

# RAINFORD HEALTH CENTRE

## Minor Surgery Survey – Patient Experience Feedback

During clinics taking place from July 2015 to-date patients have given the following feedback via a confidential feedback form.

This is the first survey that has been carried out on the Minor Surgery Service. The survey as you will see covers all aspects from the administrative arrangements to clinical care provided. A total of 27 surveys were returned from patients.

Question	Answers	Please tick most appropriate answer
1. How long did you wait for your appointment for a joint injection after being referred by the GP?	Within 1 week	<b>12</b>
	Within 2 weeks	<b>13</b>
	Within 3 weeks	<b>1 at patient's request</b>
	Within 4 weeks	<b>1</b>
	Within 2 months	
	Other (Please specify)	
2. Did you feel that this was an acceptable wait time for a <b>routine</b> procedure?	Yes	<b>27</b>
	No	
3. On arrival for the joint injection, how long did you have to wait to be seen?	Under 5 minutes.	<b>21</b>
	Waited up to 10 minutes.	<b>4</b>
	Waited 10 to 20 minutes.	1
	Waited 20 to 30 minutes.	1
	Waited 30 to 60 minutes.	
	Waited longer then 1 hour.	
4. Did the clinician treat you with dignity and respect?	Yes	<b>27</b>
	No.	
	If No – please explain	
5. Was the environment clean and appropriate for the procedure?	Yes.	<b>27</b>
	No.	
	Not sure.	
6. Were you given enough information about your care or treatment to enable you to give informed consent for the procedure to take place?	Yes.	<b>27</b>
	I was given some information but would have liked more.	
	No.	
	Don't know/cant remember.	
7. At your appointment did you feel that the clinician listened carefully to what you had to say and responded to any concerns you had?	Yes.	<b>27</b>
	To some extent.	
	No.	
	Don't know/cant remember.	
8. How would you rate your overall experience of using our joint injection service?	Excellent	<b>27</b>
	Good	
	Satisfactory	
	Poor	

Additional comments	<ul style="list-style-type: none"><li>• Couldn't be better I don't think</li><li>• The actual injection was painless</li><li>• Very Good</li><li>• Having the service local makes it excellent!</li><li>• The practice showed empathy and was caring and gentle. Excellent Service.</li><li>• Fantastic – very fast appointment. So much easier being able to stay local so I can drive the short distance</li><li>• Superb service</li><li>• Having a minor surgery service at my local practice is invaluable</li><li>• Excellent Service – Very helpful</li><li>• Much better than a hospital visit. Very efficient and informative</li></ul>
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The Minor Surgery Survey 2015.

Collated and documented by Helen Sansbury, Practice Manager.