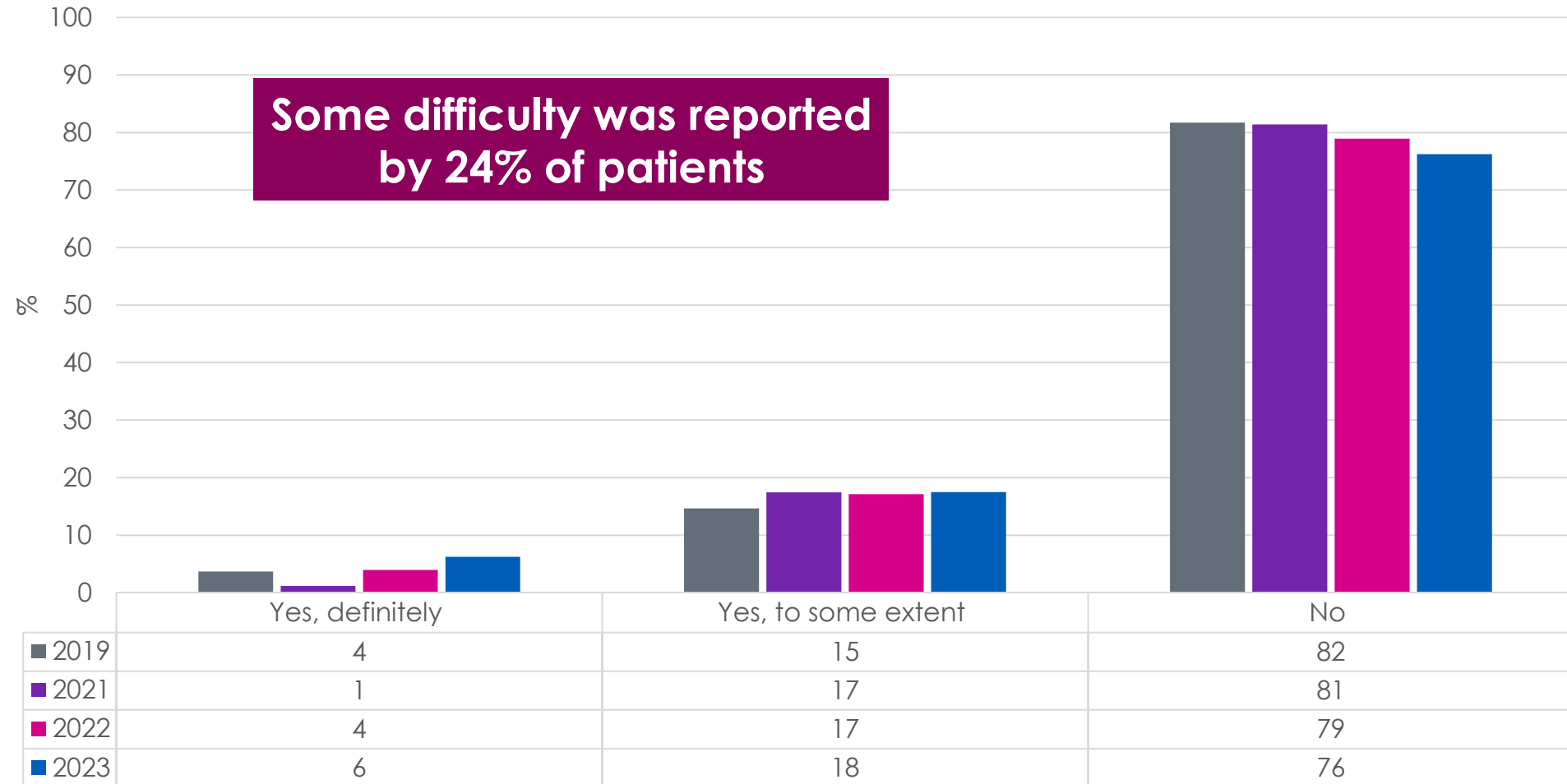


# Overall, how would you rate the care you received?

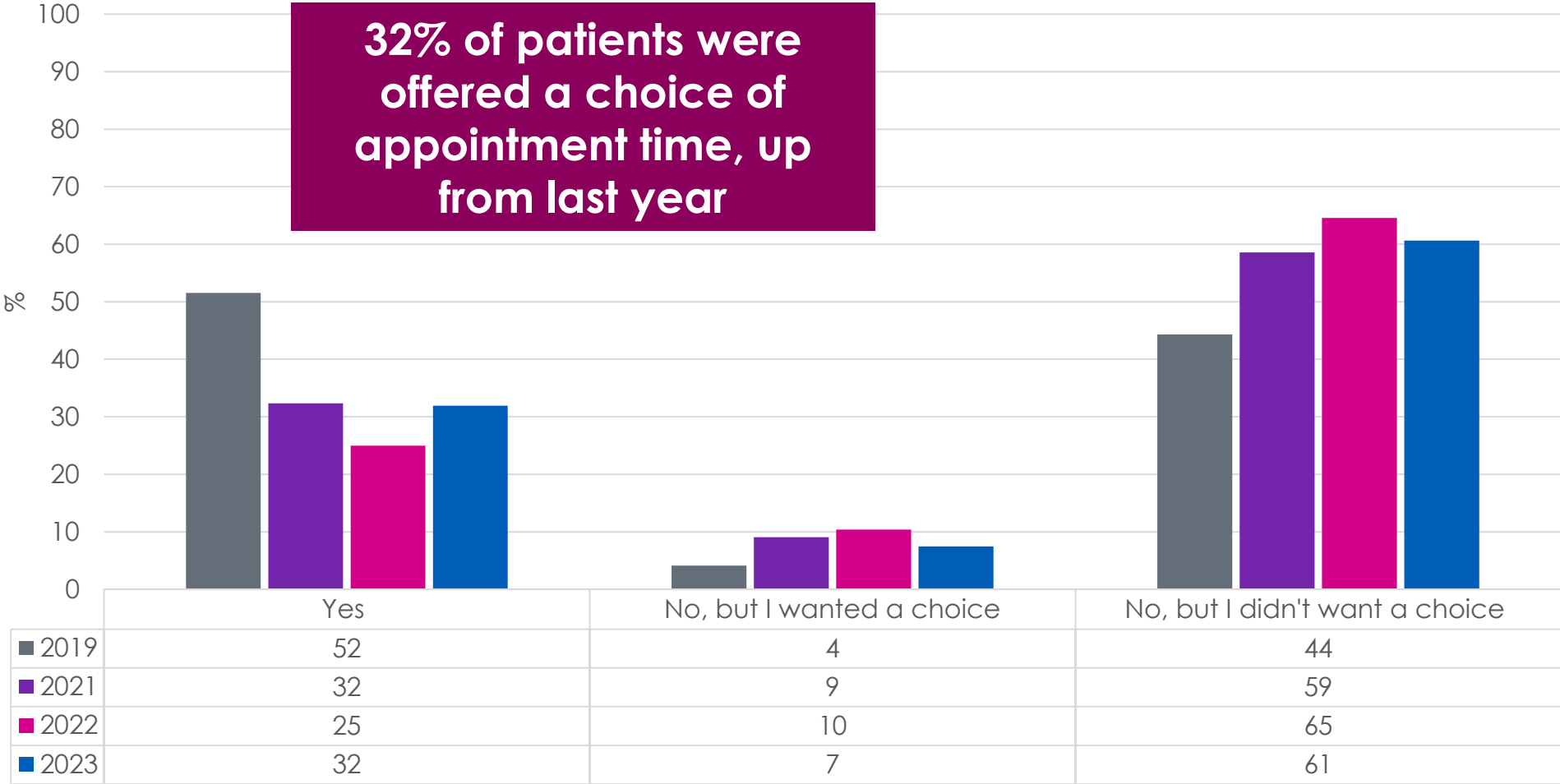


**96% of patients felt their care was good, very good or excellent**

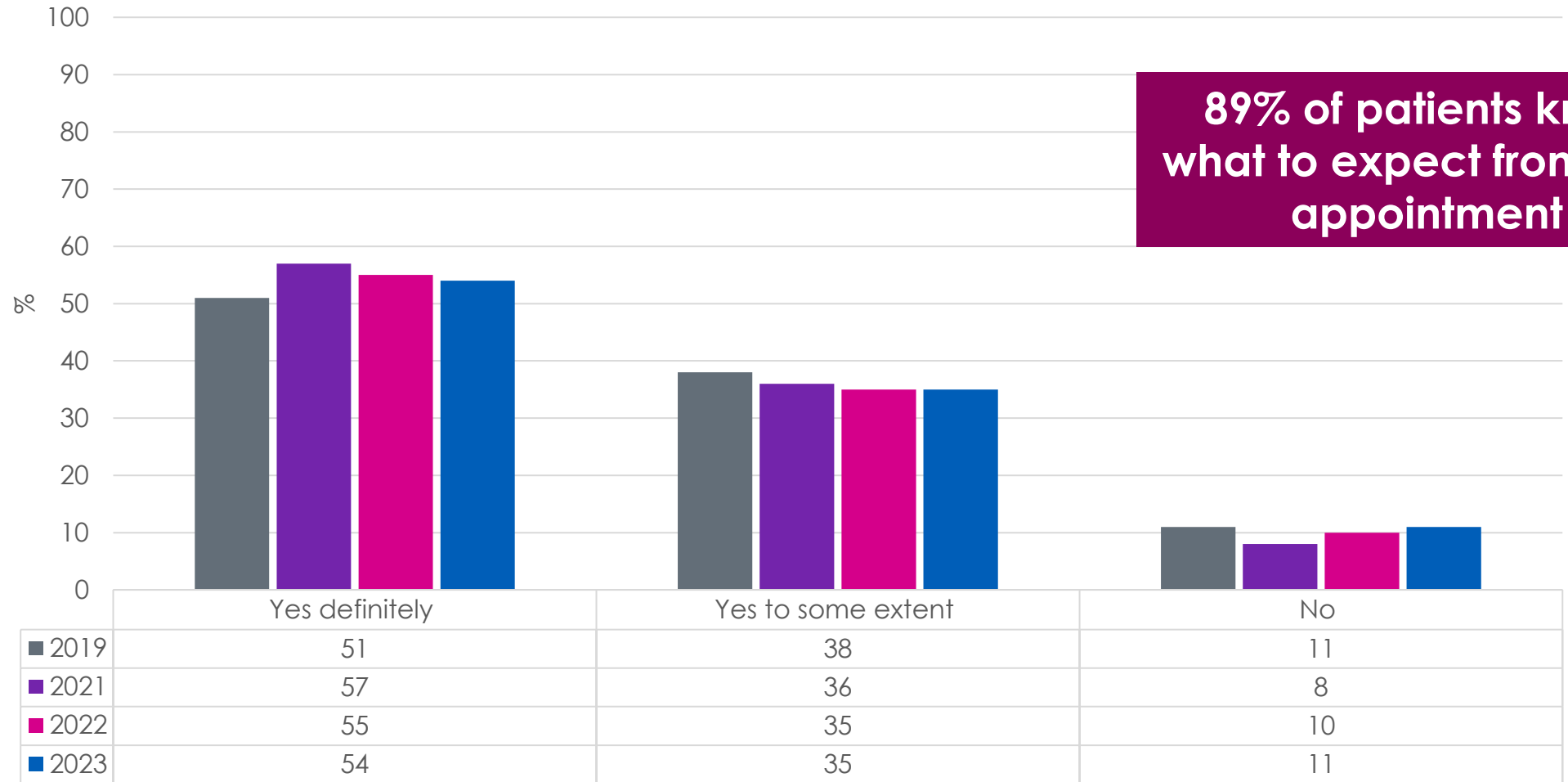
# Did you have any difficulty getting through on the phone?



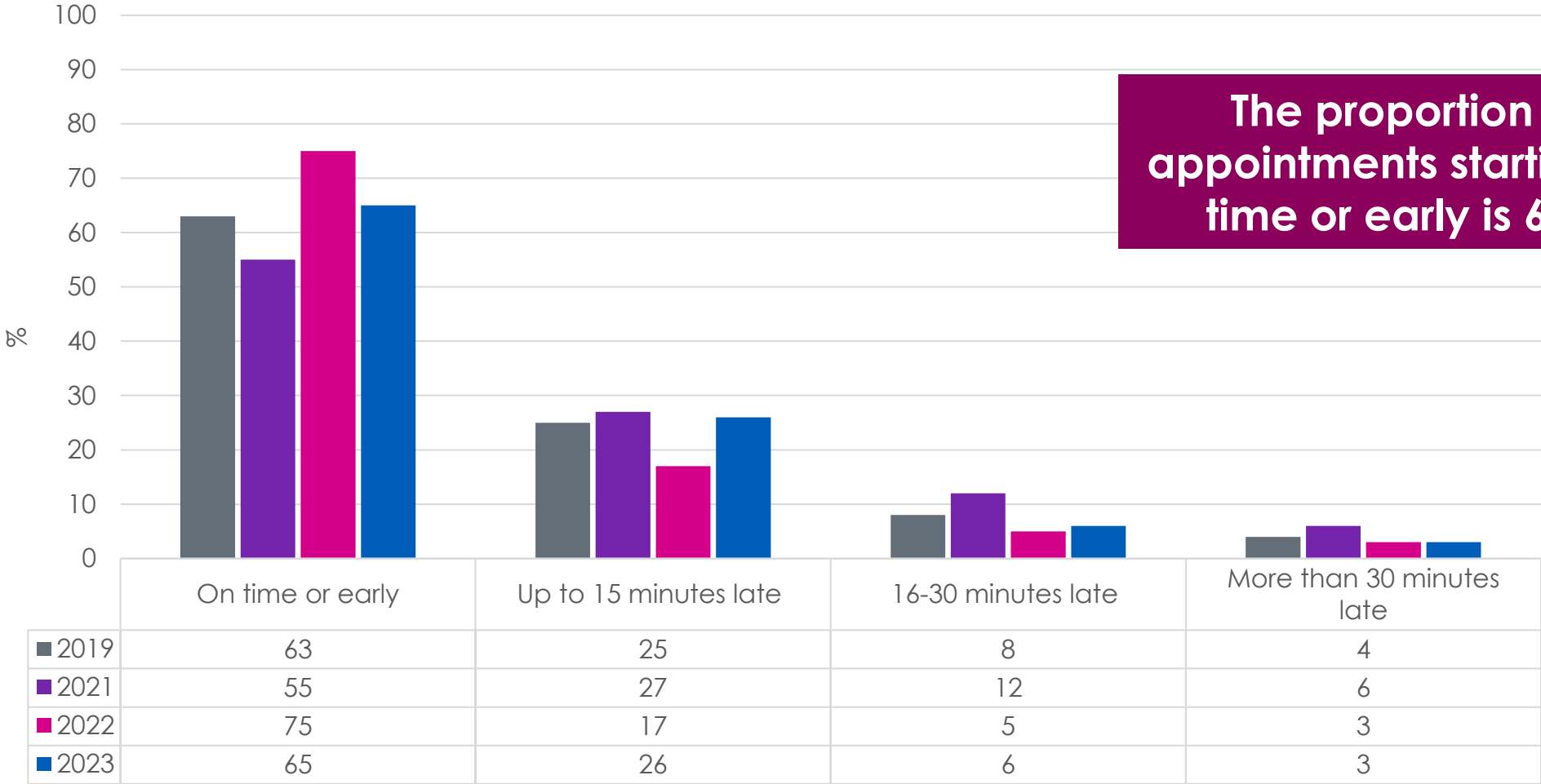
# Were you given a choice of appointment times?



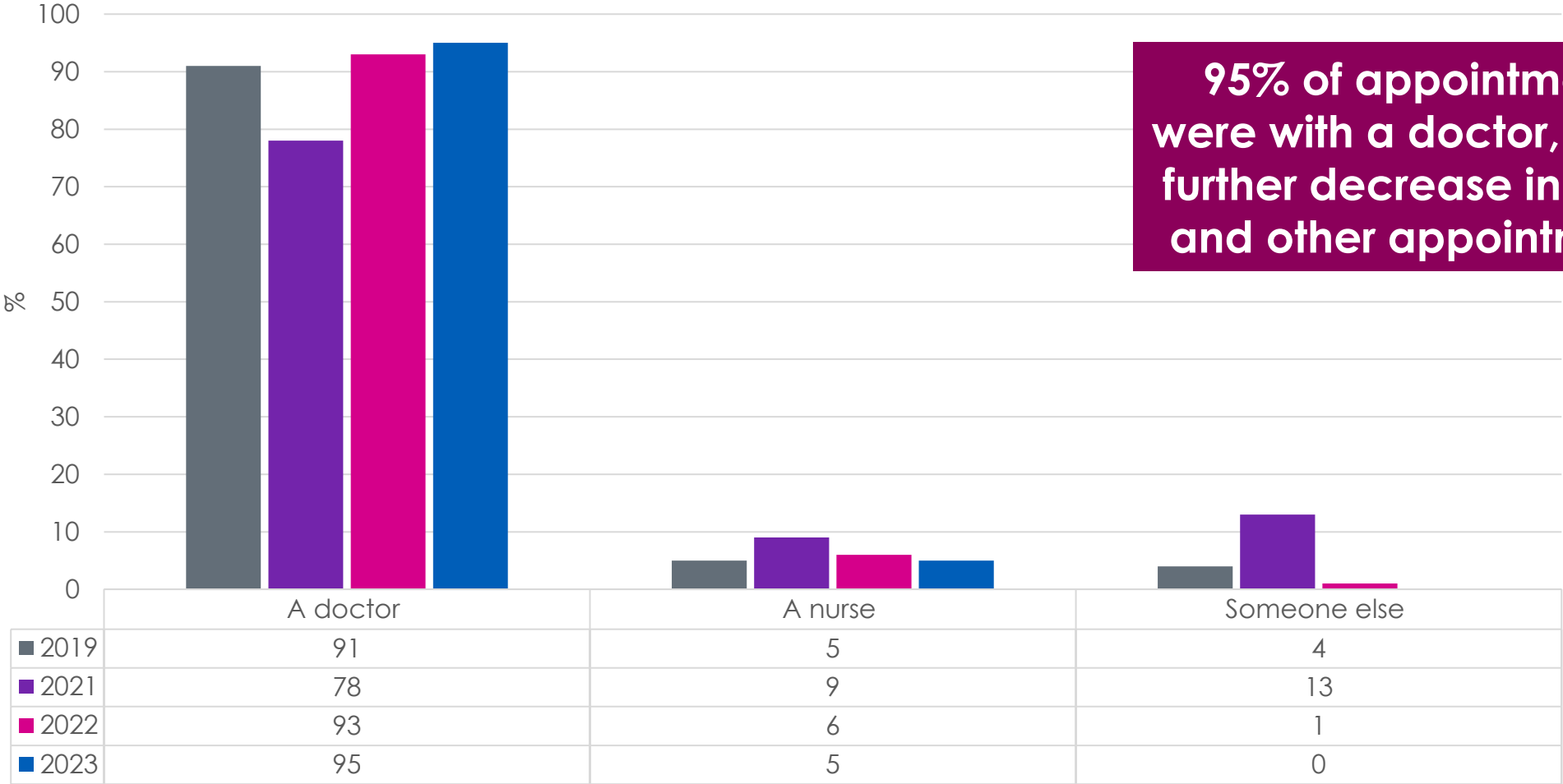
# Did you know what would happen in the appointment?



# Did the appointment start on time?



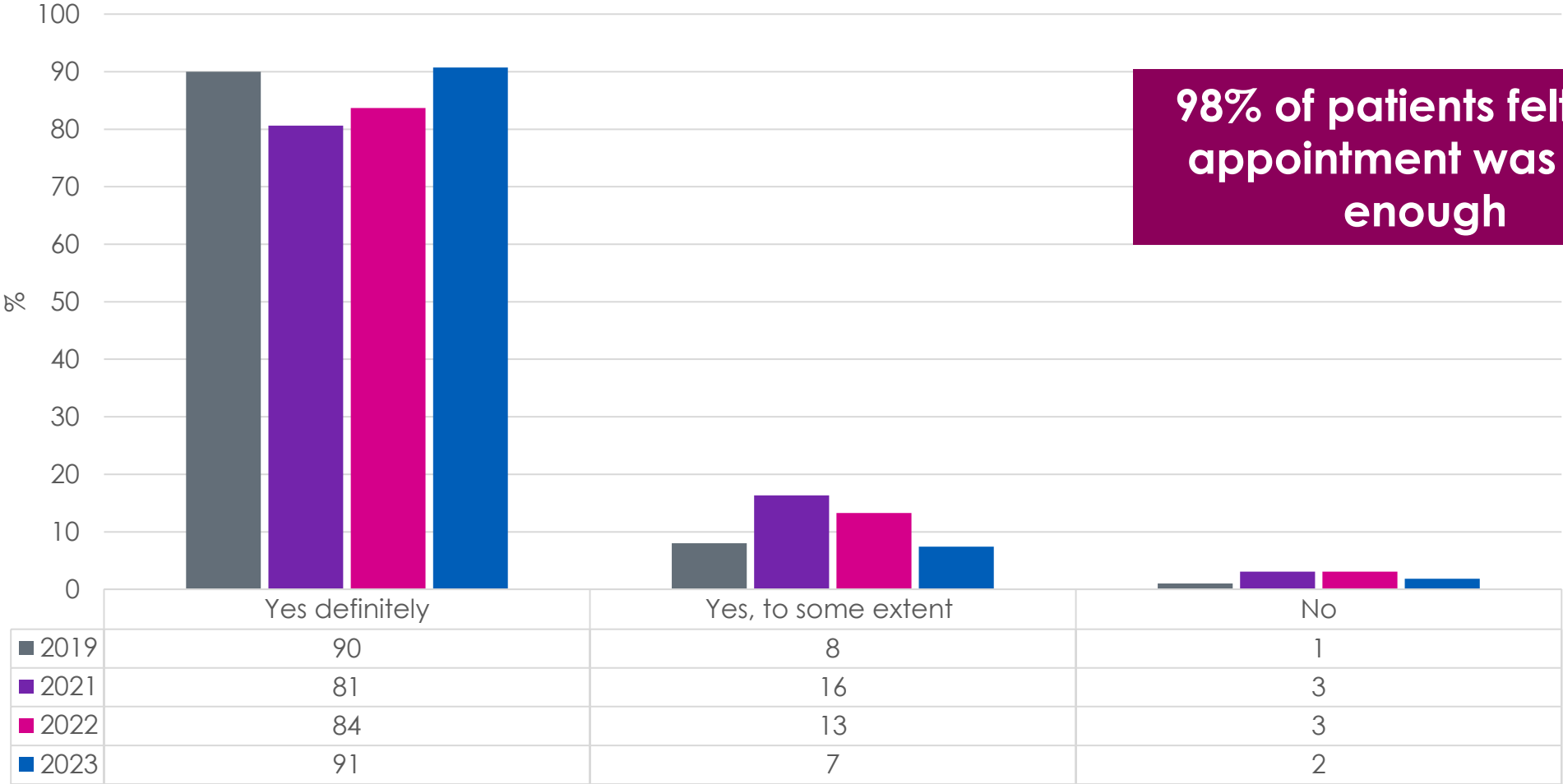
# Who was your appointment with?



**95% of appointments were with a doctor, with a further decrease in nurse and other appointments**

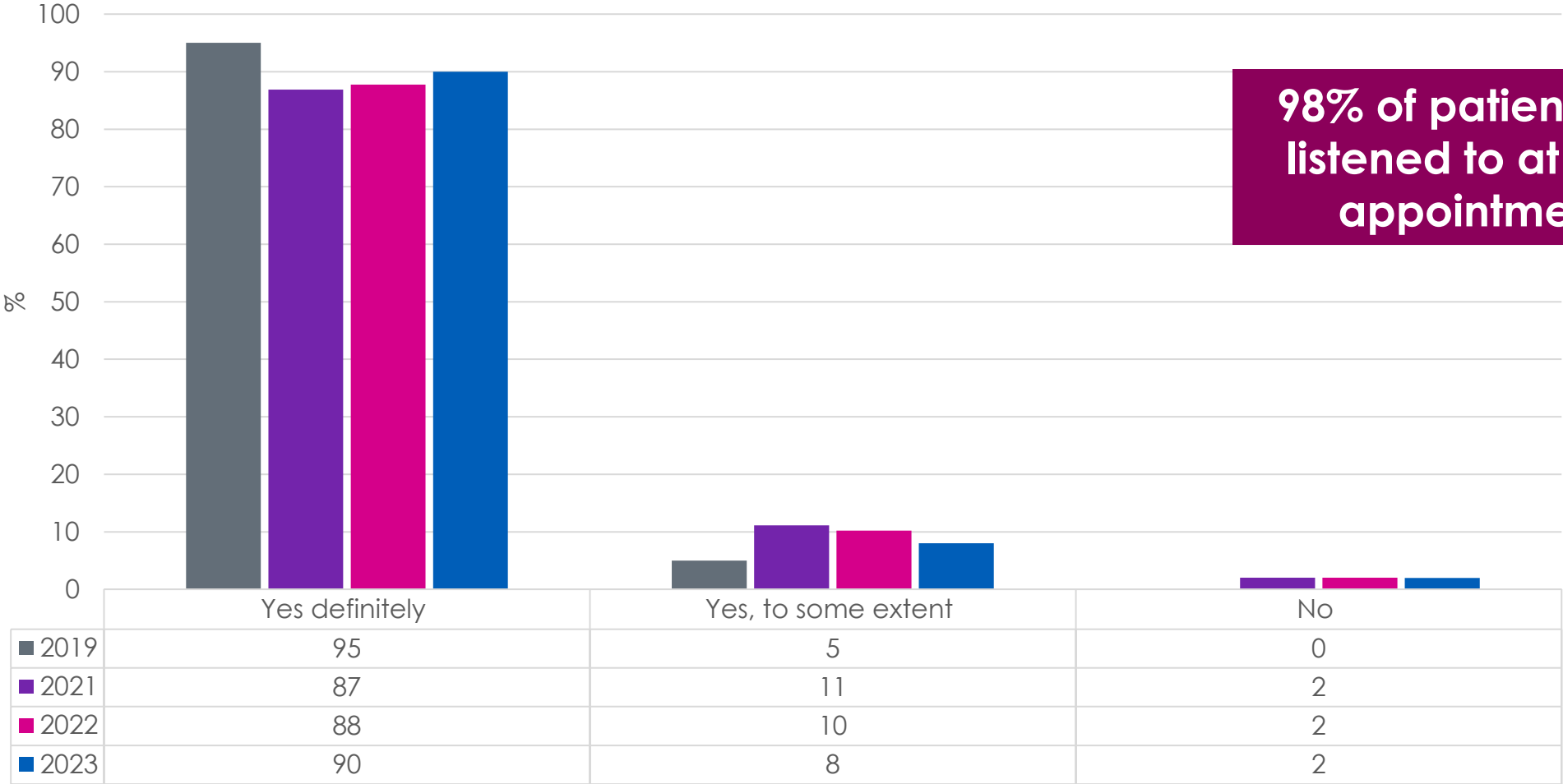


# Was the appointment long enough?



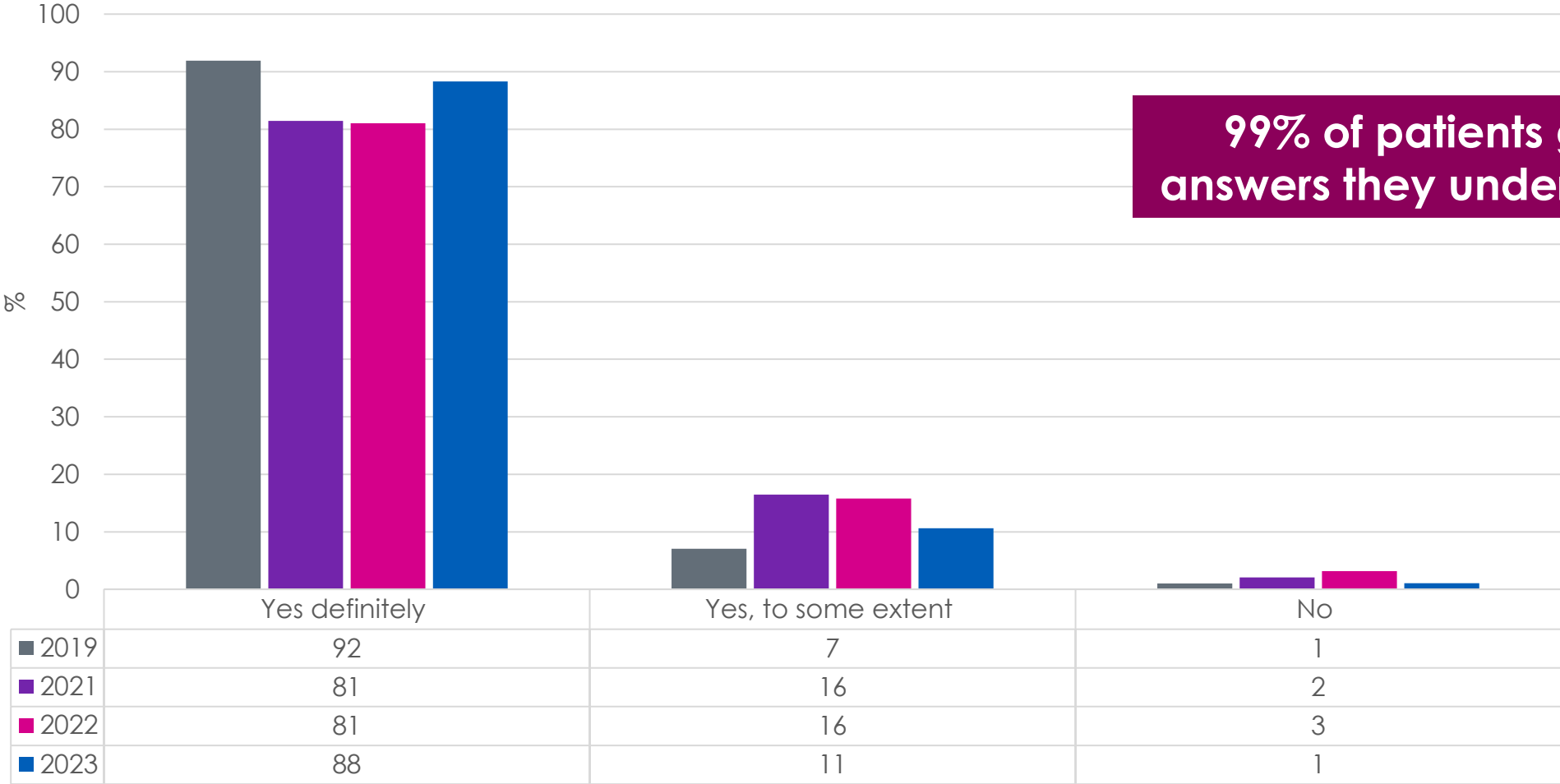
**98% of patients felt their appointment was long enough**

# Did they listen to what you had to say?



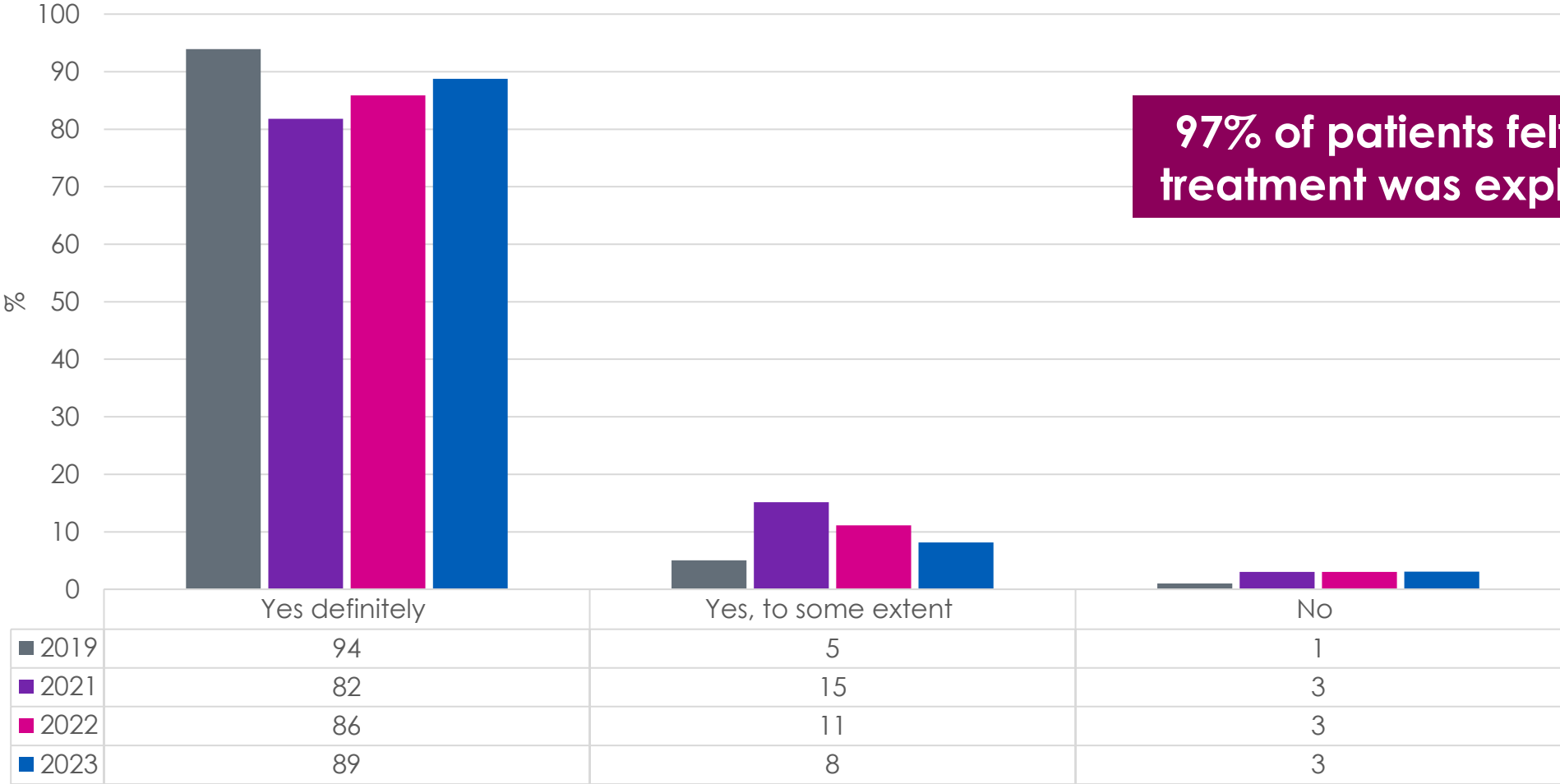
**98% of patients felt listened to at their appointment**

# Did you get answers that you could understand?



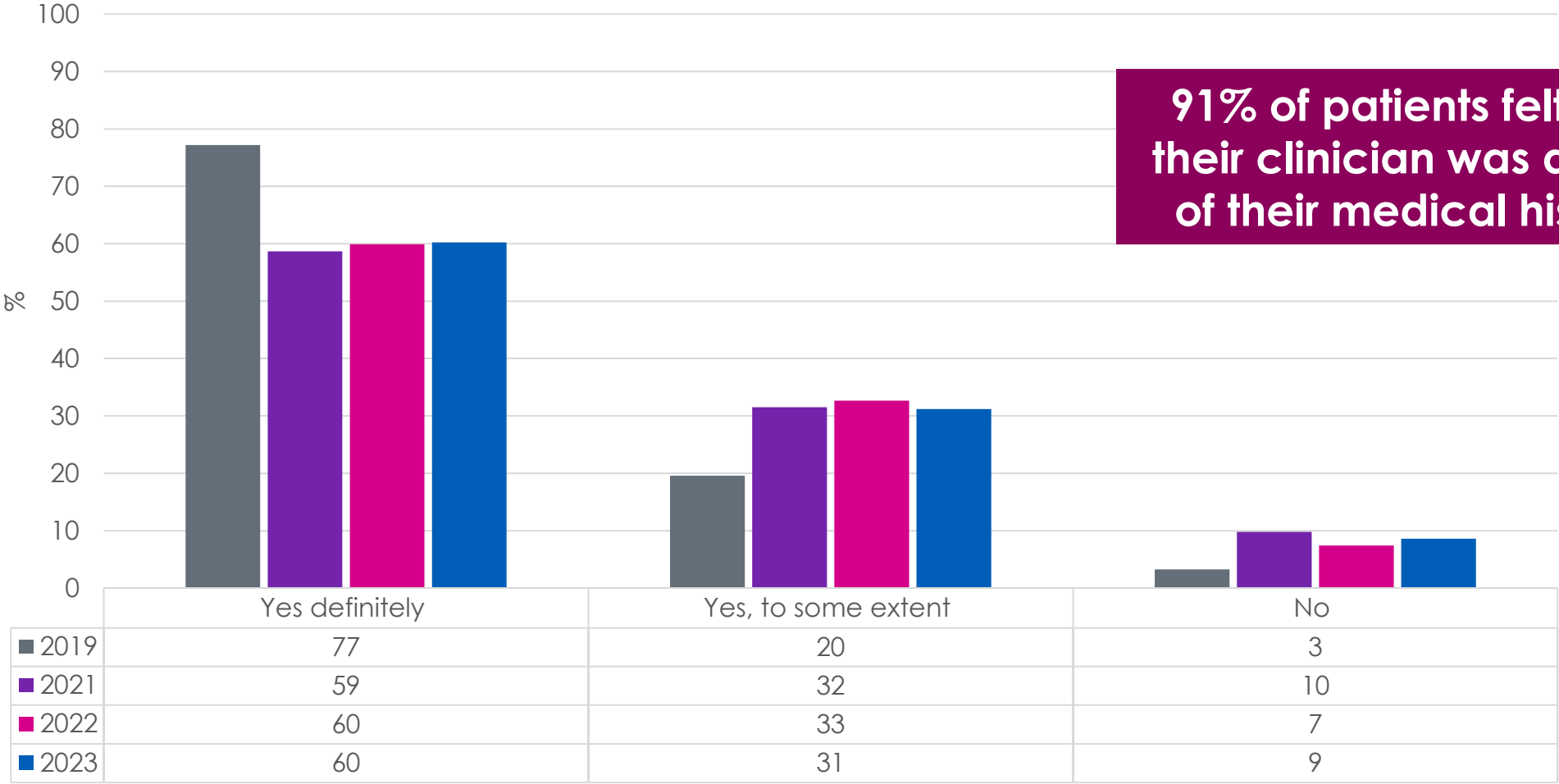
**99% of patients got answers they understood**

# Was your treatment or action explained?

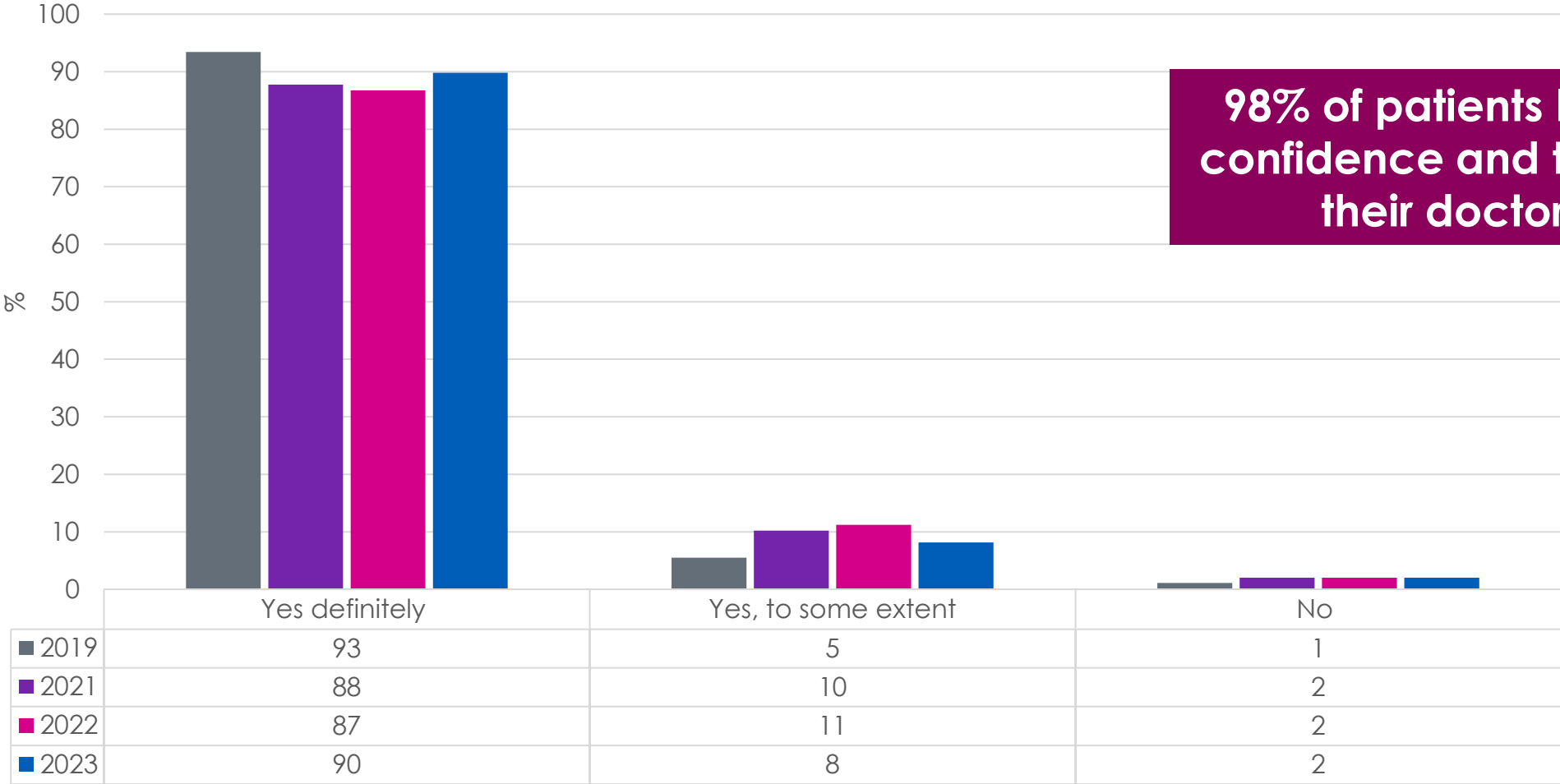


**97% of patients felt their treatment was explained**

# Did they seem aware of your medical history?

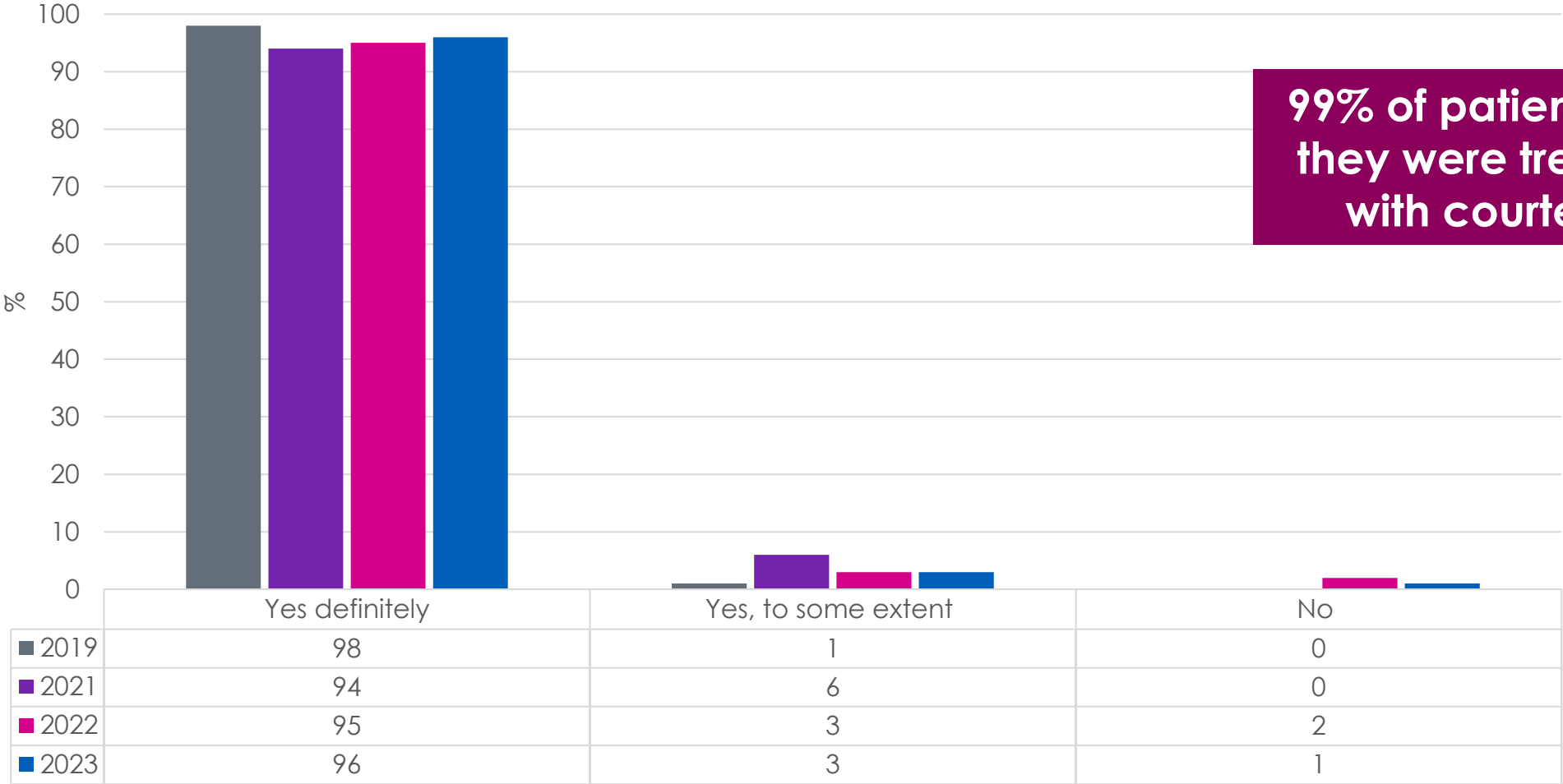


# Did you have confidence and trust in your doctor?



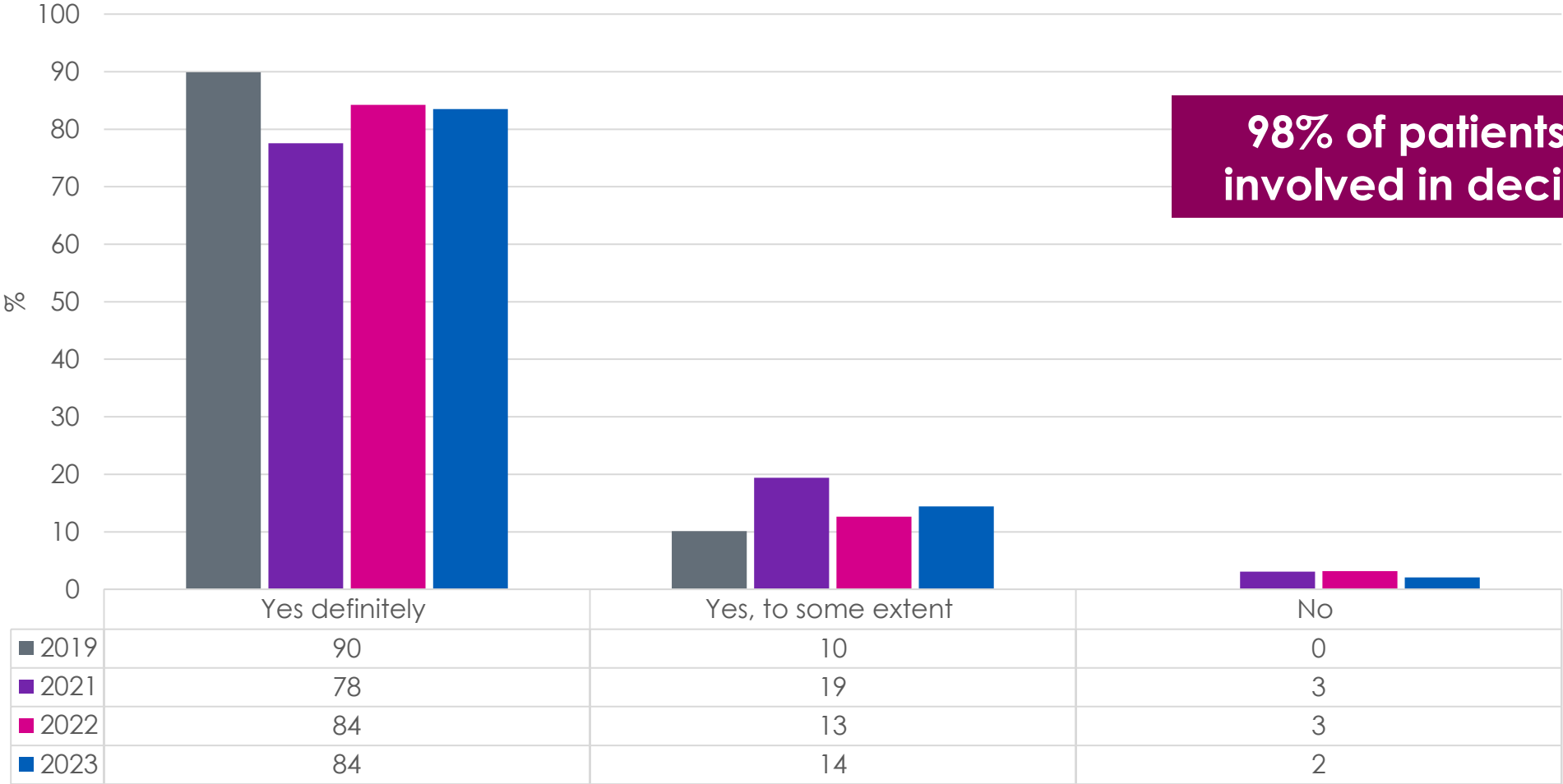
**98% of patients have confidence and trust in their doctor**

# Were you treated with courtesy?



**99% of patients felt they were treated with courtesy**

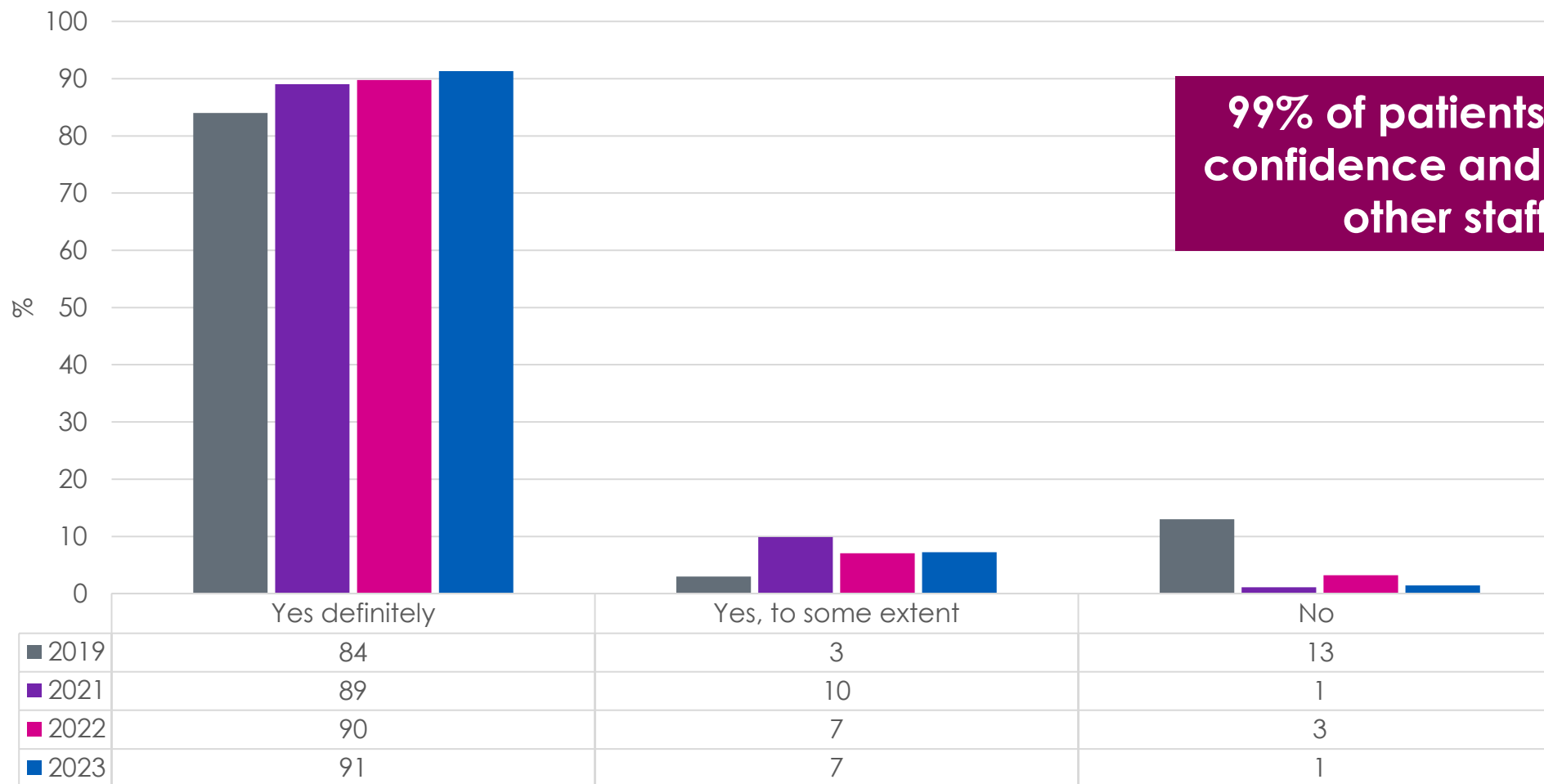
# Were you involved in decisions?



**98% of patients felt involved in decisions**

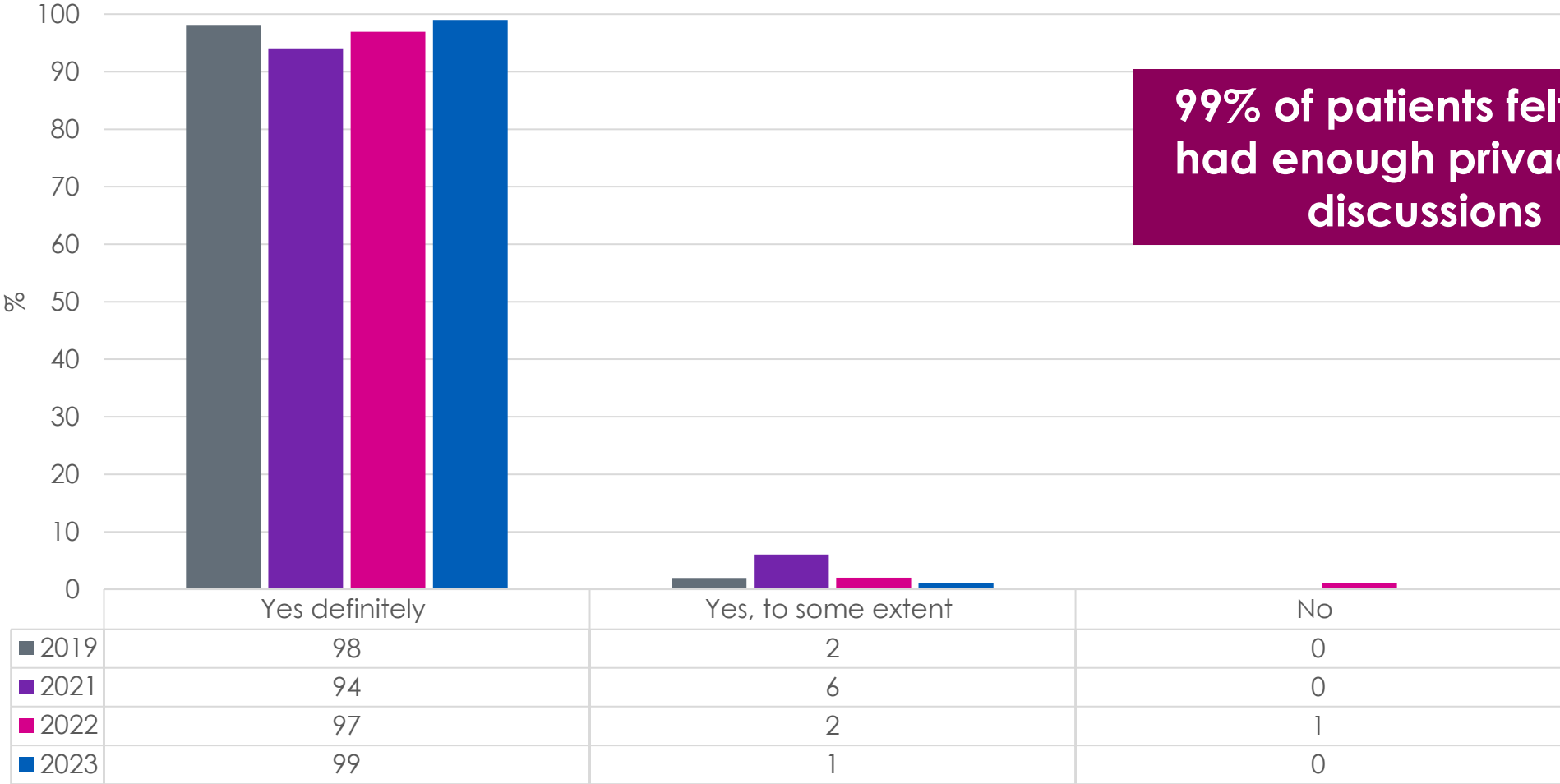


# Did you have confidence/trust in other staff members?



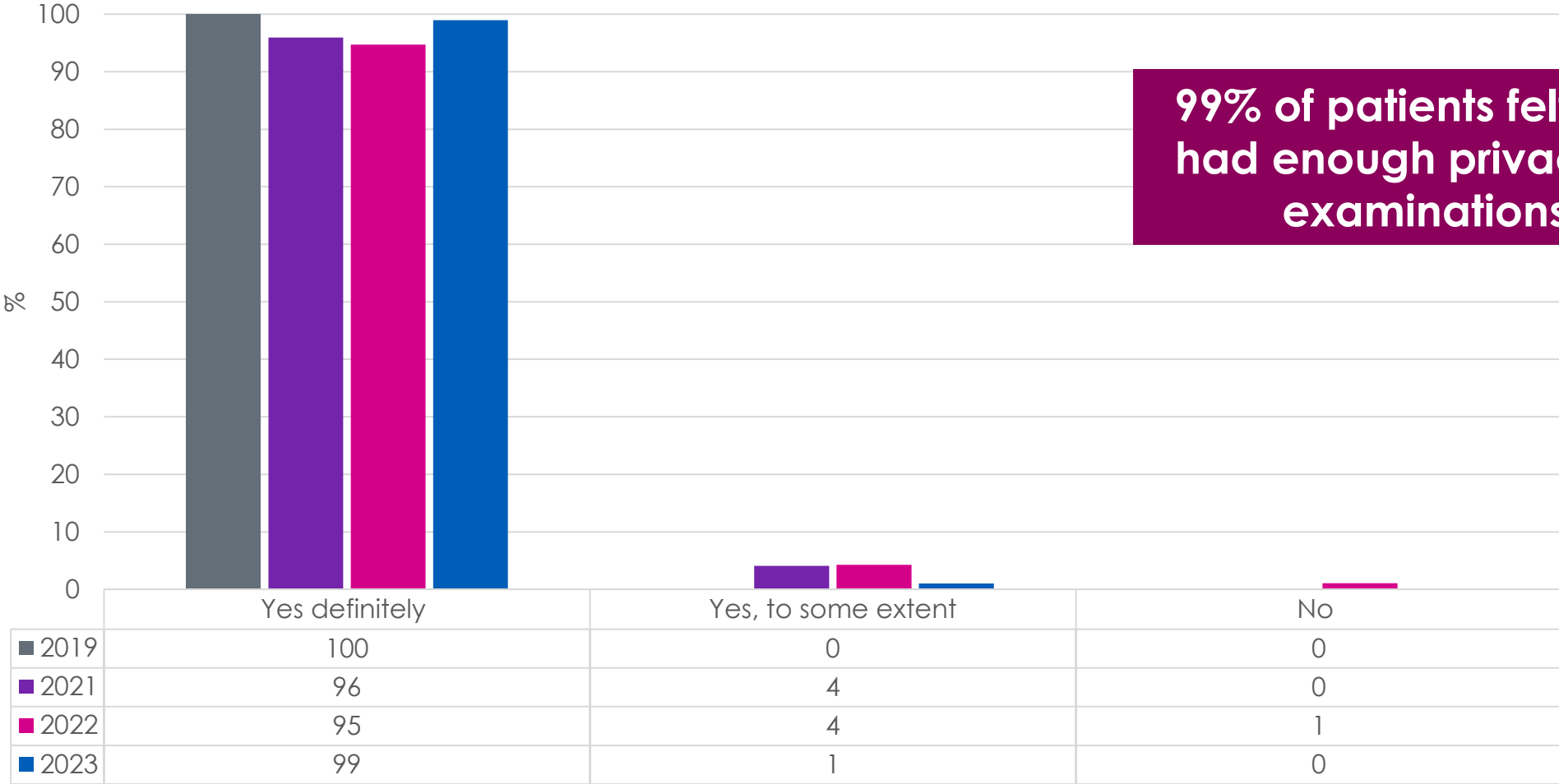
Base size for 2023: 275 responses

# Enough privacy when discussing your treatment?

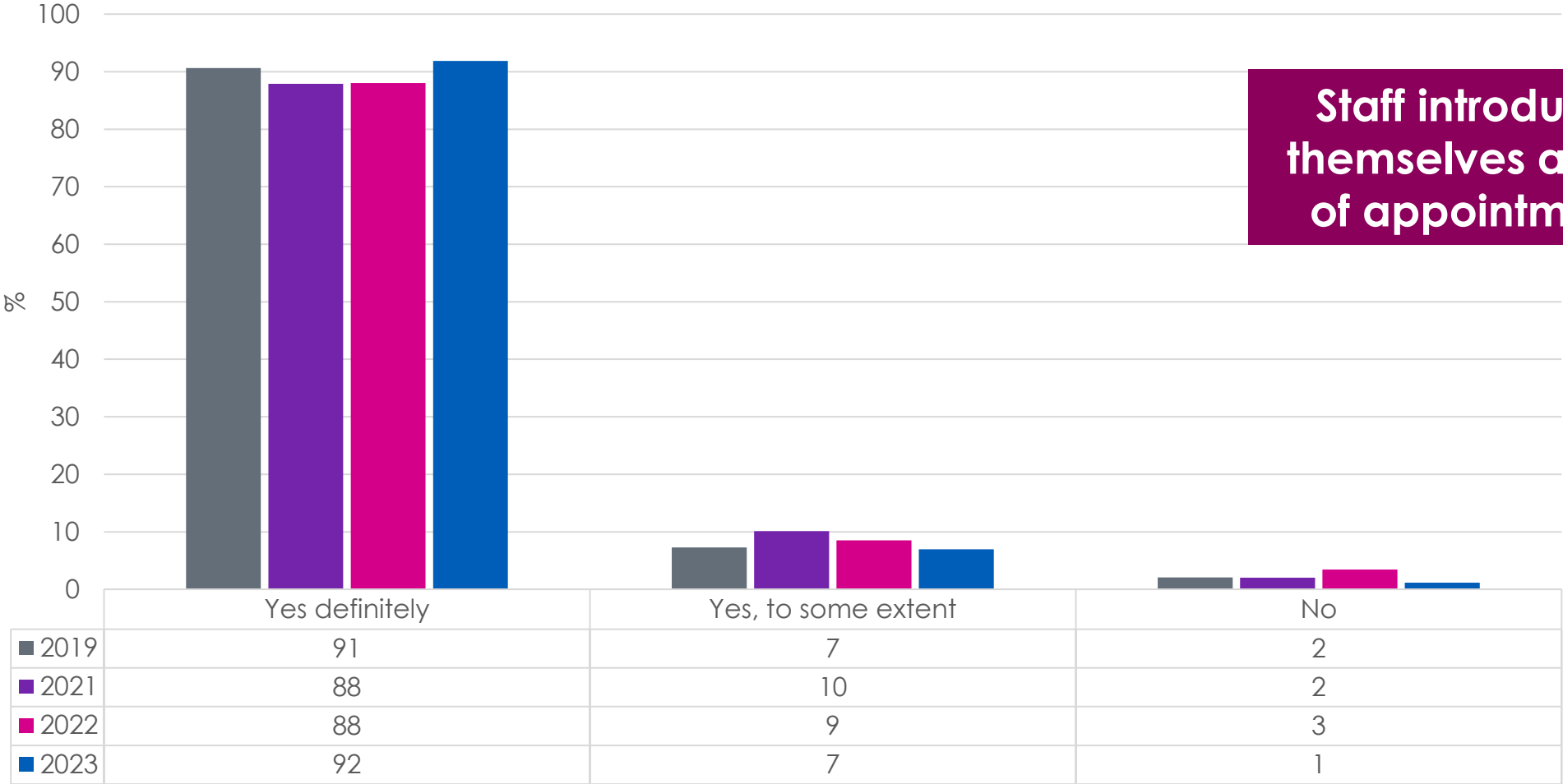


**99% of patients felt they had enough privacy for discussions**

# Enough privacy when being examined?

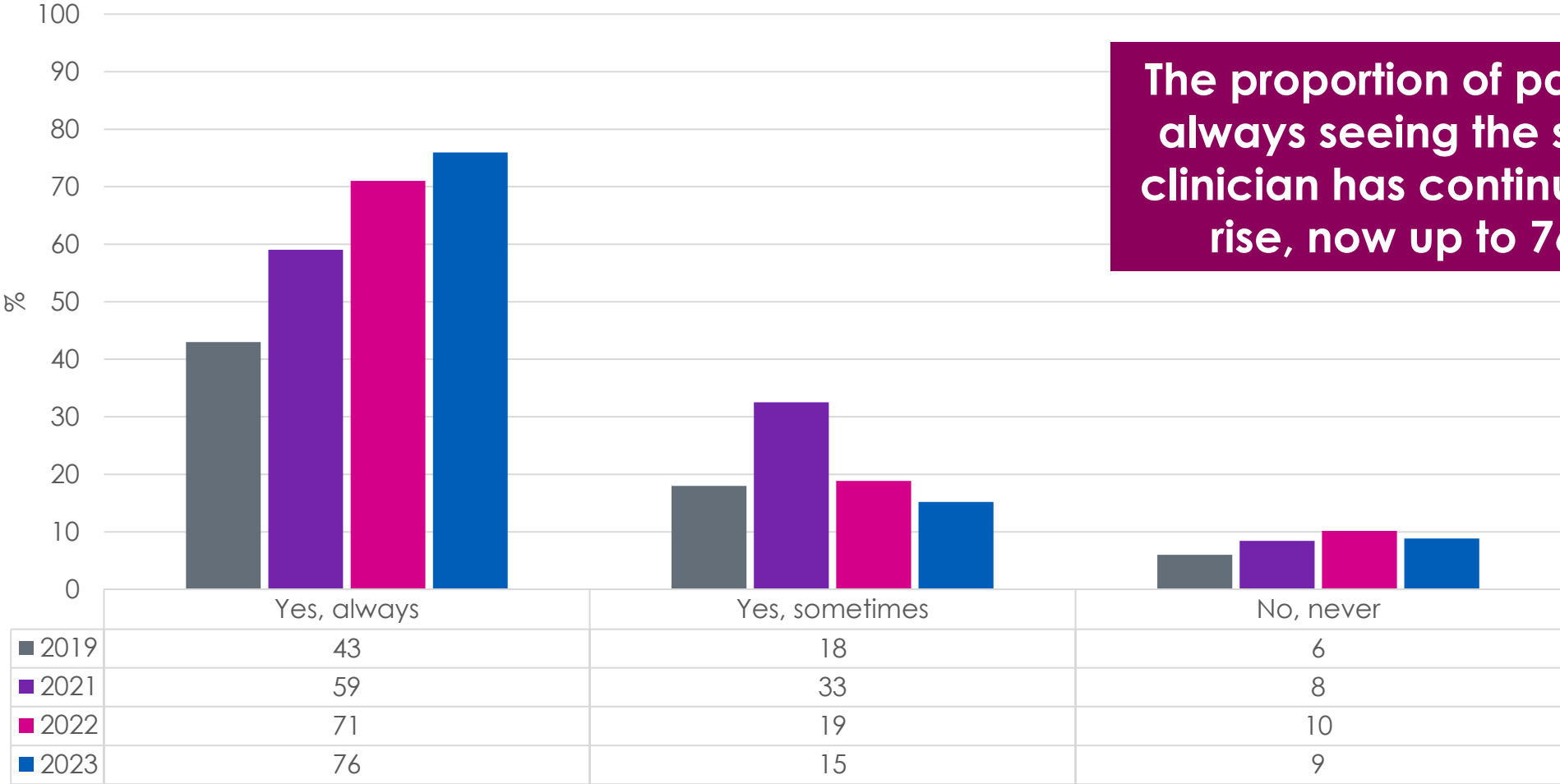


# Did the staff introduce themselves?



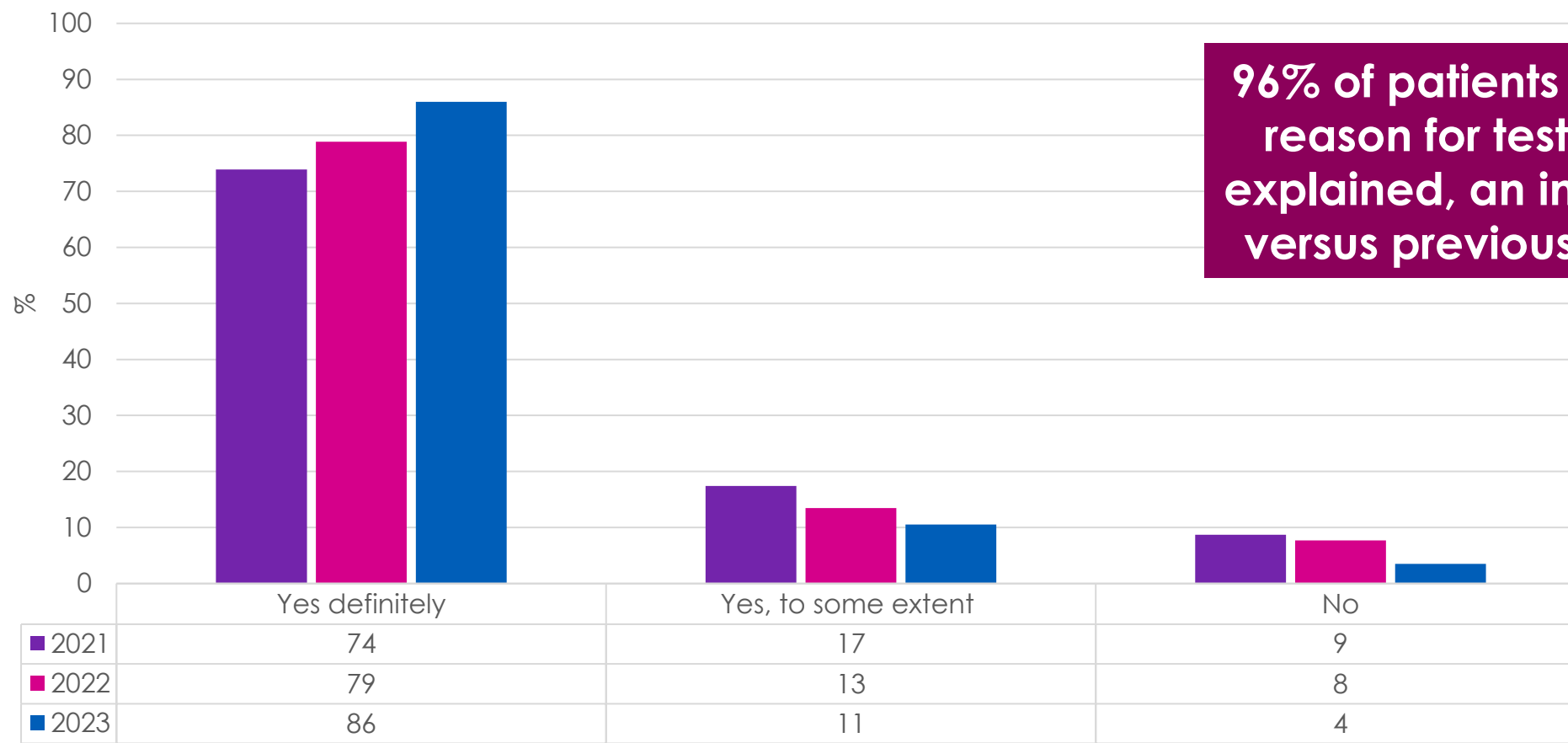
**Staff introduced themselves at 99% of appointments**

# Do you see the same doctor or member of staff?



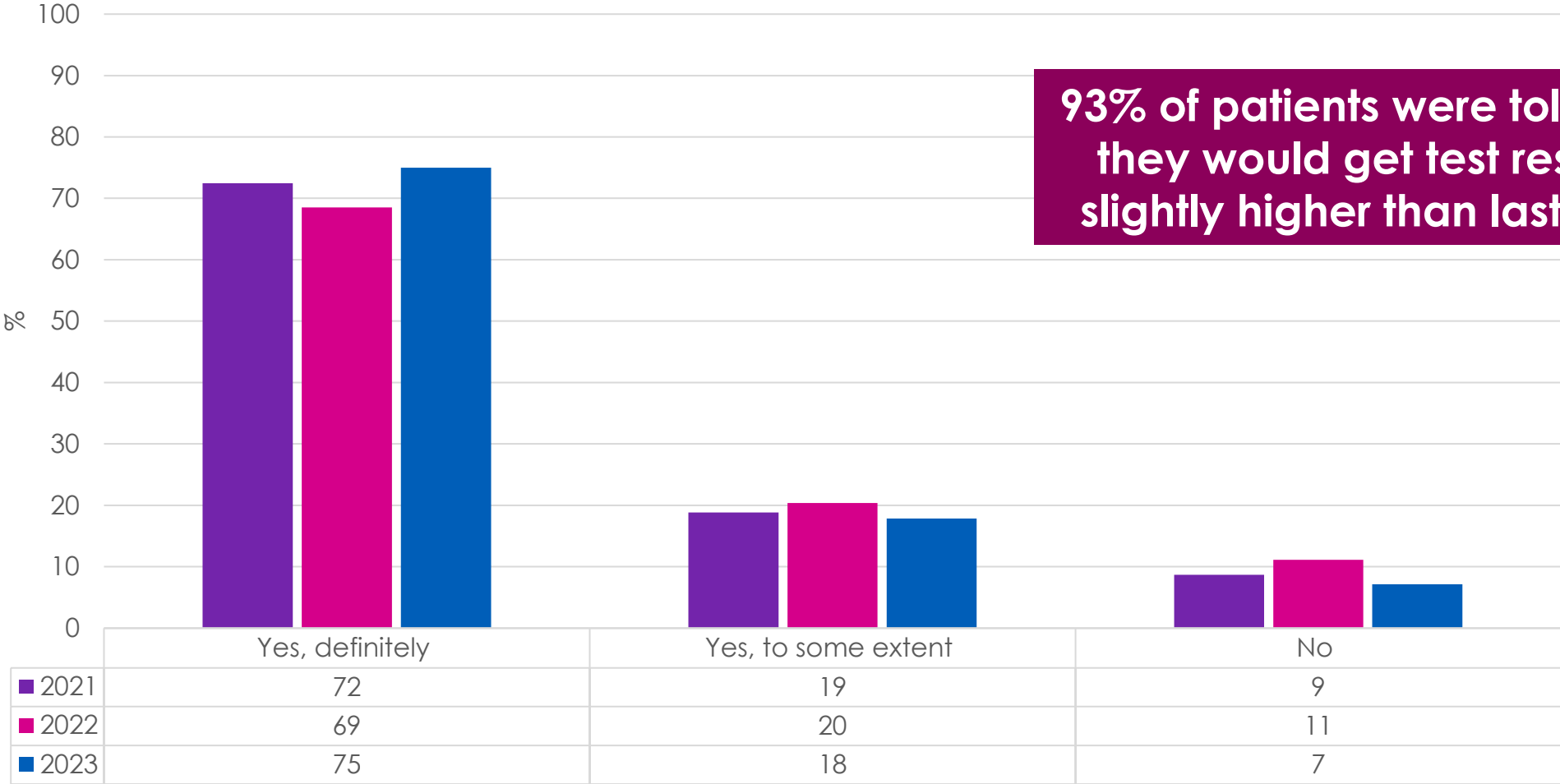
**The proportion of patients always seeing the same clinician has continued to rise, now up to 76%**

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



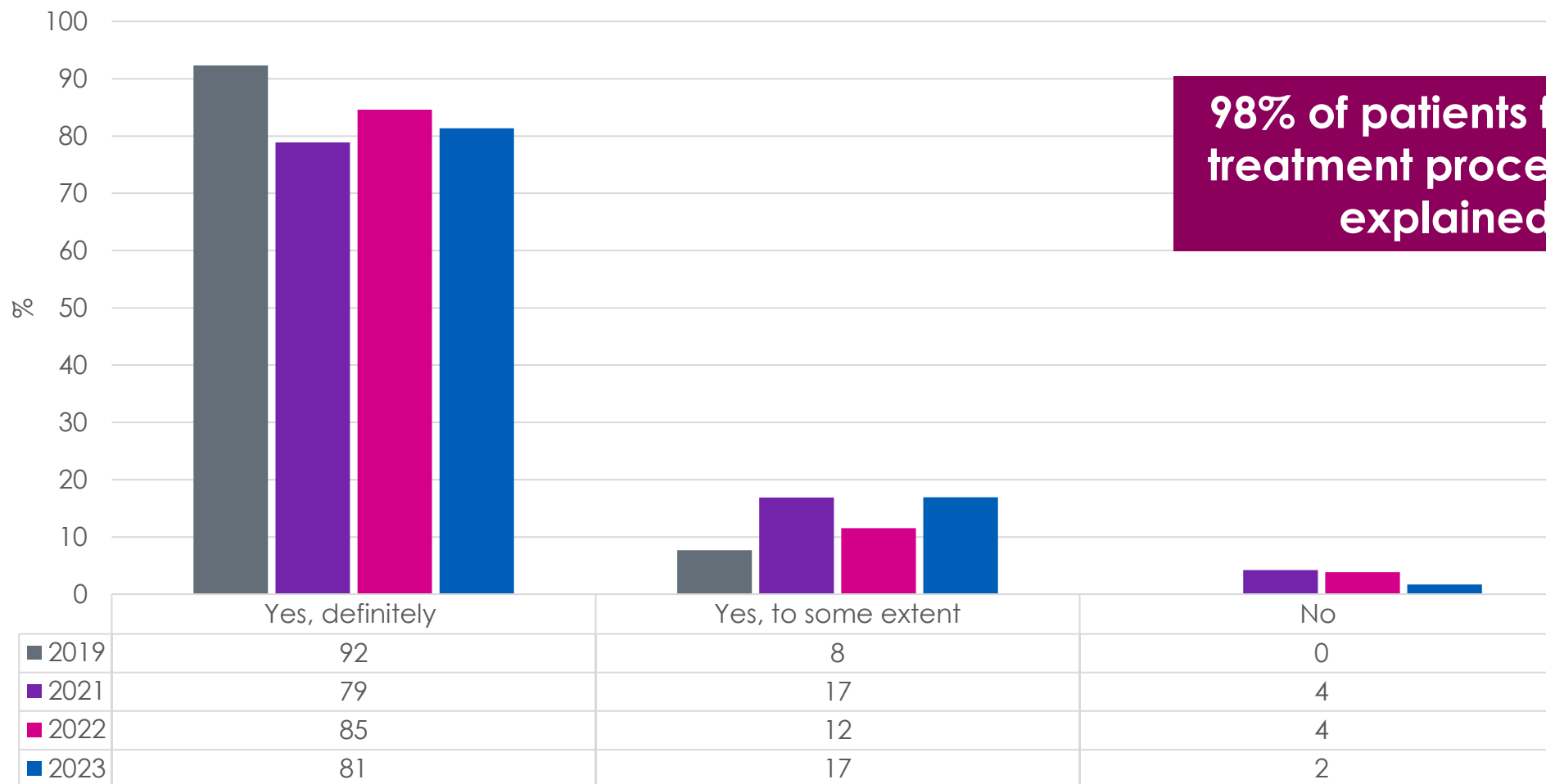
**96% of patients felt the reason for tests was explained, an increase versus previous years**

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



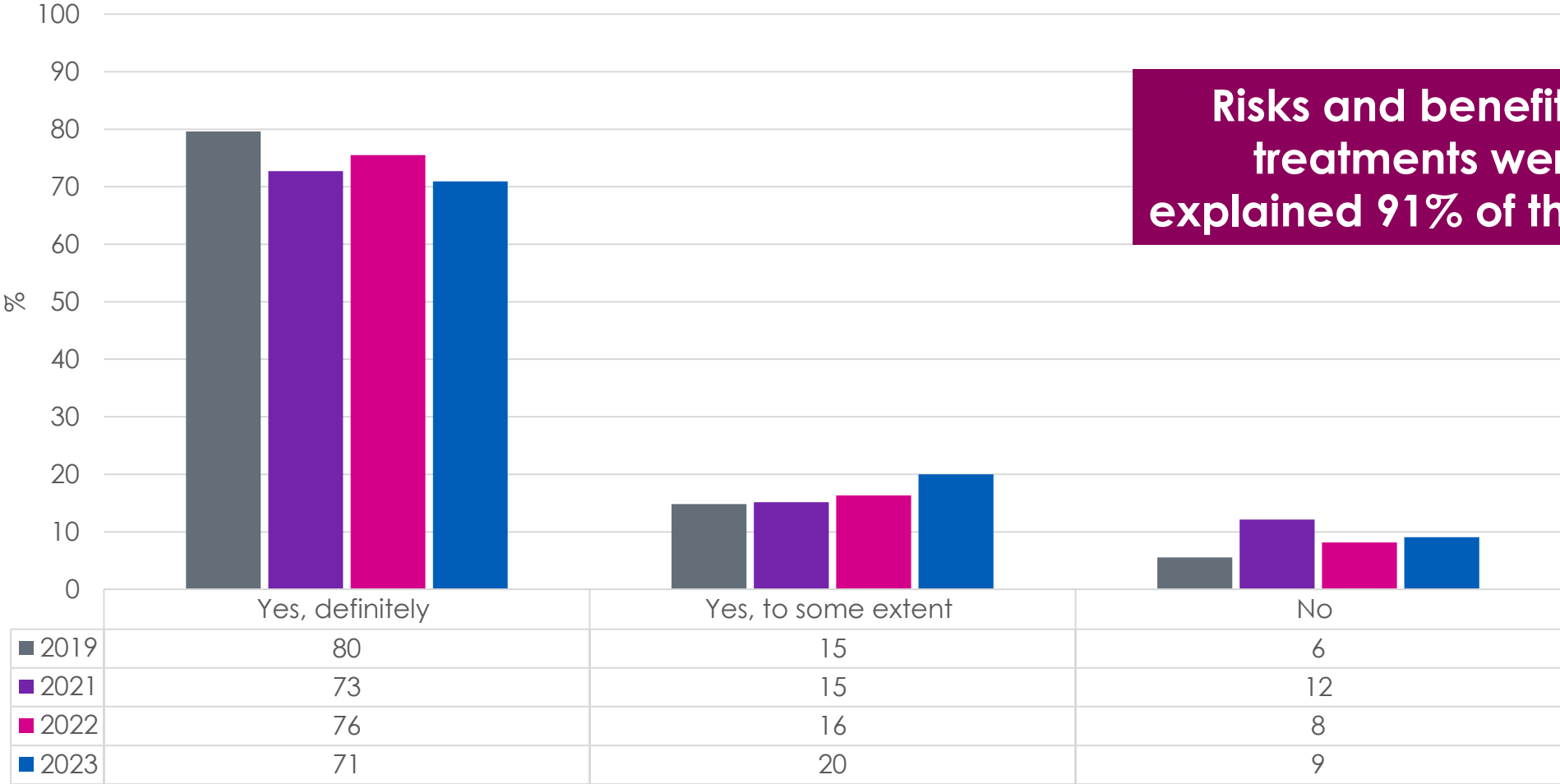
**93% of patients were told how they would get test results, slightly higher than last year**

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

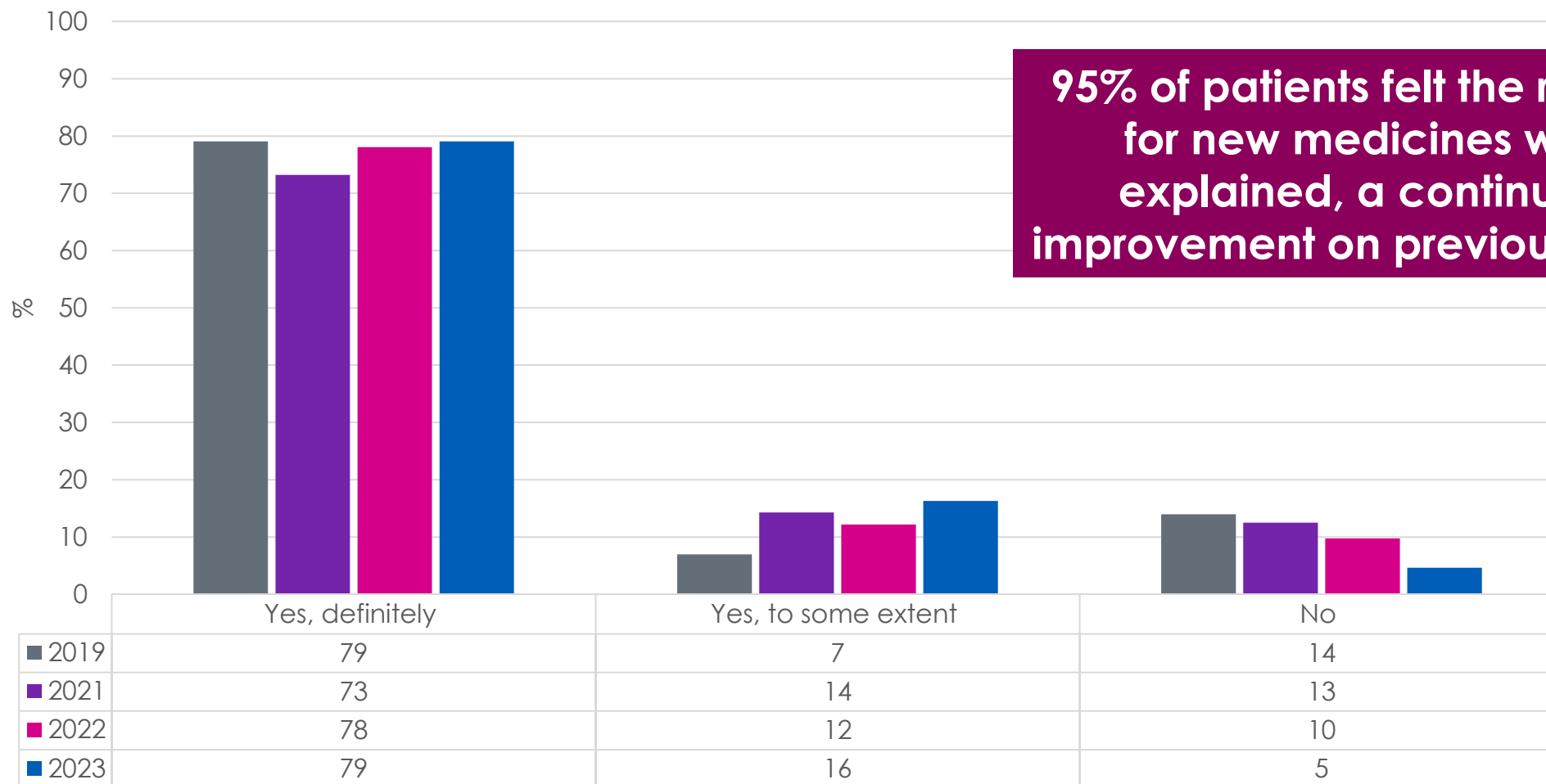




# Did someone explain the risks and benefits?

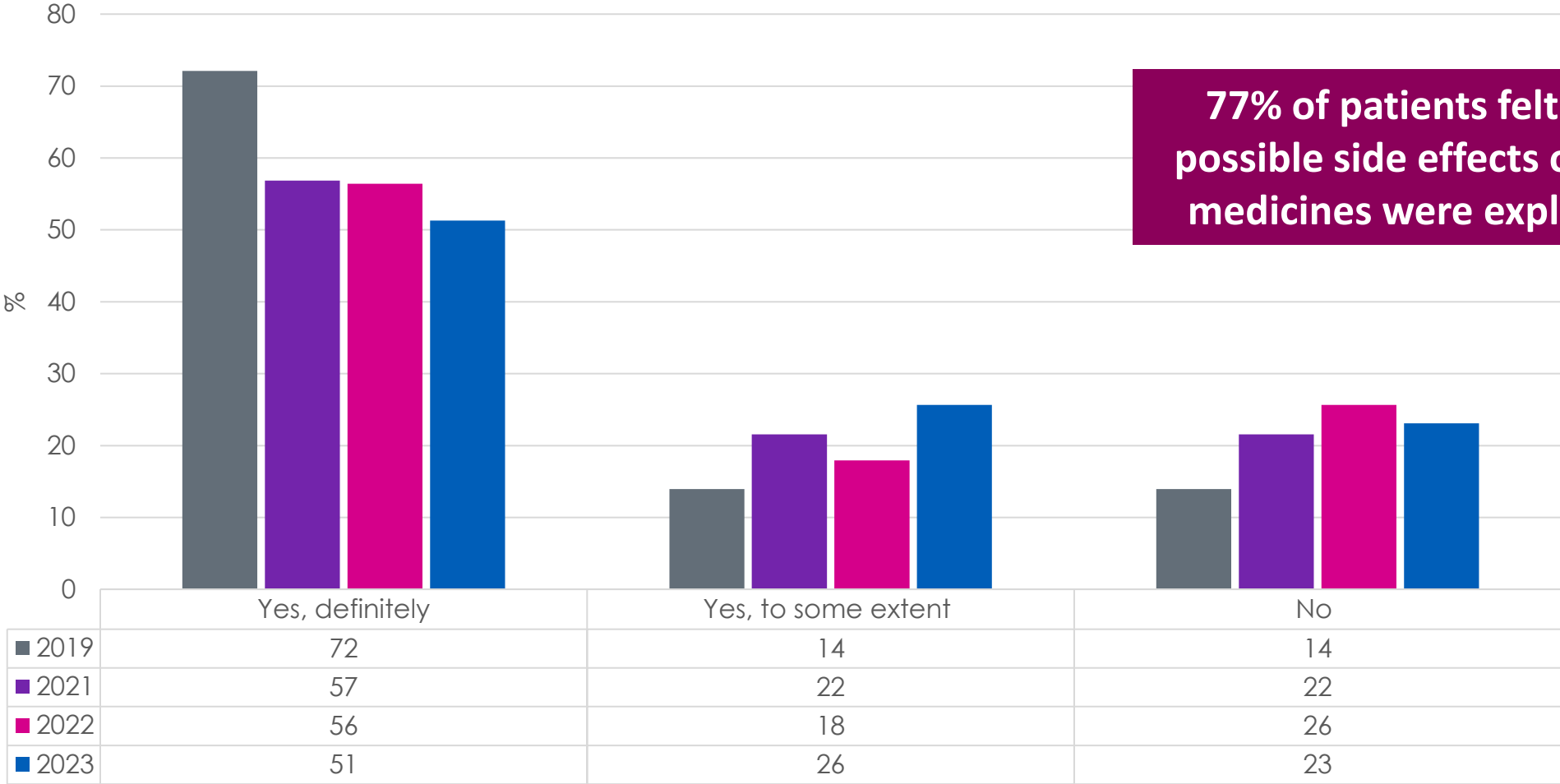


# If given new medicine, did staff explain their purpose?



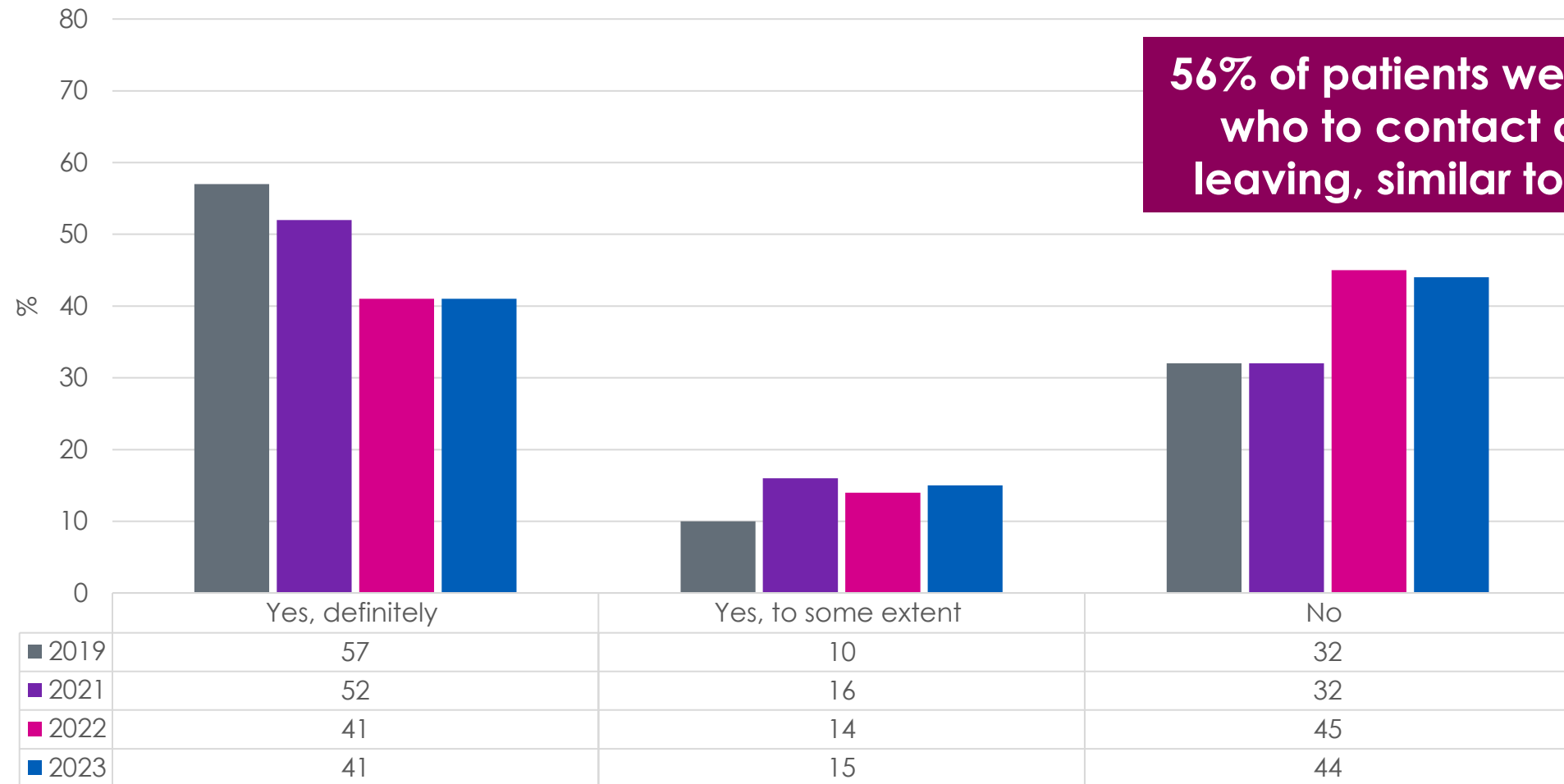
**95% of patients felt the reason for new medicines was explained, a continued improvement on previous years**

# Did staff tell you about the side effects?



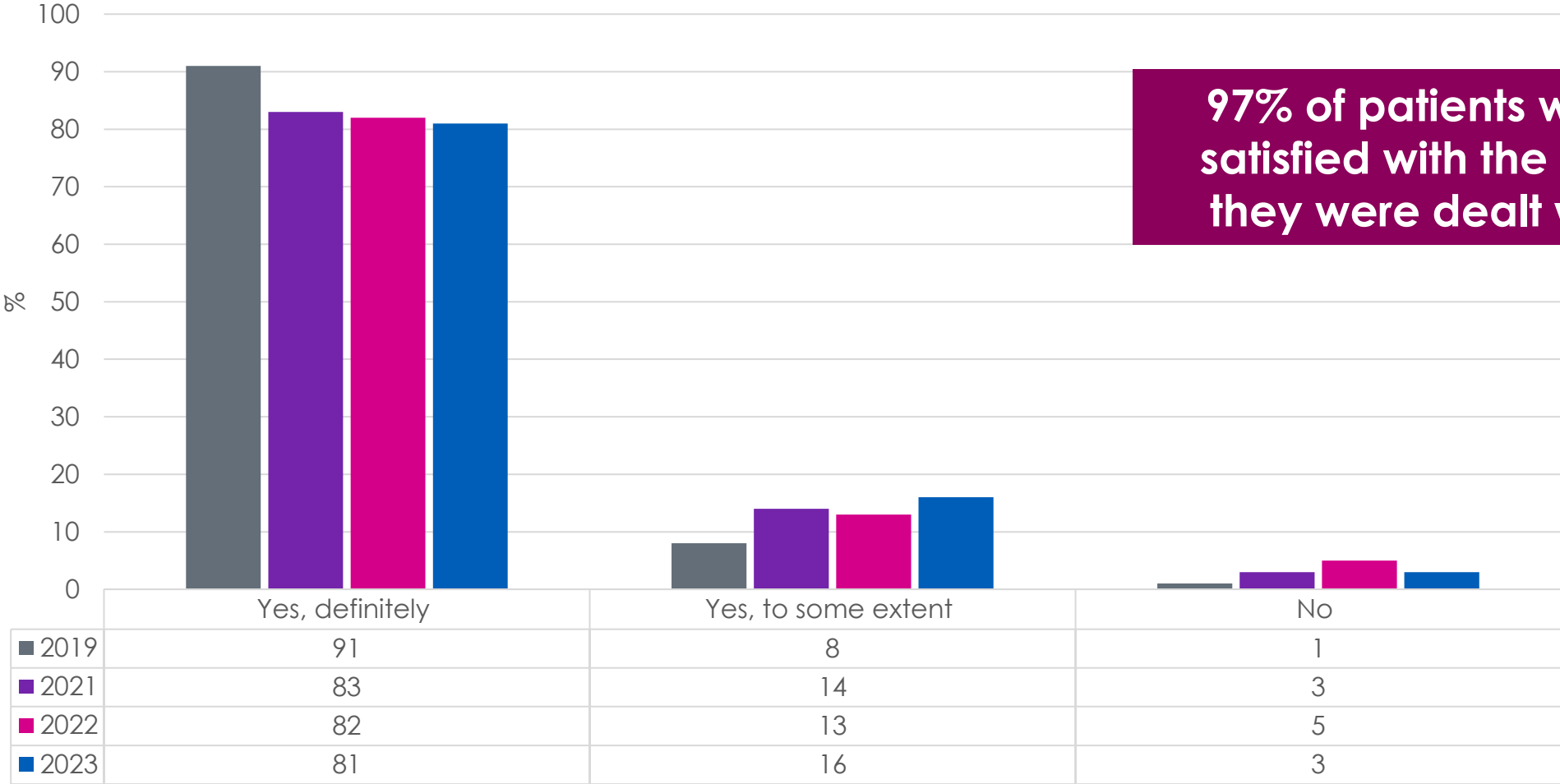
**77% of patients felt that possible side effects of new medicines were explained**

# Were you told who to contact after leaving hospital?



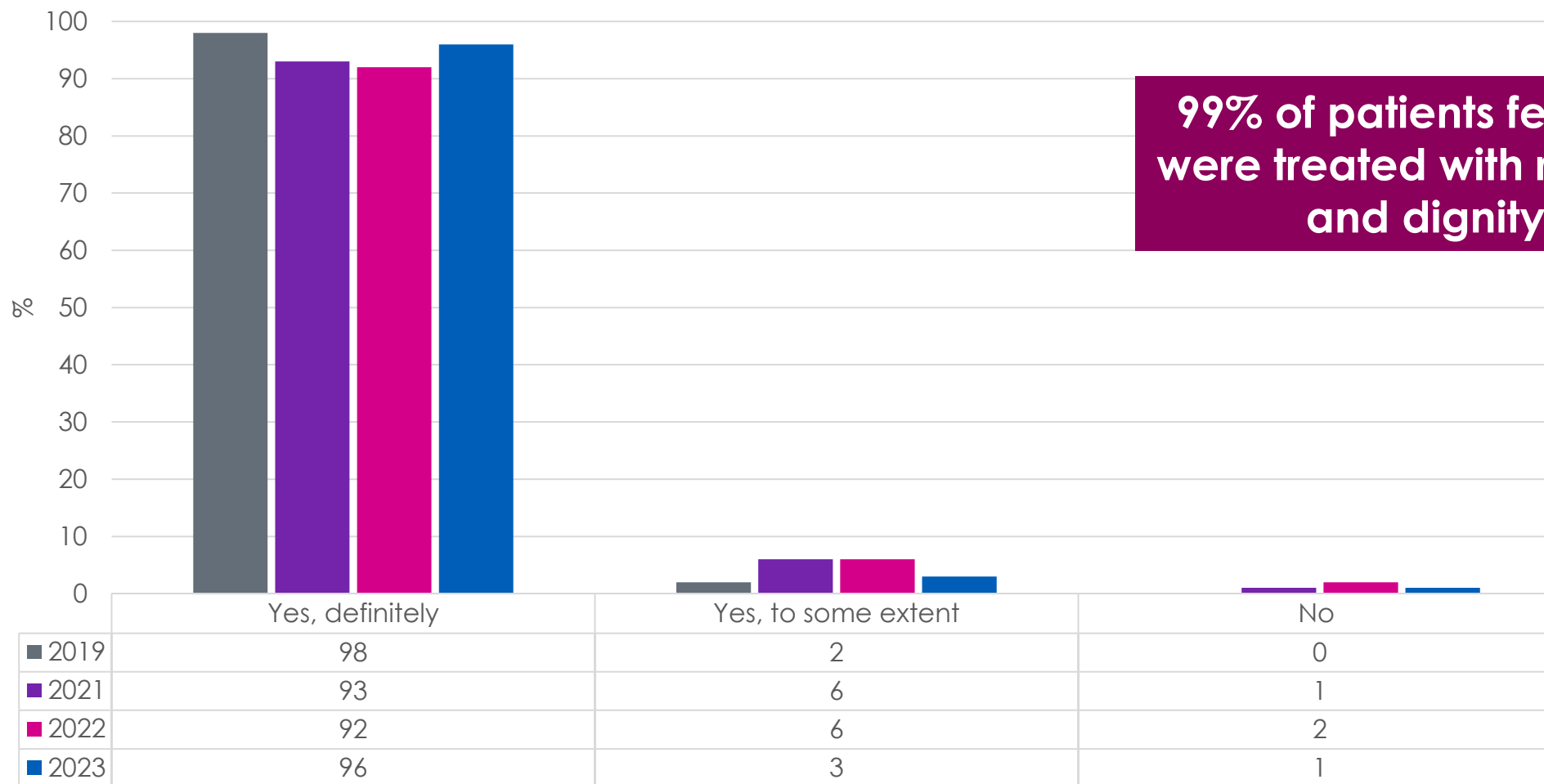
**56% of patients were told who to contact after leaving, similar to 2022**

# Were you dealt with to your satisfaction?

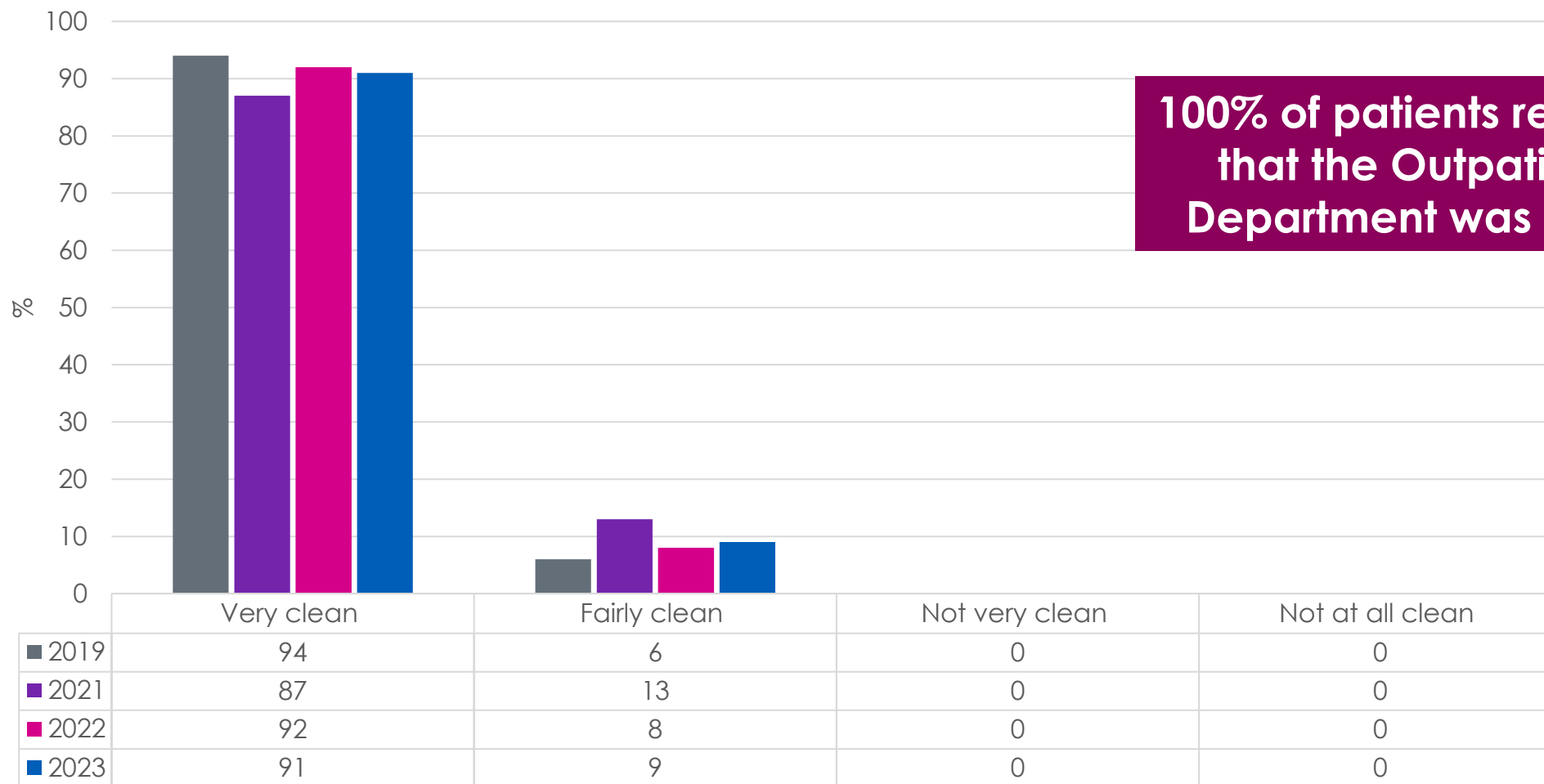


**97% of patients were satisfied with the way they were dealt with**

# Overall, were you treated with respect and dignity?

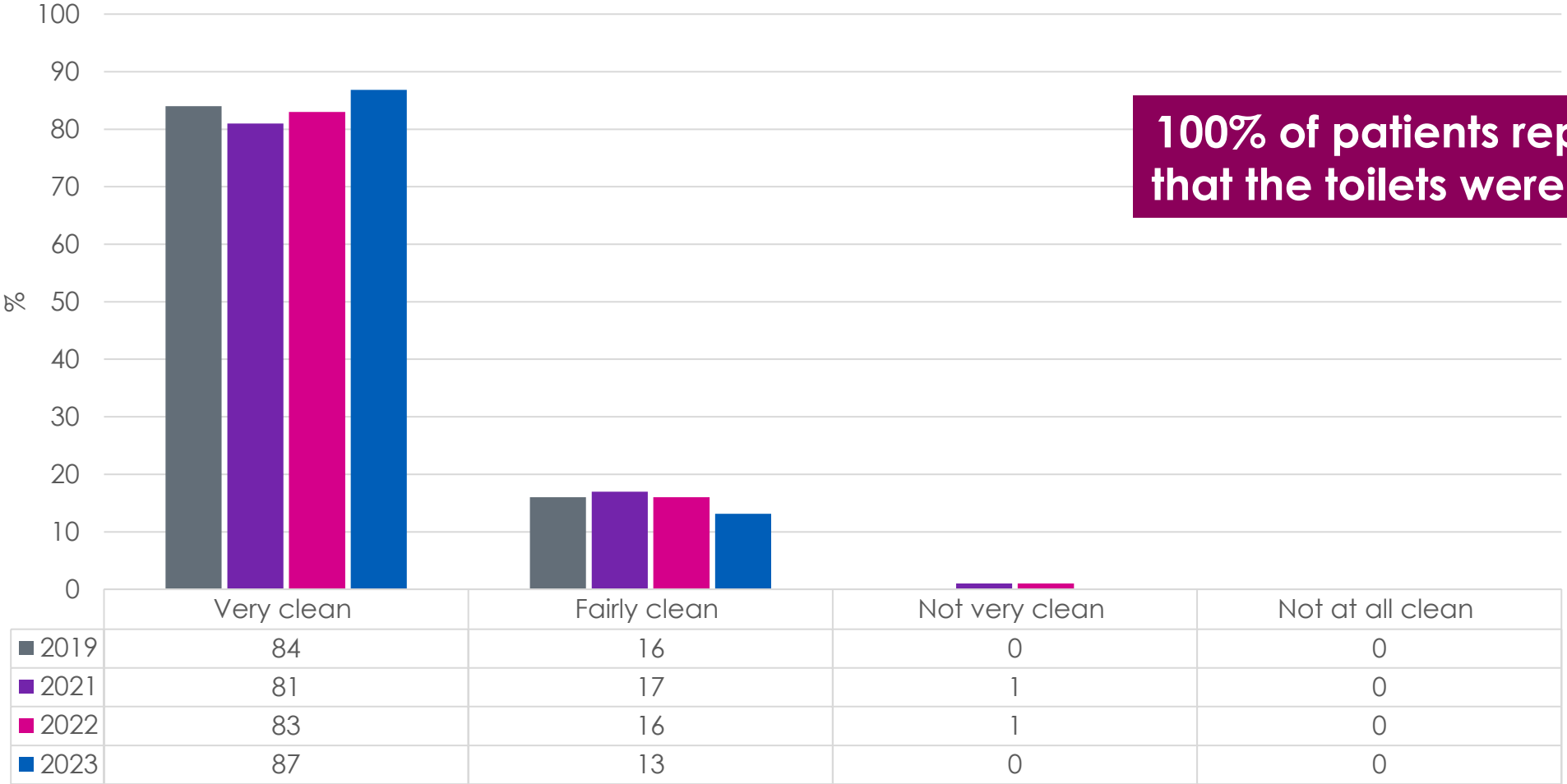


# How clean was the Outpatients Department?



**100% of patients reported that the Outpatients Department was clean**

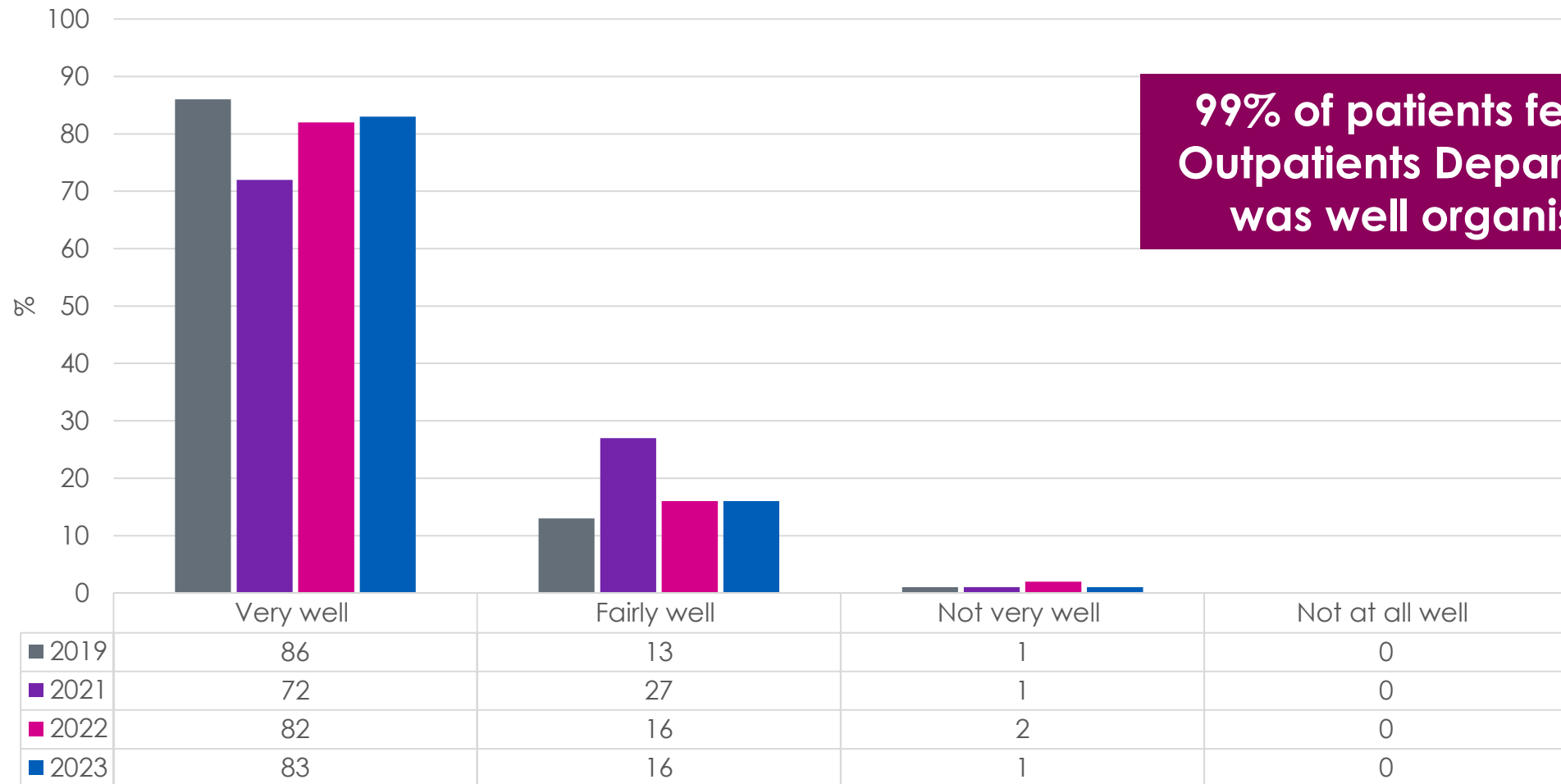
# How clean were the toilets?



**100% of patients reported that the toilets were clean**



# How well organised was the Outpatients department?



**99% of patients felt the Outpatients Department was well organised**

# Comments from patients

- Weekend appointments are great
- The nursing staff were amazing when I was faced with an unexpected problem
- The doctor was very friendly and knowledgeable
- I was listened to by brilliant female doctors for my condition. The doctor explained the condition, discussed treatment pathways and was empathic and supportive throughout. A big thank you to both doctors for helping me
- Everything was excellent from the receptionist to the doctor. I've been seen by Dorking Healthcare previously and they have always been fantastic thank you
- Compassionate doctors and therapists. Gentle and kind. Even the receptionists are nice. Very professional care
- Close to home, offer of cancellation appts when available, polite and helpful desk staff, free parking
- They care...

# Comments from patients

- I have always had exemplary healthcare from DHC. The staff in outpatients reception are incredibly helpful and kind. I have spoken to them when in quite a vulnerable state and they have been brilliant
- I was provided with ample opportunity to ask questions or raise concerns with the consultant and their responses showed that they understood my concerns and were planning suitable investigations
- It was so refreshing to attend a hospital appointment, and I had 2 in one week, and to be seen straightaway. It was a good experience
- I have always been treated with respect. Everyone kept checking I was ok because I had to wait for hospital transport. When I needed to go to the toilet, it wasn't a problem to have a nurse wheel me there & wait outside until I had finished. This alone put me at ease. Thank you
- It is noticeable that everyone on the staff got on together and were anxious to help each other and me to a speedy successful completion