

PATIENT
DYNAMICS™

Listening to patients' views

Patient Survey Report

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Report for 2010

Barlborough NHS Treatment Centre



Table of contents

Table of contents	2
MANAGEMENT REPORT: BARLBOROUGH.....	3
Introduction and methodology	4
Background	4
Methodology	4
Response Rate.....	6
TOPIC RATINGS	7
TOPIC TREND.....	8
Barlborough Annual Change in Scores.....	13
ITEM BY ITEM	15
Comments.....	32
Was there anything particularly good about your health care?.....	32
Was there anything that could be improved?	42
Any other Comments?	49

MANAGEMENT REPORT: BARLBOROUGH

Results for 2010 show that Barlborough continues to score in and around the Care UK mean in all areas with the exceptions of *Admission* and *Pain*, measures across which it greatly exceeds the Care UK mean.

Mild decreases were recorded for *Pain*, *Admission* and *Doctor* scores, though none of these went beyond two points. Increases were recorded for *Hospital and Ward*, *Treatment and Care* and *Leaving Hospital* score, the greatest of which was a three point increase in *Hospital and Ward* score.

Looking at the comparison of the Barlborough score versus the threshold score to be in the top 20% of NHS trusts, Barlborough falls below this score on just two measures covered in this report. These measures and the areas where you are just above this score are as follows:

	Question	Barl.	Top 20%	Diff
Q7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	91	93	-2
Q36	Beforehand, did a member of staff explain what would be done during the operation or procedure?	86	87	-1
Q5	Was your admission date changed by the hospital?	95	93	2
Q37	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	83	80	3
Q30	Were you given enough privacy when being examined or treated?	98	95	3
Q35	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	94	91	3

Patient briefing both before and after the procedure would appear most amenable to change here.

In terms of *absolute performance*, the following may be worth pursuing:

	Question	Barl.
Q42	Did a member of staff tell you about medication side effects to watch for when you went home?	70**
Q3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	73
Q13	How would you rate the hospital food?	76**
Q31	How many minutes after you used the call button did it usually take before you got the help you needed?	76
Q46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	77**
Q43	Did a member of staff tell you about any danger signals you should watch for after you went home?	78**

**Each of these has improved during the period 2009-2010.

Introduction and methodology

Background

The Central Contract Management Unit (CCMU) of the Department of Health has implemented a standardised patient experience survey programme in Independent Sector Treatment Centres (ISTCs). The results of the surveys will provide information for making reliable comparisons among ISTCs and with the NHS.

This report contains the results of the survey of 850 patients discharged between March and July of 2010.

This report:

- Summarises the main survey findings.
- Shows you your mean rating scores for each questionnaire section, and compares your treatment centre with other Care UK centres.
- Shows you what your mean rating scores were in the evaluation questions, and compares your scores with others from Care UK, a local NHS trust and NHS trusts nationally.
- Provides frequency tables of responses for every question.
- Includes all free text comments.

Methodology

850 patients were selected from Barlborough NHS treatment centre to take part in this survey. The sample comprised of a list of 850 NHS patients consecutively discharged, who were either inpatients or day cases. Samples were taken from the last day in July 2010 backwards.

Certain patients were excluded from this sample, these included:

Those aged under 16
Termination of pregnancy
Diagnostics

This was a postal survey with three mailings:

The questionnaire was sent to participants by post along with a covering letter that provided them with details about the survey. They were told that the survey was voluntary, and a freephone line was provided to answer any queries about the survey and/or questionnaire.

If the participant did not respond within approximately 2 weeks of the questionnaire being sent to them, they were sent a reminder letter. If they had yet to respond after another 2 weeks, they were sent another reminder letter and questionnaire.

Participants could be excluded from the second and third mailings by either (themselves or a relative/friend) calling the freephone helpline to inform the researcher that they did not wish to (or couldn't) take part, by sending back their questionnaire blank, or, by sending back a completed questionnaire.

The Questionnaire:

The Questionnaire in this survey consisted of 54 closed questions where participants were required to tick one or more boxes and 3 open-ended ones, where participants wrote in comments. The questions fell under the sections:

- Admission to Hospital
- The Hospital and Ward
- Doctors
- Nurses
- Your Care and Treatment
- Pain
- Operations and Procedures
- Leaving Hospital
- Overall
- About You
- Other Comments

Some questions did not apply to all participants taking the survey, and the questionnaire was designed to route people past those questions that were irrelevant to their experience.

Mean rating scores - how they are calculated?

Questions asking patients to evaluate the service provided were scored to allow easy comparison year by year, and with other treatment centres. The scoring system is based on that used by the Healthcare Commission. For each question that has been scored, a weighting has been assigned to each answer. The scoring system is that 100 is given to the most satisfactory answer and 0 to the least, with the other answers allocated scores between these, with equal intervals between all of the scores. For example: excellent = 100, very good=75, good=50, fair= 25 and poor=0.

A mean (average) score is calculated based on the responses to each weighted answer.

Response Rate

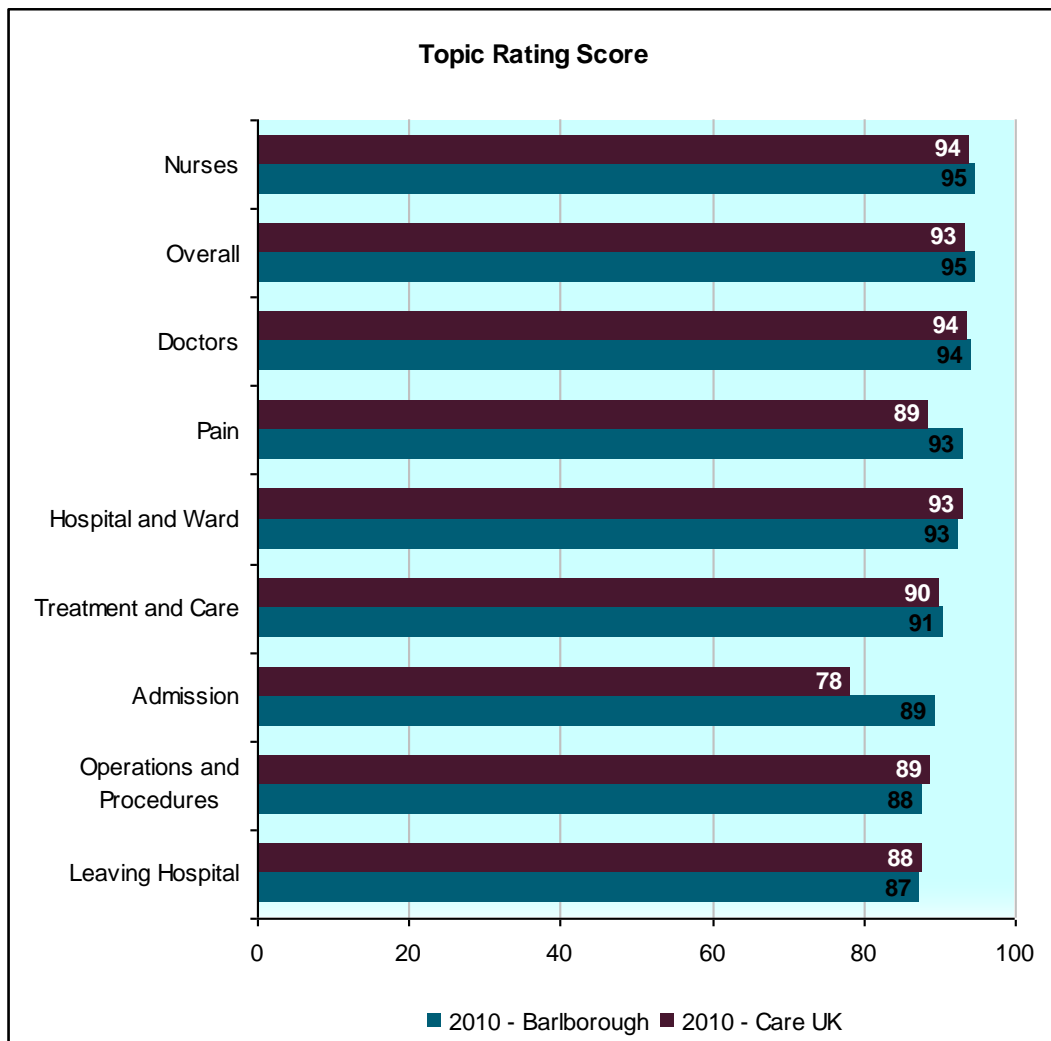
Questionnaires mailed	850
Returned completed	642
Returned undelivered by mail	2
Patient reported deceased by NSTS	0
Patient reported deceased by friends or relatives	0
Patient too ill to take part in survey	0
Opted out for other reason or returned blank	23
Not returned (reason unknown)	183
Response rate	76%

TOPIC RATINGS

The ISTC survey clusters questions into 9 topics. These are:

- Admission (Q1-6)
- Hospital and ward (Q7-15)
- Doctors (Q16-19)
- Nurses (Q20-24)
- Treatment and care (Q25-31)
- Pain (Q32-33)
- Operations and procedures (Q34-37)
- Leaving hospital (Q38-46)
- Overall Experience (Q47-49)

Taking the mean of the question scores in each of these areas, a topic score is generated. The Topic Ratings for BARLBOROUGH and the Care UK benchmark are as follows:



In this survey, Barlborough scores around the Care UK mean in all areas with the exceptions of *Admission* and *Pain*, which are particular strong points.

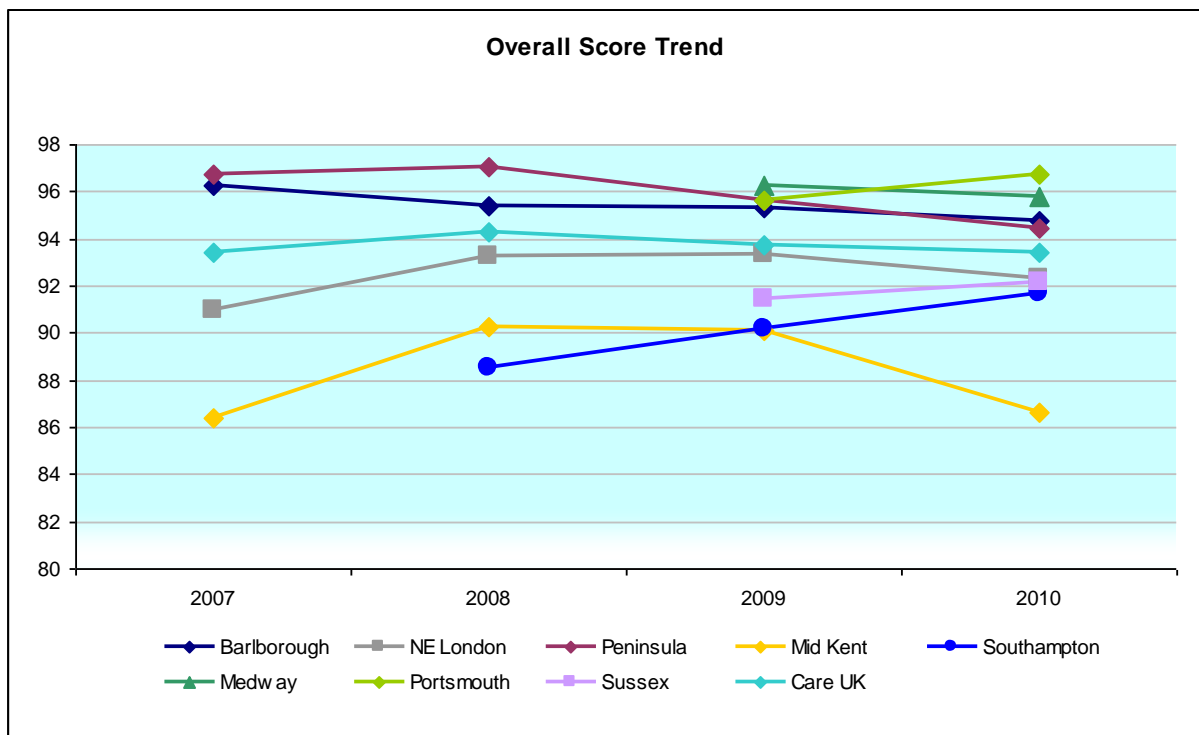
TOPIC TREND

The following graphs show the patient ratings for all Care UK treatment centres and the mean for the group in each of the topic areas for the period 2007 to 2010. There are just two data points for Medway, Portsmouth and Sussex, and three for Southampton.

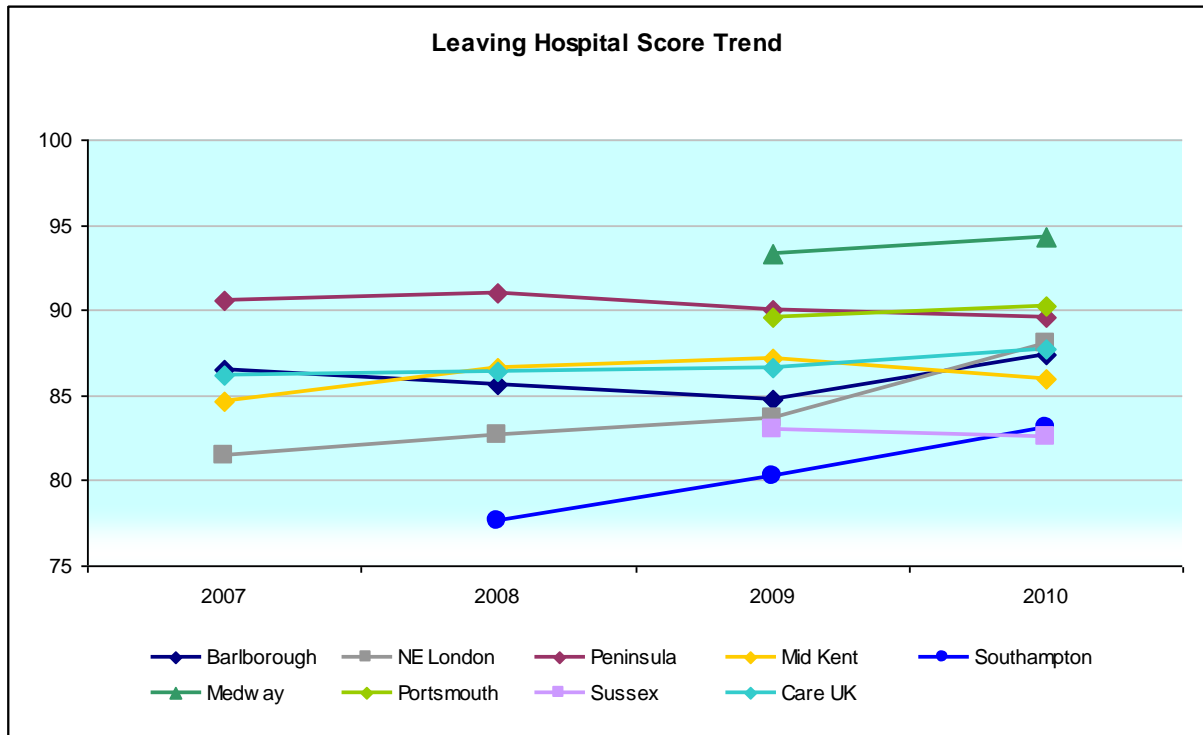
Small changes up or down are perfectly natural in survey work of this type, but major variations or a consistent trend over time may reflect real change in performance.

Note that in all cases, the y-axis scales do not run from zero to 100. Jumps in score may appear exaggerated by the scales used; however, these are the optimum scales for highlighting changes in data.

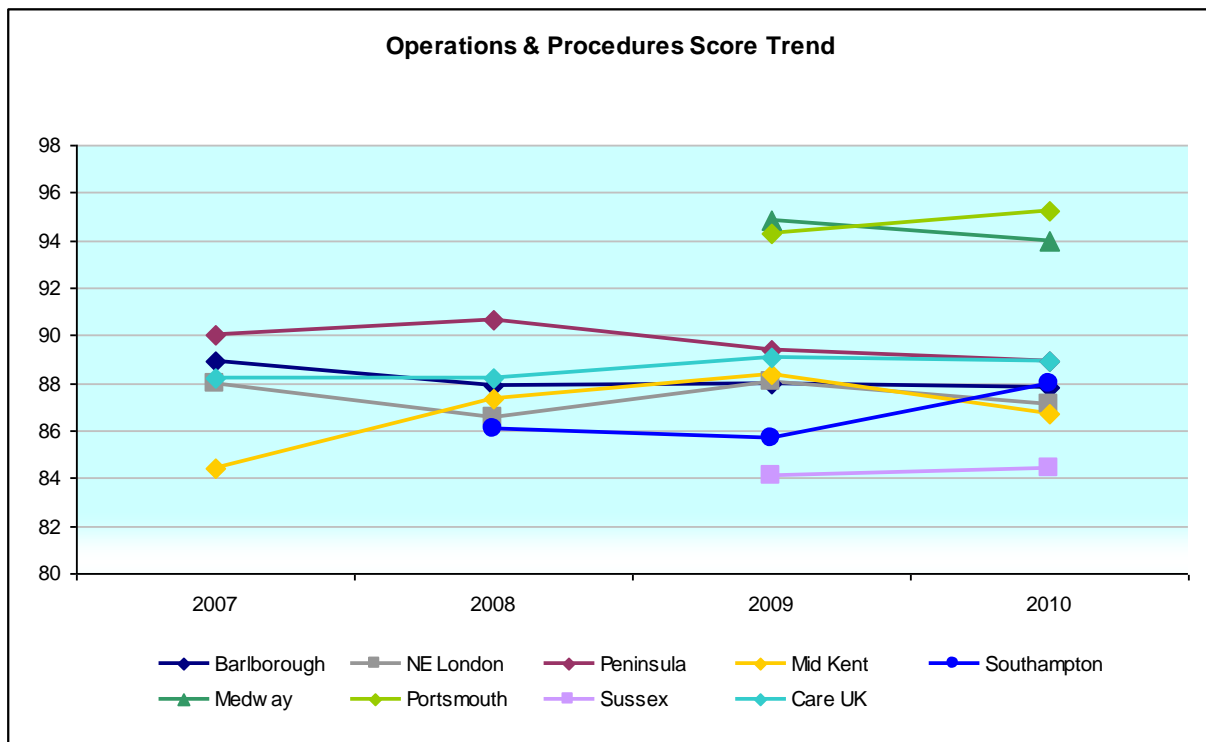
The years shown on the graphs refer to the year in which the patient was seen by the treatment centre.



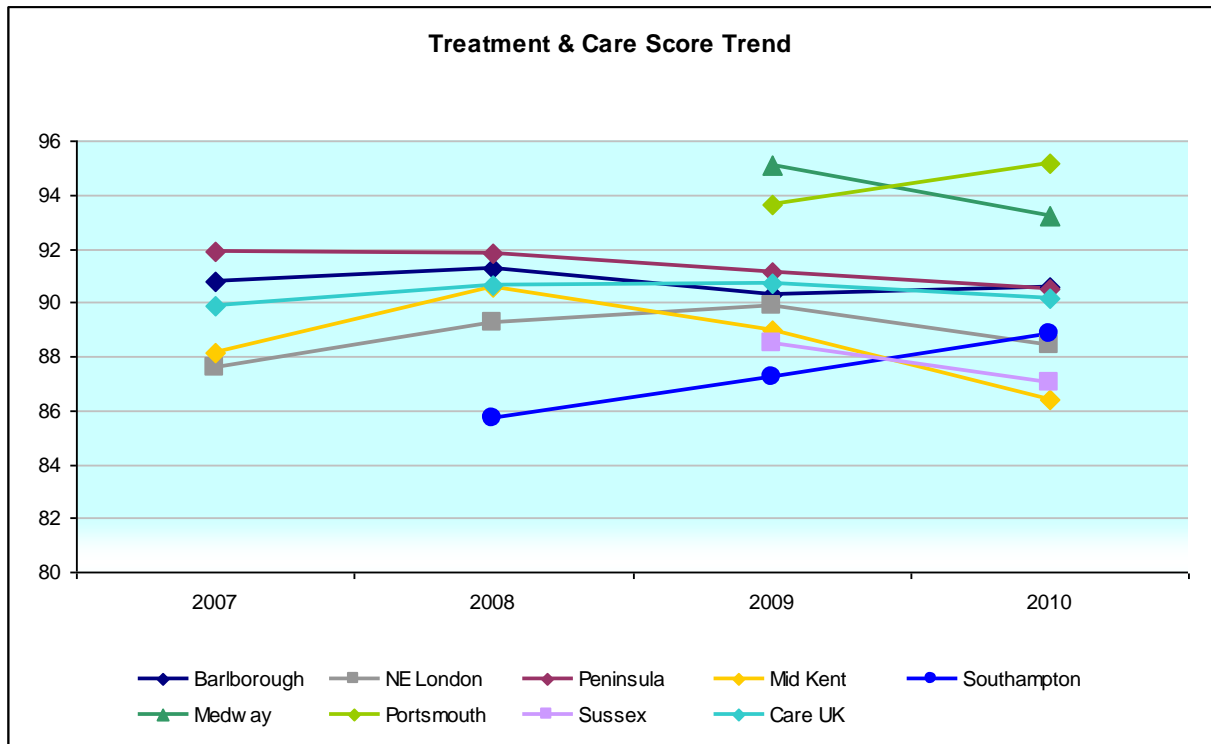
Barlborough's *Overall* score has been consistent over the past four years. In fact, for three years in a row, since 2008, Barlborough's score on this measure has been the same – 95. Only Medway and Portsmouth have surpassed Barlborough on this measure, with respective scores of 96 and 97.



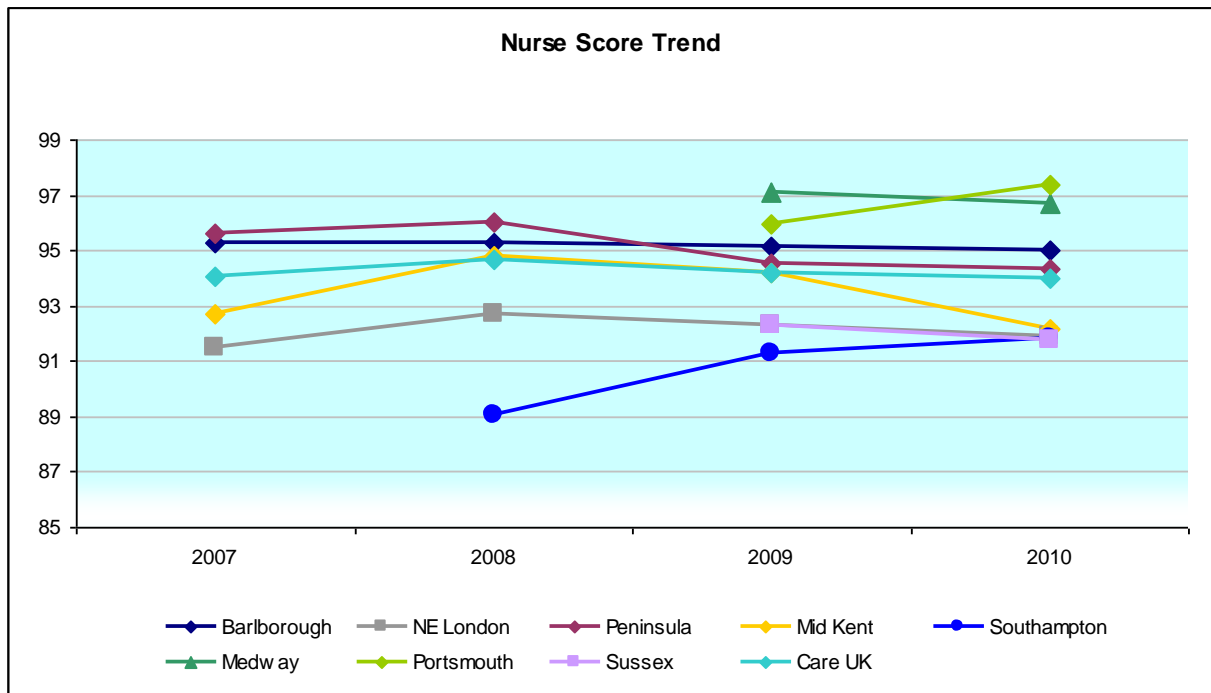
Barlborough's *Leaving Hospital* score improved slightly in 2010, moving from 85 to 87, the level at which it was in 2007. Medway leads on this measure, with a score of 94.



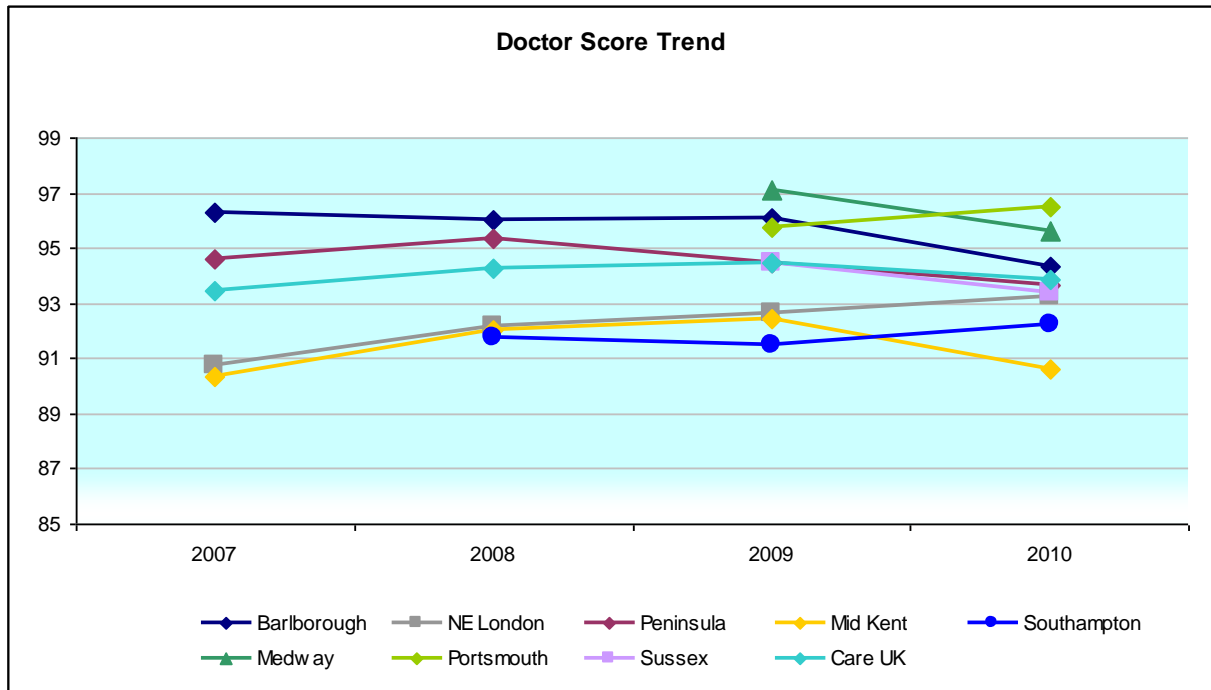
As was the case with Barlborough's *Overall* score, the *Operations and Procedures* score has been consistent over the years, with a score of 88 recorded for the three years since 2008. Once again, Portsmouth and Medway are out in front on this measure.



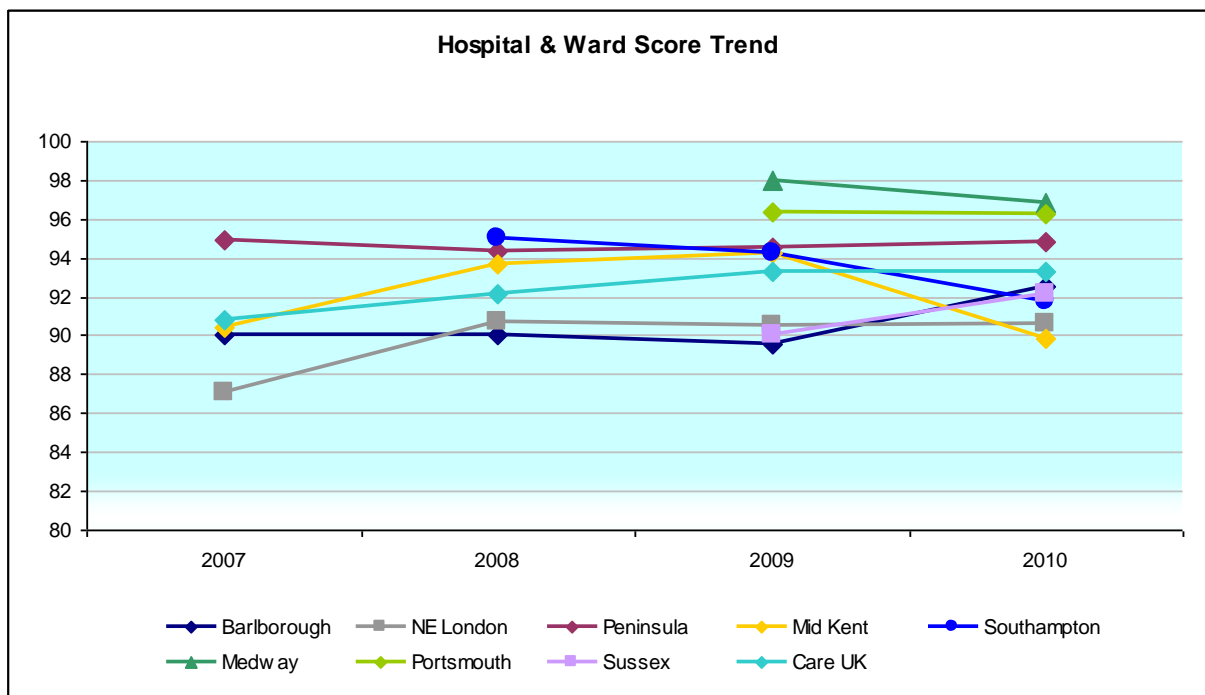
The *Treatment and Care* score has also proved consistent, with a score of 91 recorded for all years except for 2009, when it dropped just one point to 90. Once again, Portsmouth and Medway are out in front on this measure.



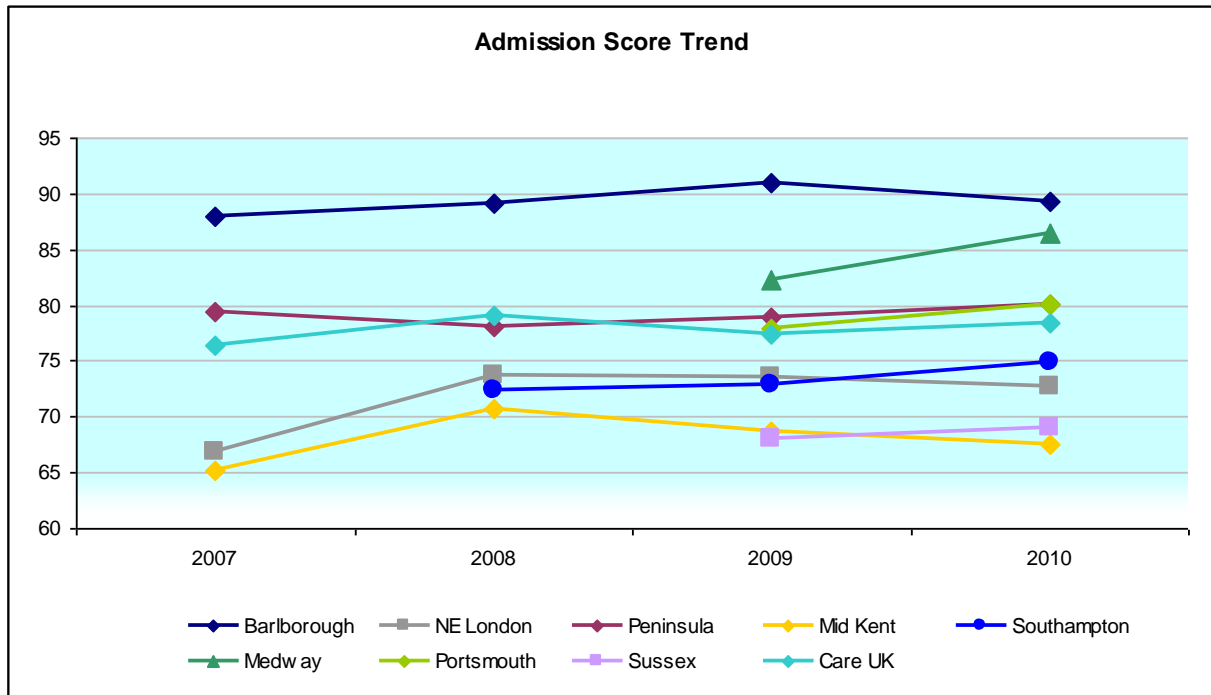
There has been no movement in the *Nurse* score over the past four years. A score of 95 has been recorded for each year, putting Barlborough behind only Portsmouth and Medway (both of which scored 97 in 2010) on this measure.



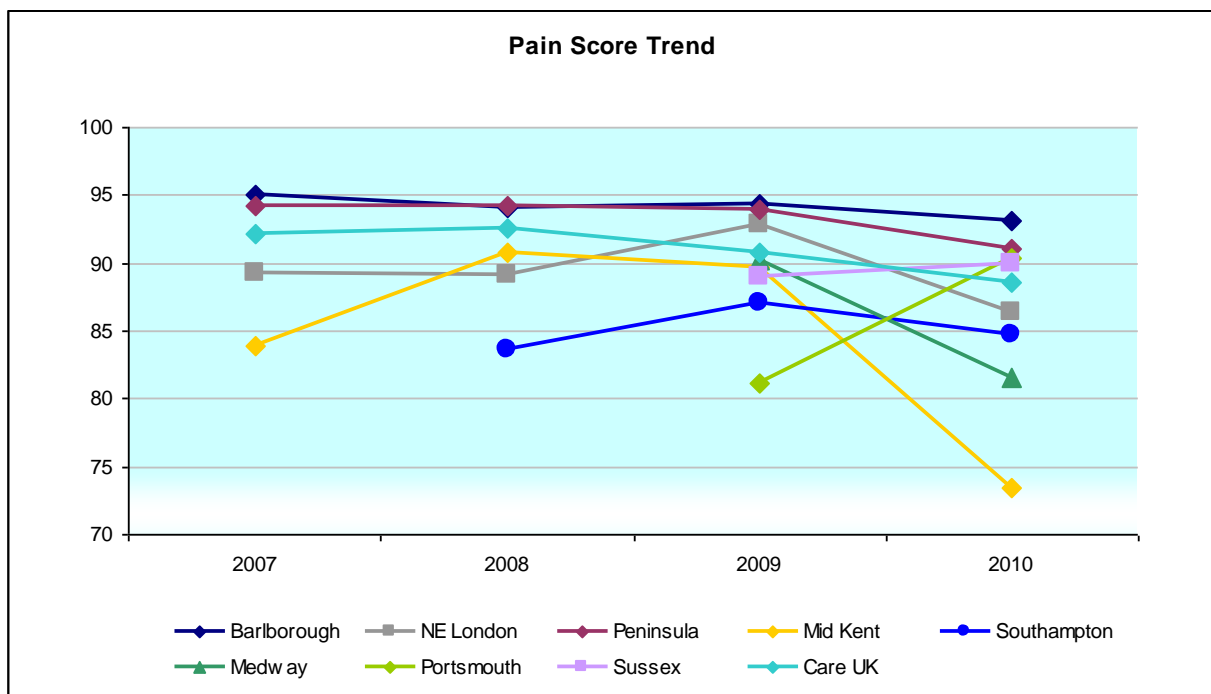
Doctor score has decreased slightly this year, falling from 96 to 94. This is the first decrease recorded for four years.



Barlborough has gained some ground on *Hospital and Ward* score this year, with an increase from 90 to 93 recorded for 2010. Barlborough has, in the past, been amongst the lowest scoring ISTCs on this measure, but has now matched the Care UK mean.



Barlborough continues to lead the other ISTCs in terms of *Admission* score, though a slight decrease of two points was recorded for 2010.



Barlborough's *Pain* score has been relatively consistent over the years. It now holds first position on this measure, four points ahead of the Care UK mean.

Barlborough Annual Change in Scores

Question No.	Question	2010	2009	Change
28 (NEW)	Did you find someone on the hospital staff to talk to about your worries and fears?	81	N/A	N/A
29 (NEW)	Were you given enough privacy when discussing your condition or treatment?	94	N/A	N/A
13	How would you rate the hospital food?	76	68	9
11	Were you ever bothered by noise at night from other patients ?	91	84	7
46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	77	73	5
7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	91	87	4
43	Did a member of staff tell you about any danger signals you should watch for after you went home?	78	74	4
39	On the day you left hospital, was your discharge delayed for any reason?	90	87	3
42	Did a member of staff tell you about medication side effects to watch for when you went home?	70	67	3
25	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	94	92	2
44	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	96	94	2
45	Since you had your treatment, have you had to be admitted to any hospital unexpectedly, because of a problem with that treatment?	95	94	1
40	How long was the delay?	91	90	1
26	Were you involved as much as you wanted to be in decisions about your care and treatment?	88	87	1
41	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	96	94	1
36	Beforehand, did a member of staff explain what would be done during the operation or procedure?	86	86	1
10	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	99	98	1
12	Were you ever bothered by noise at night from staff ?	92	92	1
23	In your opinion, were there enough nurses on duty to care for you in hospital?	96	95	0
15	How clean were the toilets and bathrooms that you used in hospital?	98	97	0
6	If you arrived by car, how easy was it to find a place to park?	99	99	0
14	In your opinion, how clean was the room or ward that you were in?	98	98	0
49	Would you recommend this hospital to friends and family?	96	96	0
24	As far as you know, did nurses wash or clean their hands between touching patients?	96	96	0
21	Did you have confidence and trust in the nurses treating you?	96	96	0
4	How do you feel about the length of time you were on the waiting list before your admission to hospital?	96	96	0
35	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	94	94	0
30	Were you given enough privacy when being examined or treated?	98	99	0

20	When you had important questions to ask a nurse, did you get answers that you could understand?	93	93	0
1	Were you given a choice about which hospital you went to?	95	95	0
27	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	85	85	-1
31	How many minutes after you used the call button did it usually take before you got the help you needed?	76	77	-1
5	Was your admission date changed by the hospital?	95	96	-1
48	Overall, how would you rate the care you received?	92	93	-1
47	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	97	98	-1
18	Did doctors talk in front of you as if you weren't there?	96	97	-1
33	Do you think the hospital staff did everything they could to help control your pain?	93	94	-1
17	Did you have confidence and trust in the doctors treating you?	96	98	-1
37	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	83	84	-1
19	As far as you know, did doctors wash or clean their hands between touching patients?	96	97	-2
16	When you had important questions to ask a doctor, did you get answers that you could understand?	90	92	-2
22	Did nurses talk in front of you as if you weren't there?	95	97	-2
3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	73	77	-4
2	Were you given a choice of admission dates?	79	85	-6

Scores are rounded to the nearest whole number.

ITEM BY ITEM

In this section, we show the mean rating scores of each of the core questions in the survey. The questions are scored according to the survey protocol with positive responses given a high score, down to zero for a poor response. The higher the Mean Rating Score, the better.

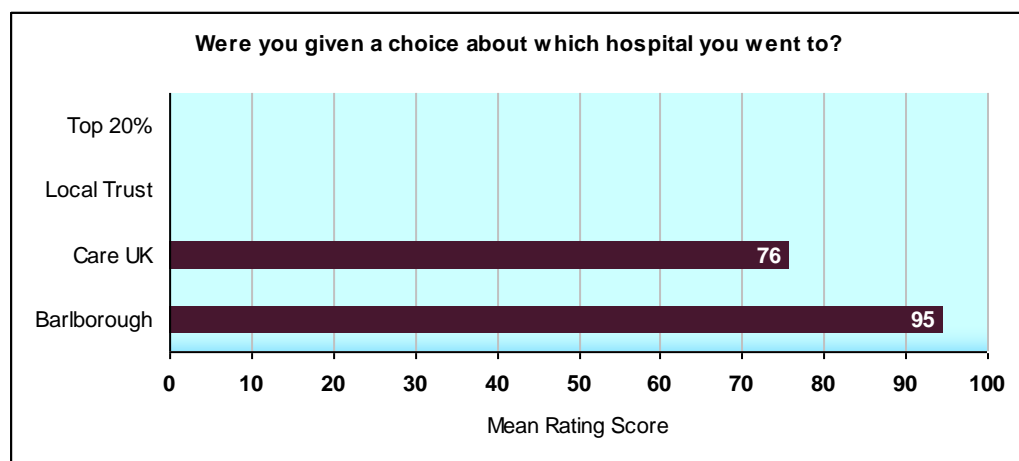
Mean Rating Scores are particularly useful for comparisons. For each item in this section the score for BARLBOROUGH is compared to the average score for all Care UK treatment centres.

Note that in some cases, the x-axis scales do not run from zero to 100. Variations in score may appear exaggerated by these alternative scales; however, where used, they are the optimum scales for highlighting data differences.

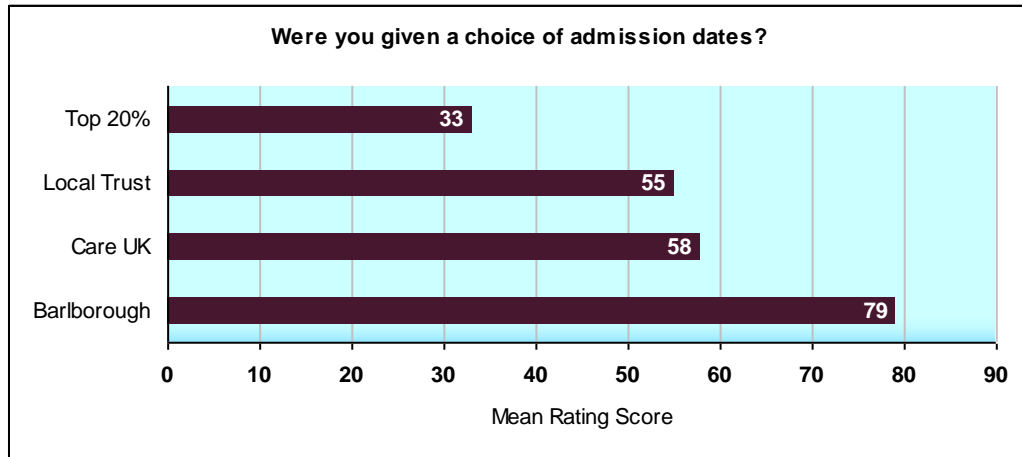
Many (although not all) questions are identical to questions that are asked on the NHS Inpatient Survey. Where this is the case, we also show the mean rating score of your local NHS trust, and for further comparison, the threshold score for the Top 20% of all NHS Trusts on that item. The local comparison is useful as the patient population is likely to be similar to your own and therefore reduces that source of variability; whereas the Top 20% shows how you compare to the best of the NHS. The comparative data are from the 2010 Adult Inpatient survey.

The local comparative trust for BARLBOROUGH is Chesterfield Royal Hospital NHS Foundation Trust.

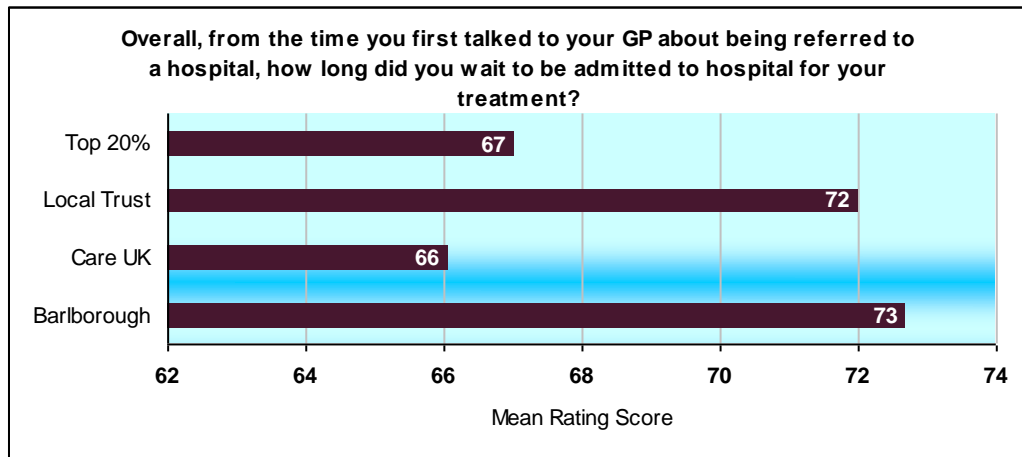
Q1



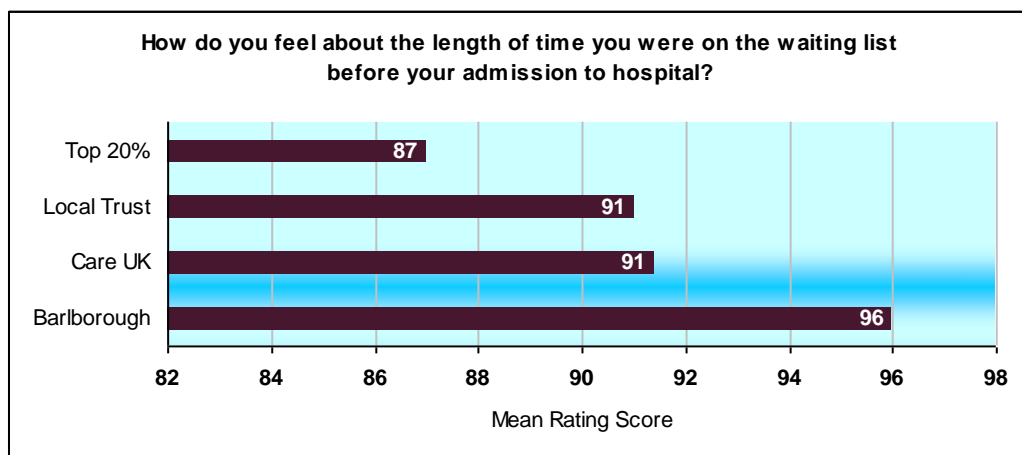
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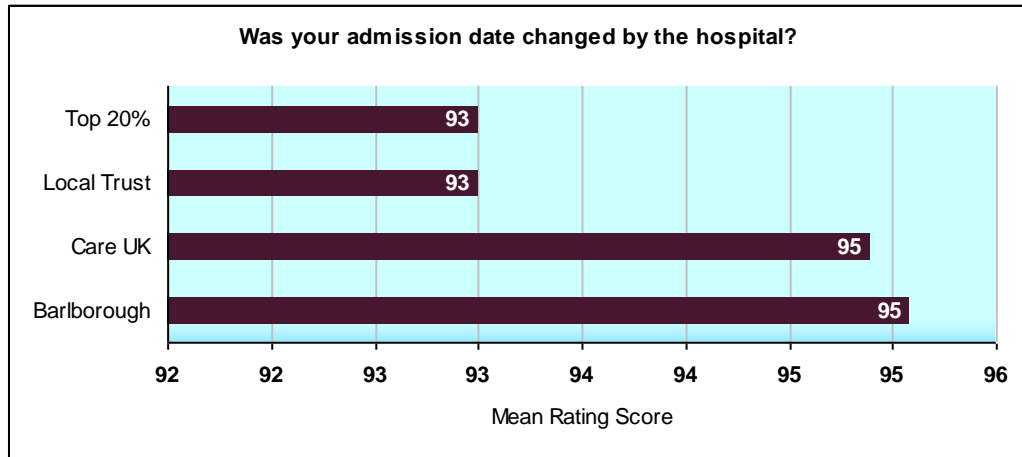
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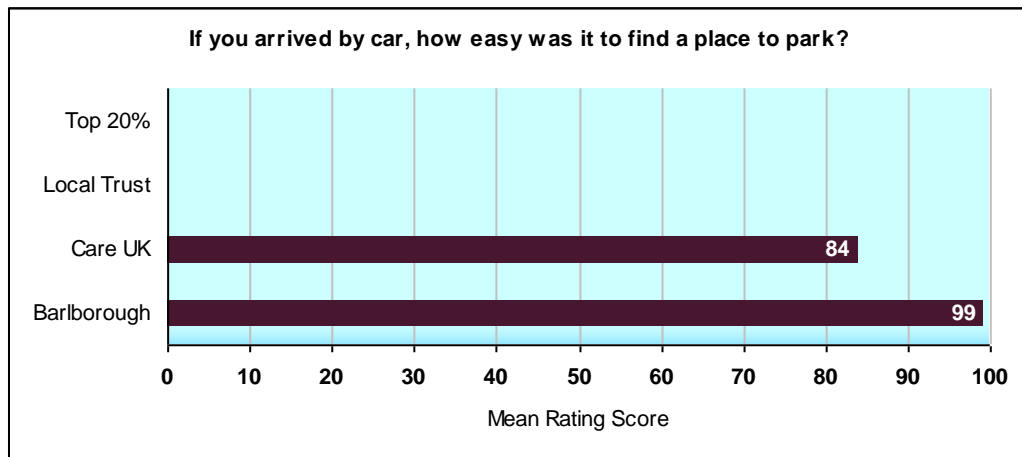
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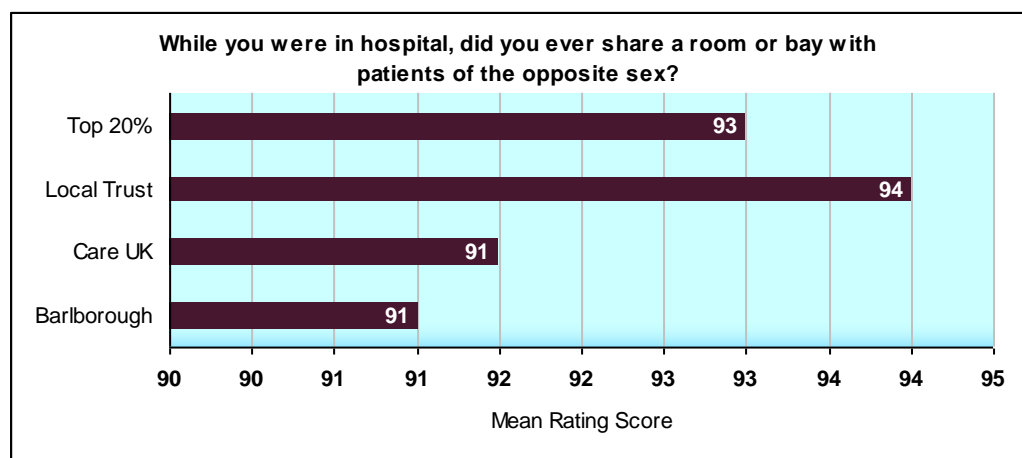
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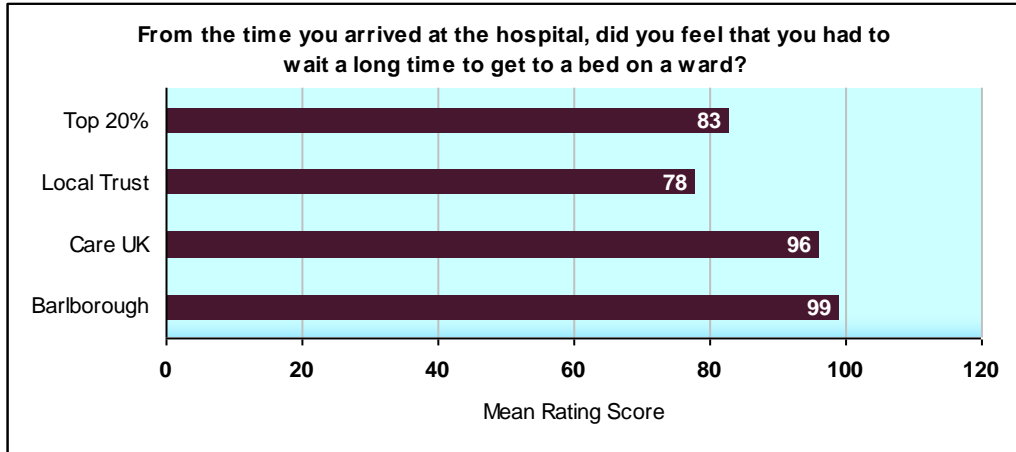
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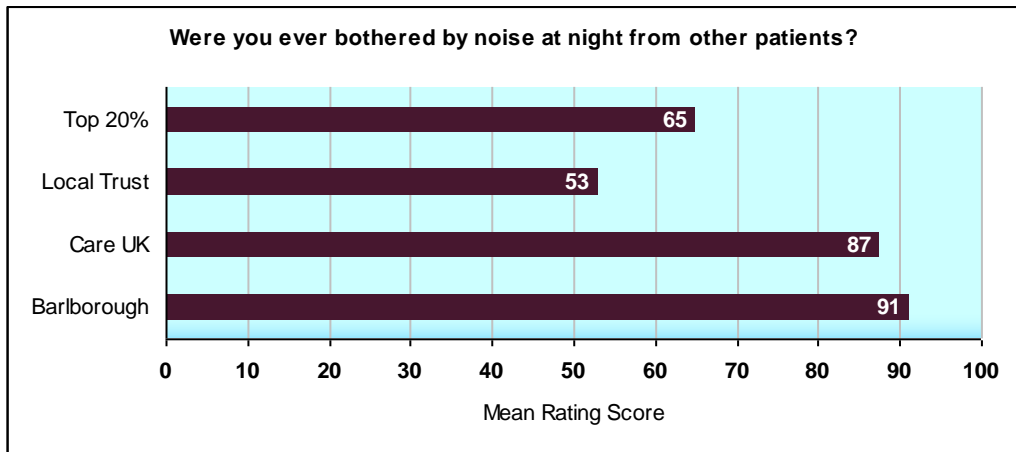
Q7 & Q8



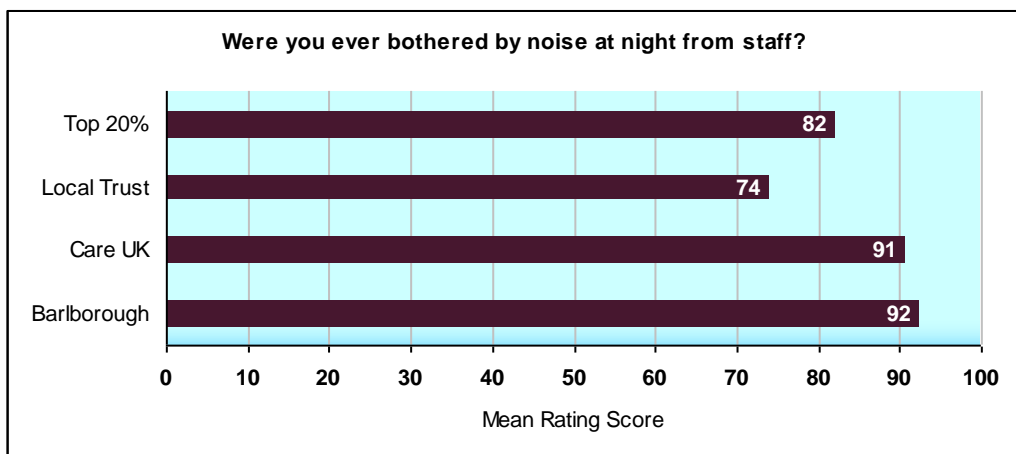
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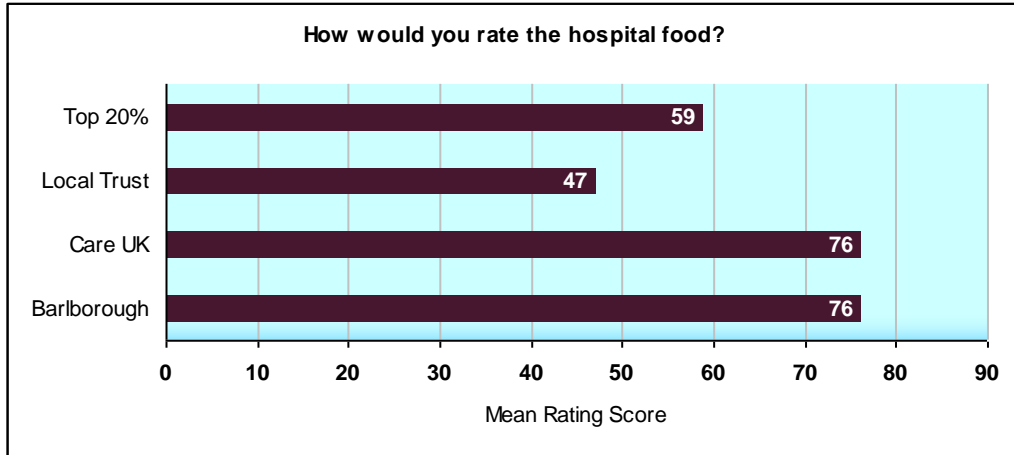
Q11



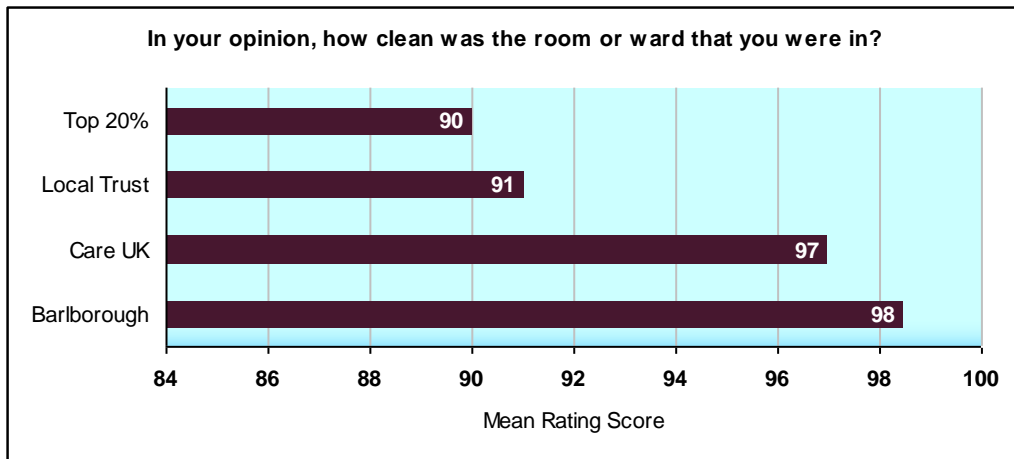
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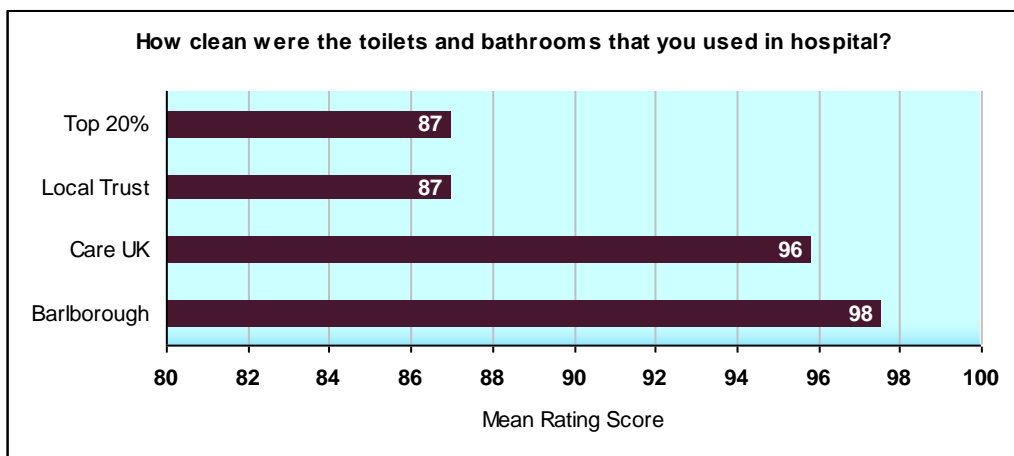
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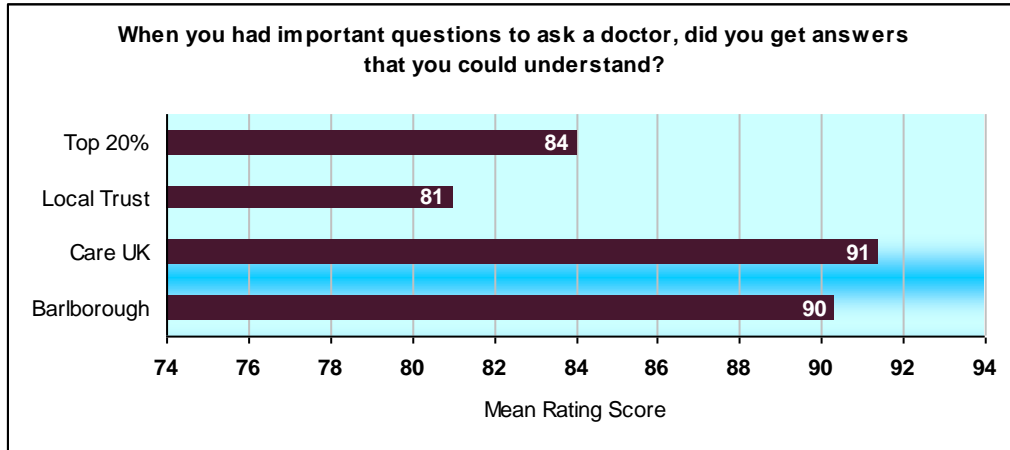
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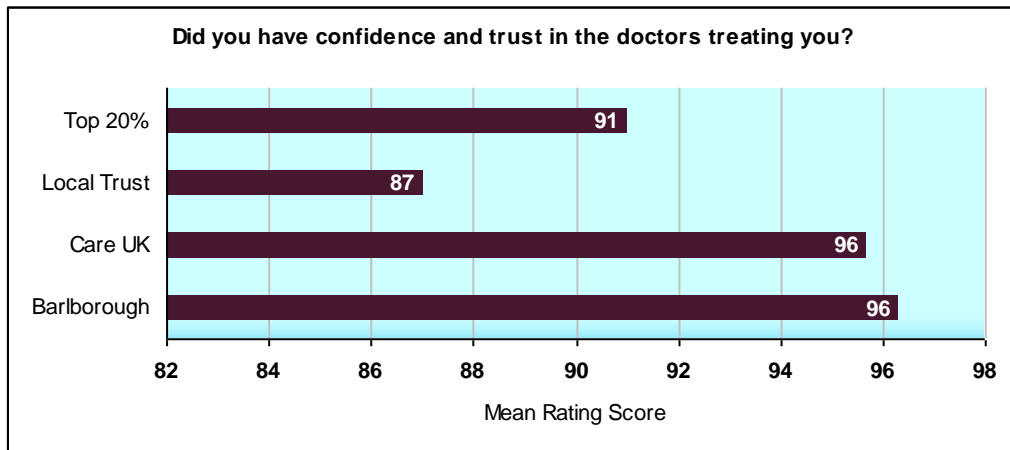
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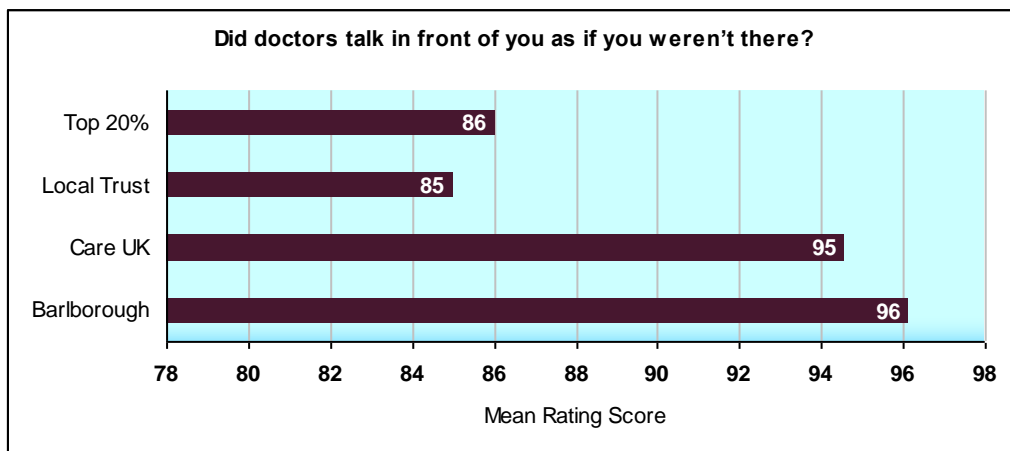
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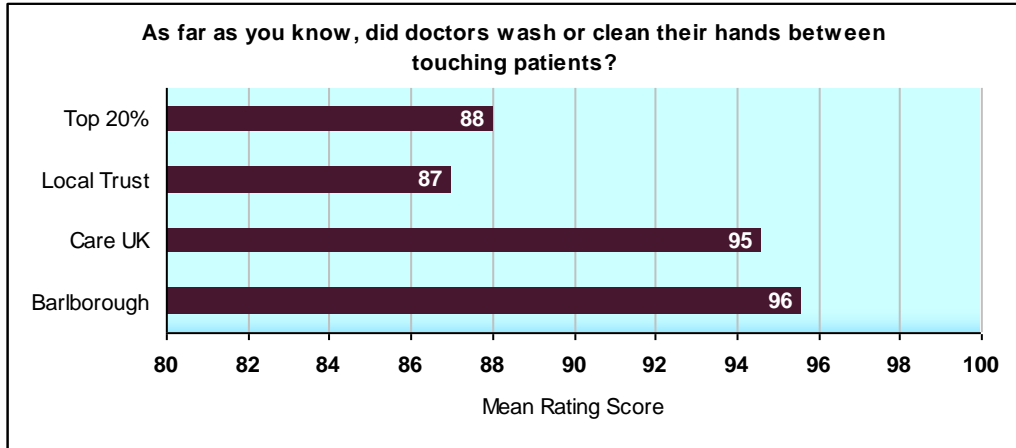
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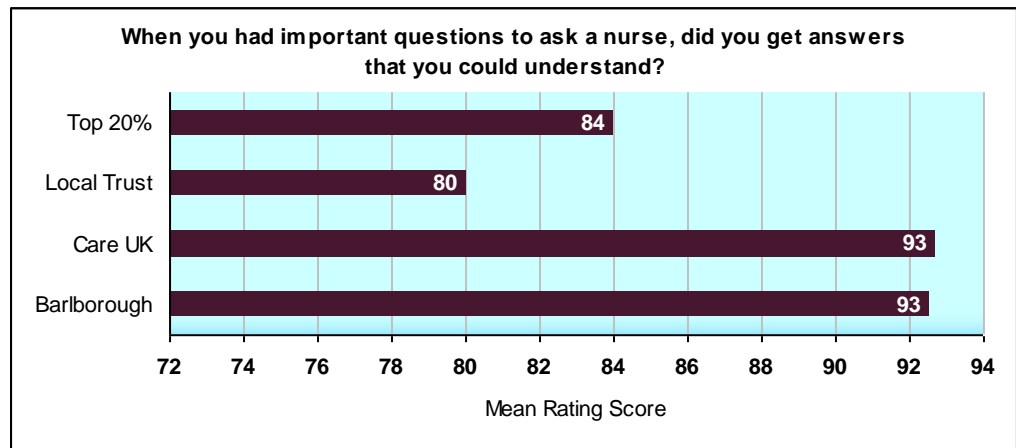
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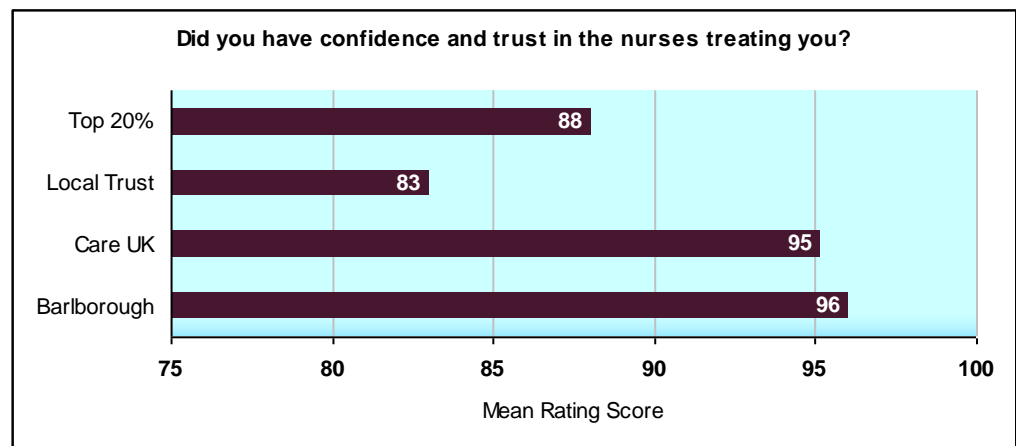
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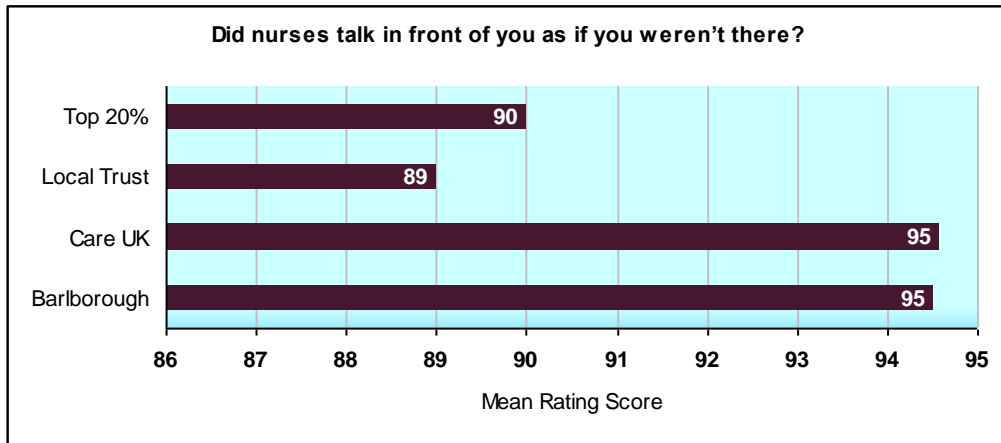
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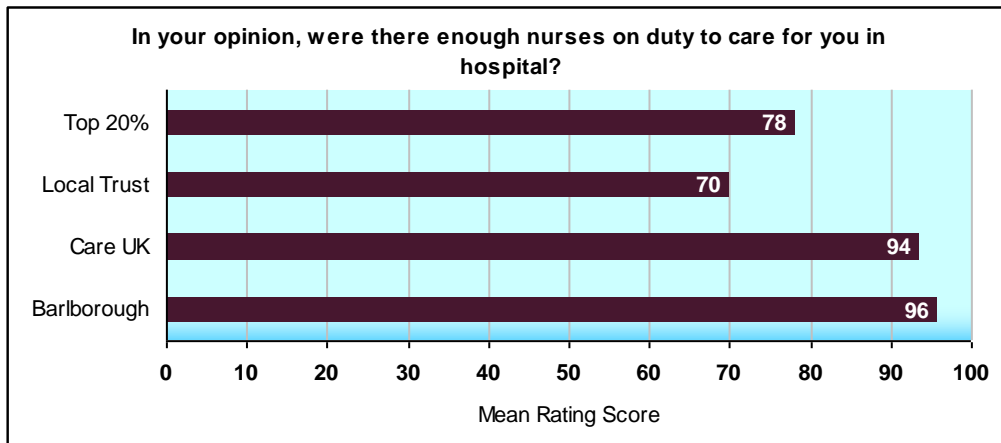
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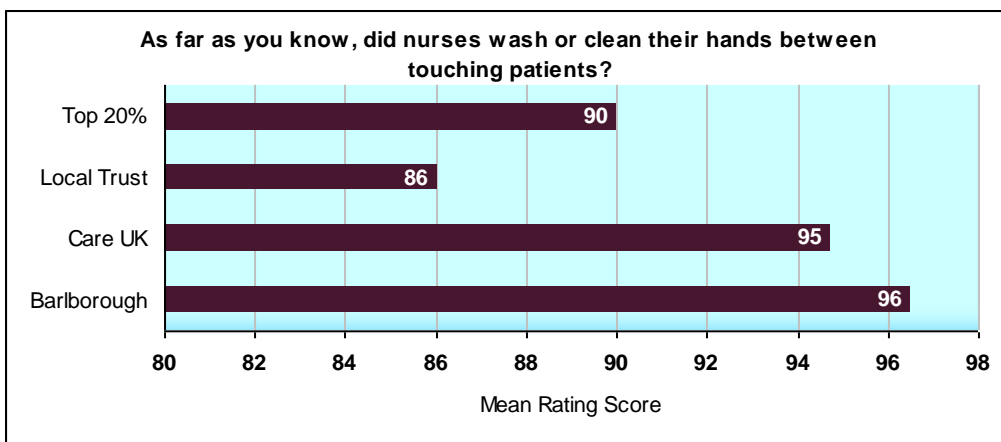
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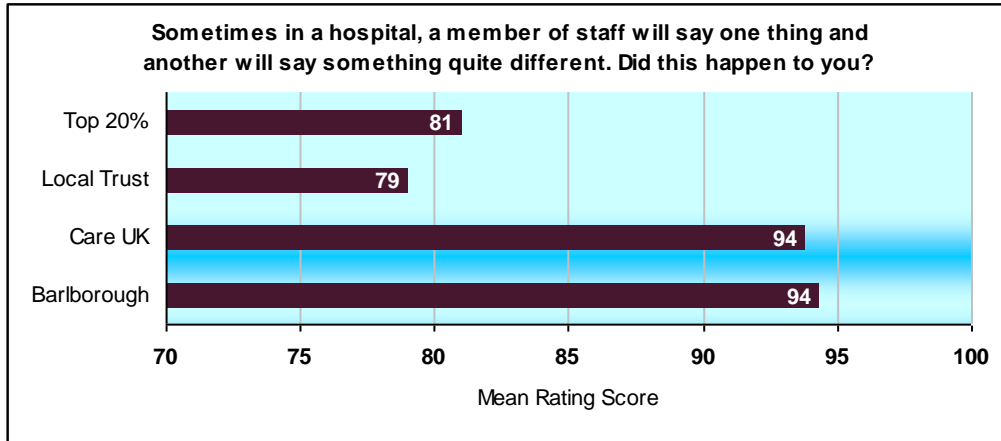
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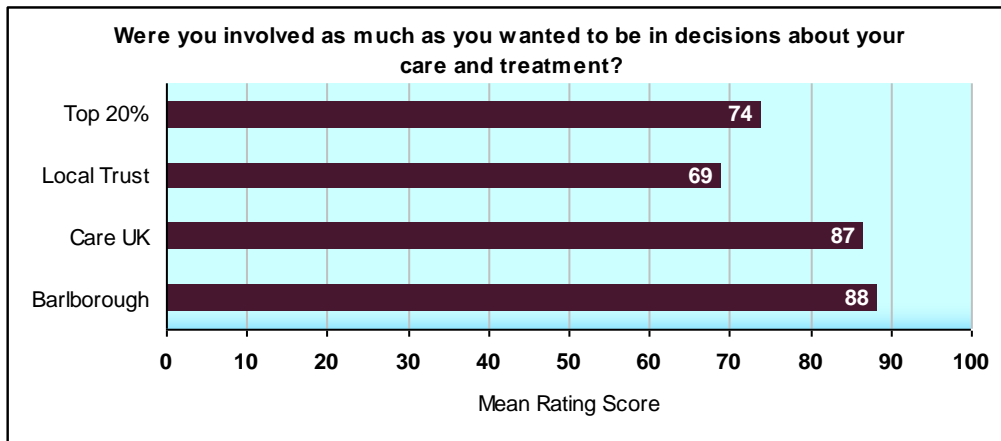
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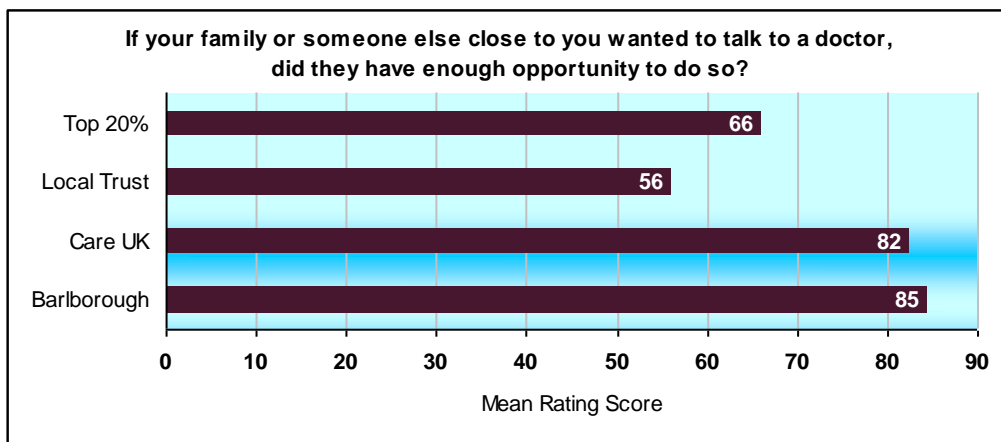
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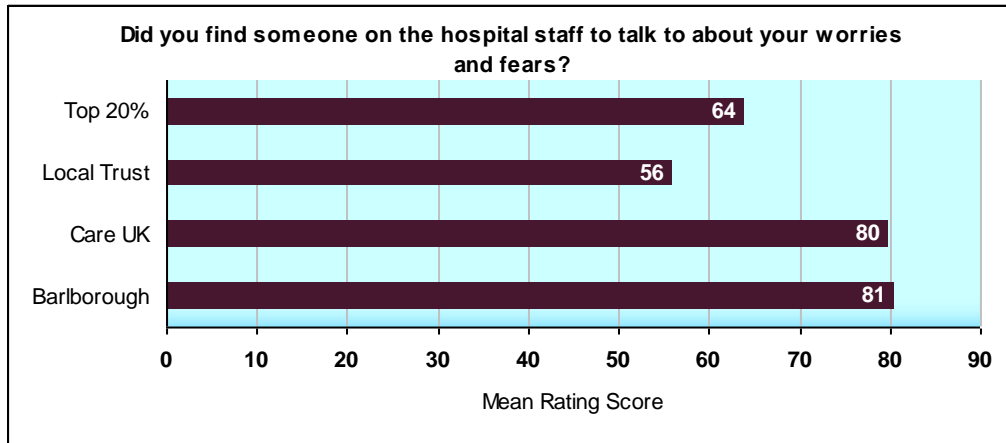
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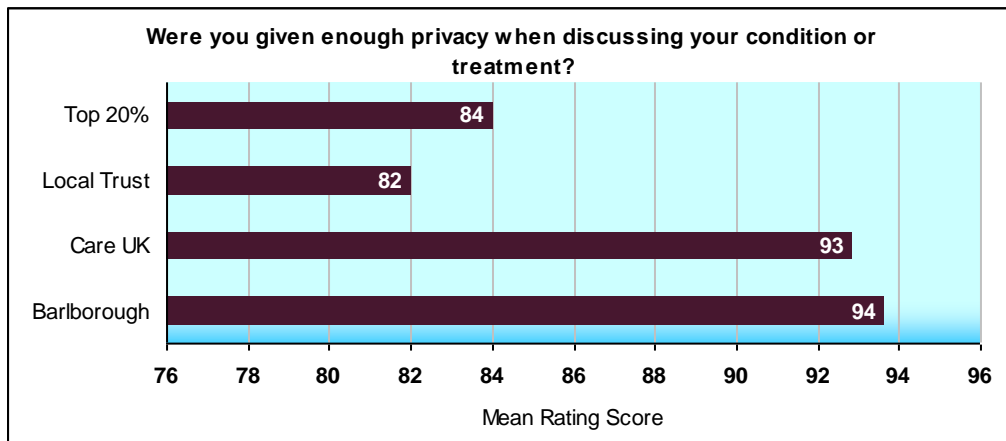
Q27



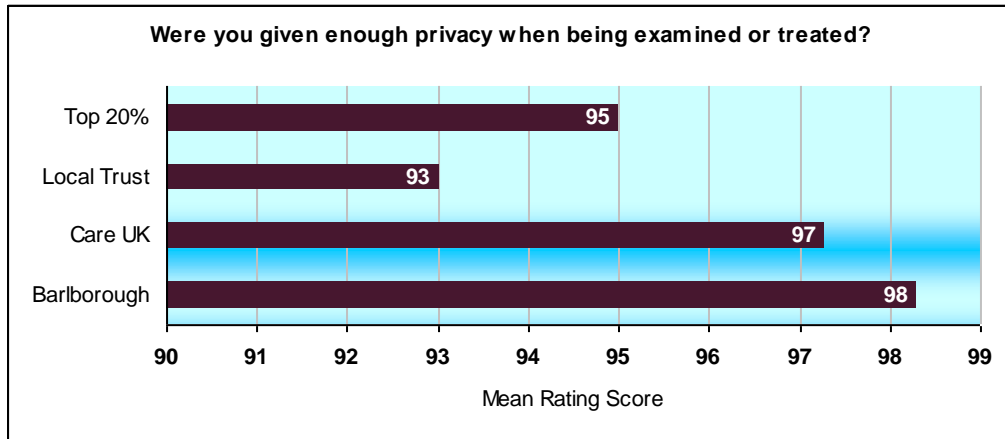
Q28



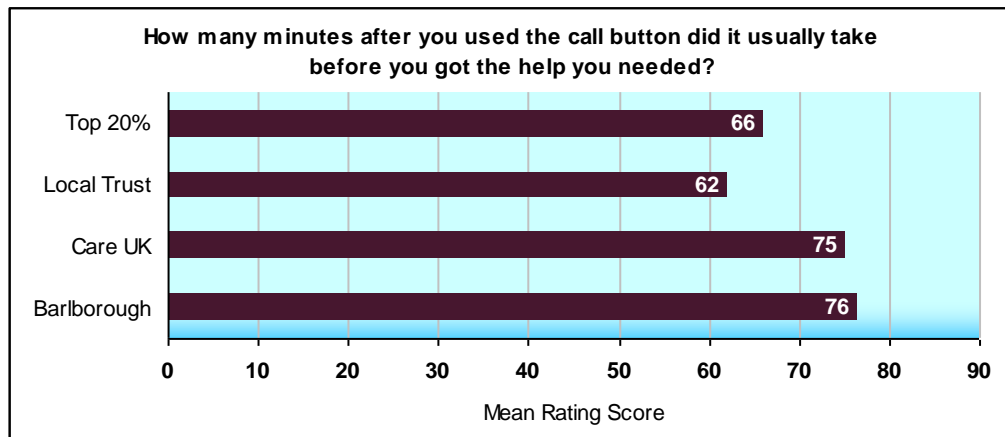
Q29



Q30



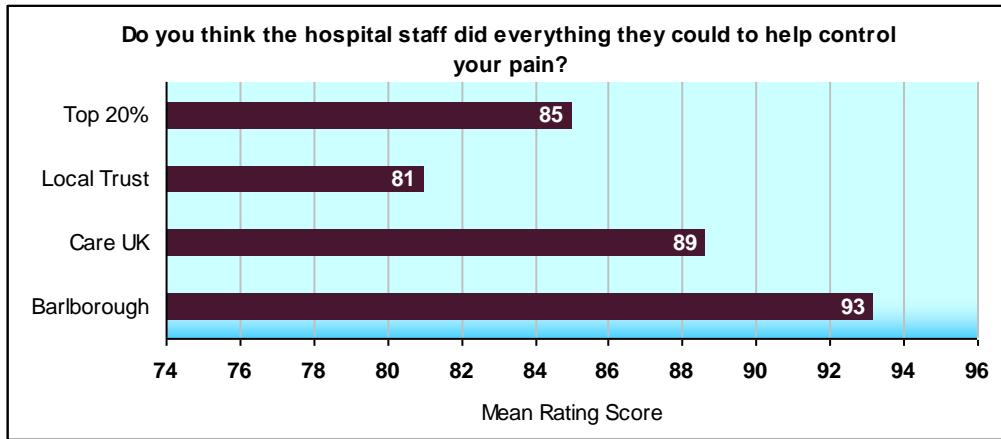
Q31



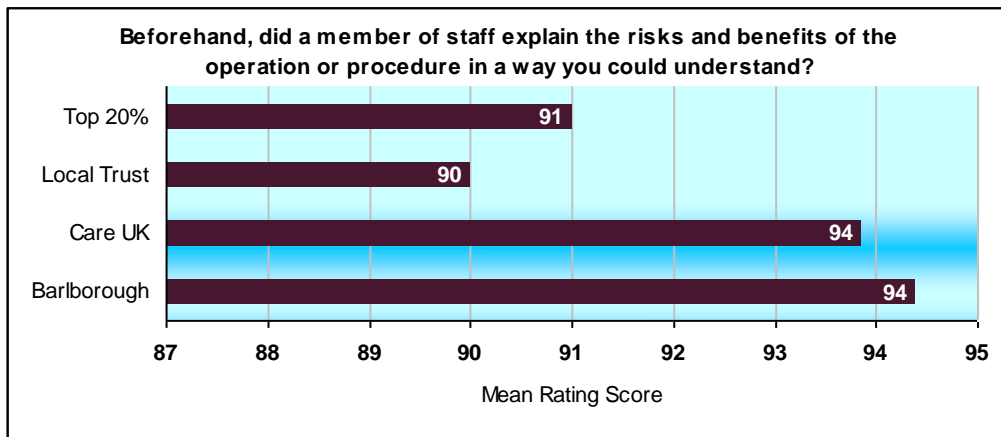
Interpretation Guide

- 51.1% did not use the call button.
- 13.3% were attended immediately.
- 26.5% were attended in 1 to 2 minutes.
- 7.4% were attended in 3 to 5 minutes.
- 1.6% were attended in more than 5 minutes.
- 0.0% never got help when they used the call button.

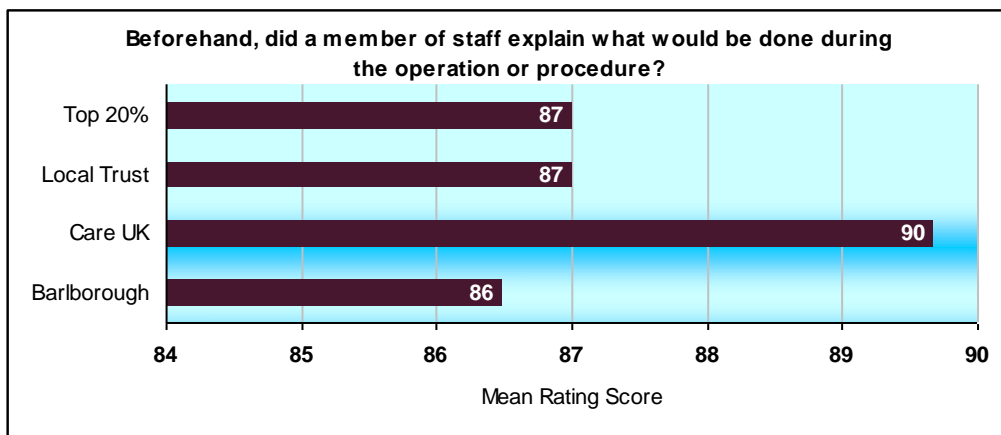
Q32 & 33



Q35

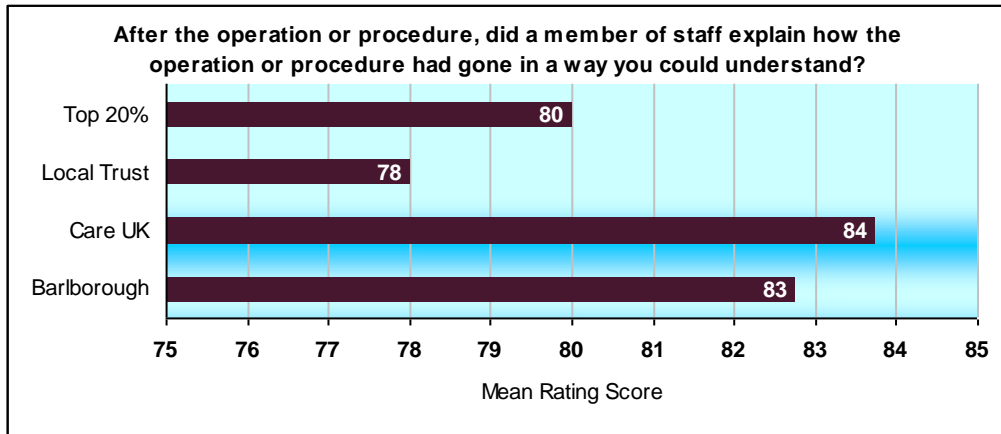


Q36



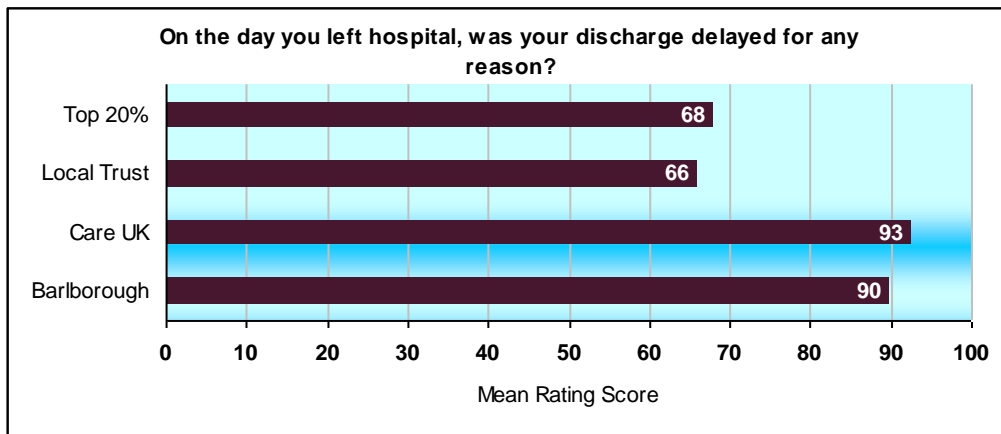
Rated only by those who had an operation or procedure

Q37



Rated only by those who had an operation or procedure

Q38 & Q39



Rated only by those who had an operation or procedure

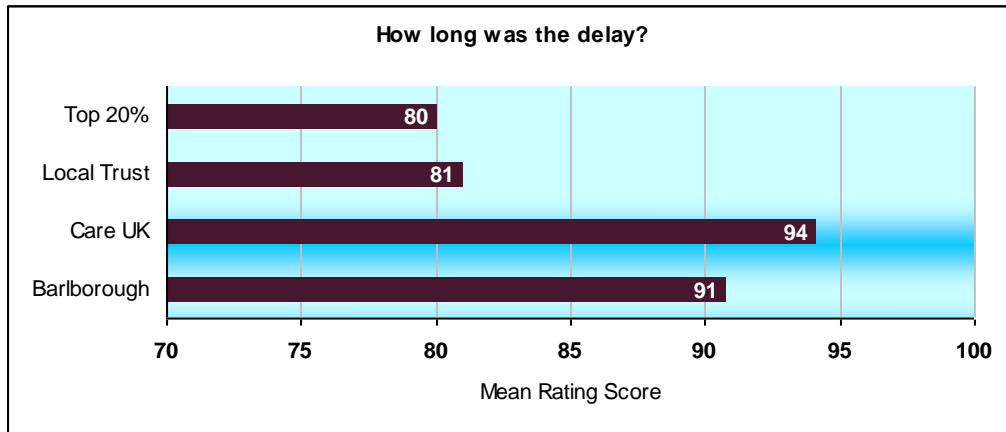
Interpretation Guide

84.4% were not delayed.

Of those that were delayed, the reasons were:

- 15.2% Wait for medicines
- 18.2% Wait to see doctor or nurse
- 28.3% Wait for ambulance
- 38.4% Something else

Q40

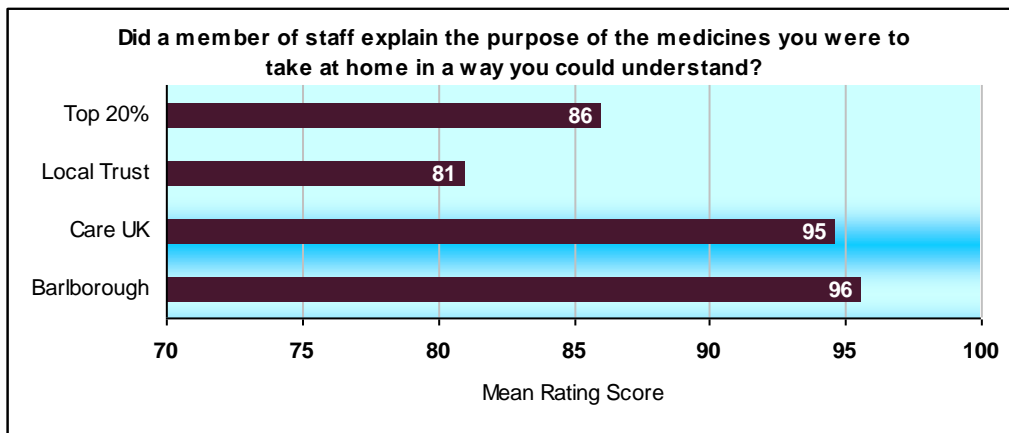


Rated only by those who were delayed

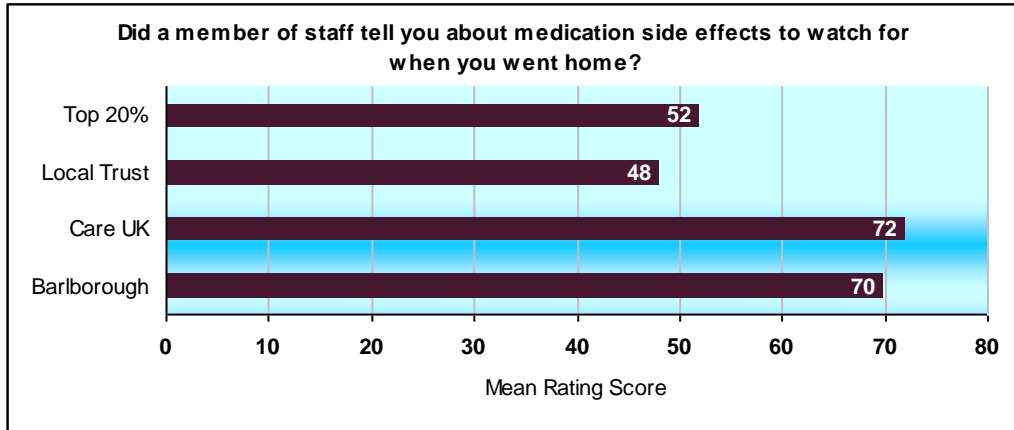
Interpretation Guide

- 28.0% Up to 1 hour
- 27.0% Between 1 and 2 hours
- 28.0% Between 2 and 4 hours
- 17.0% Over 4 hours

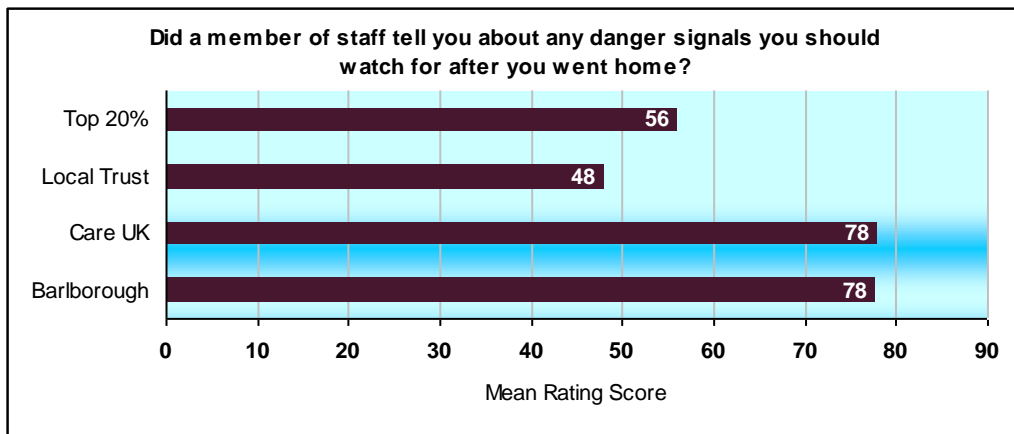
Q41



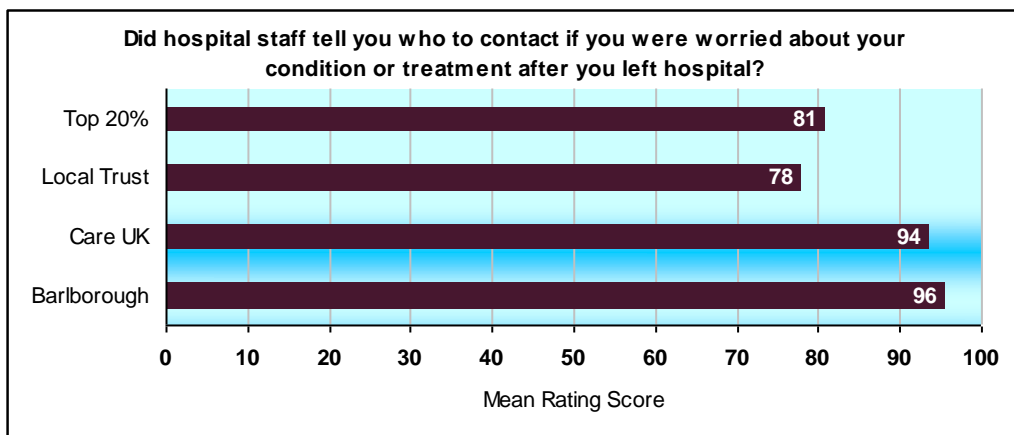
Q42



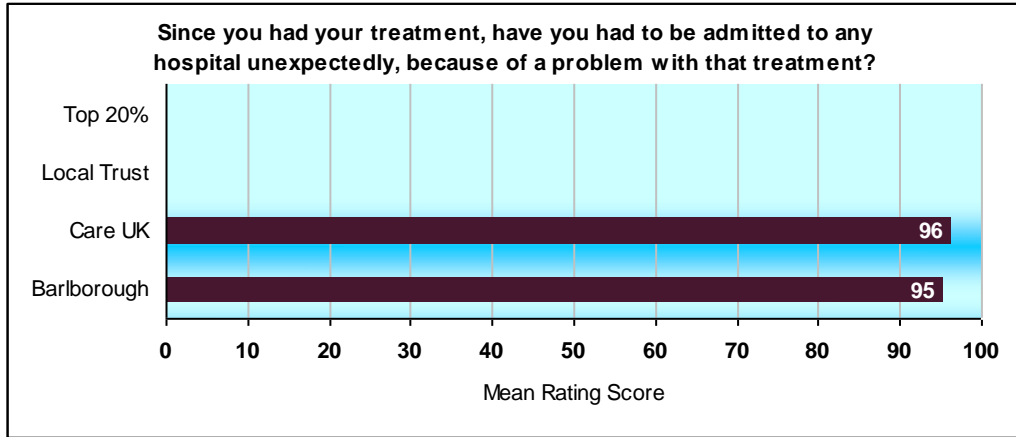
Q43



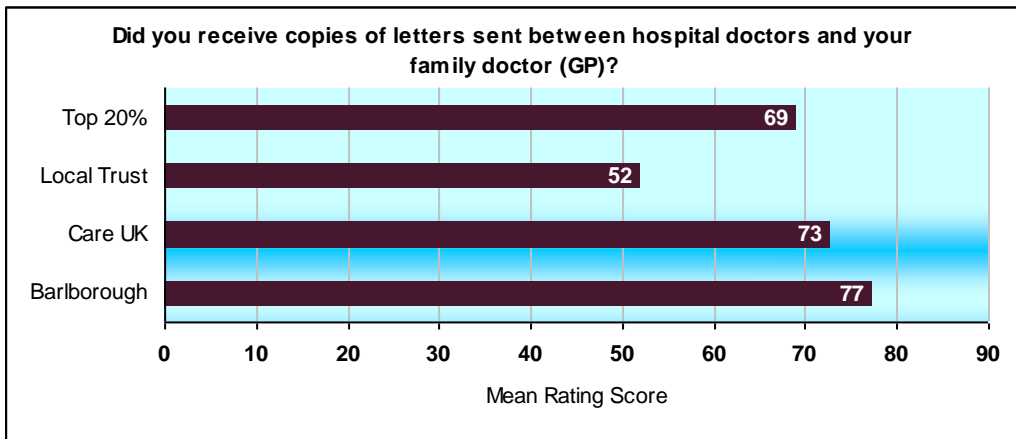
Q44



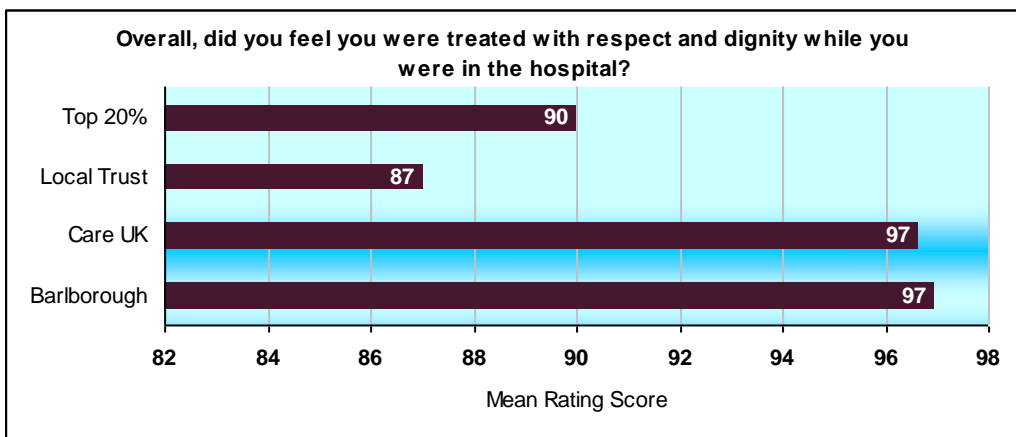
Q45



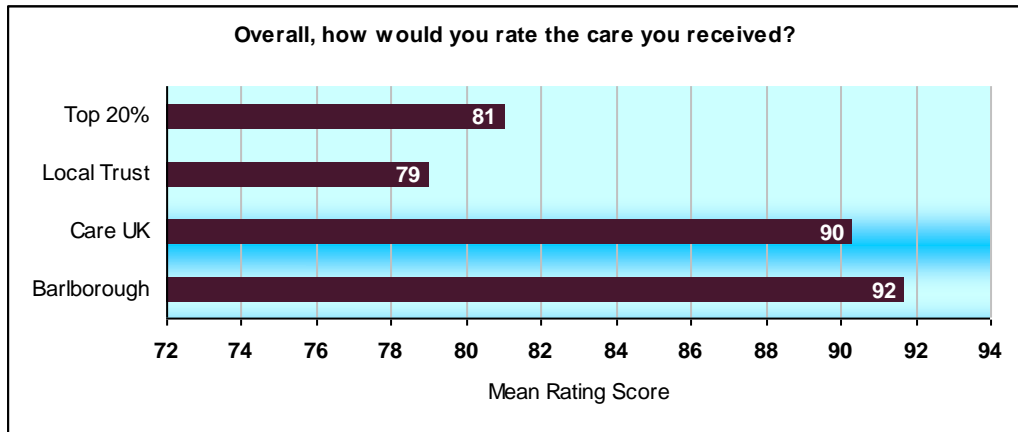
Q46



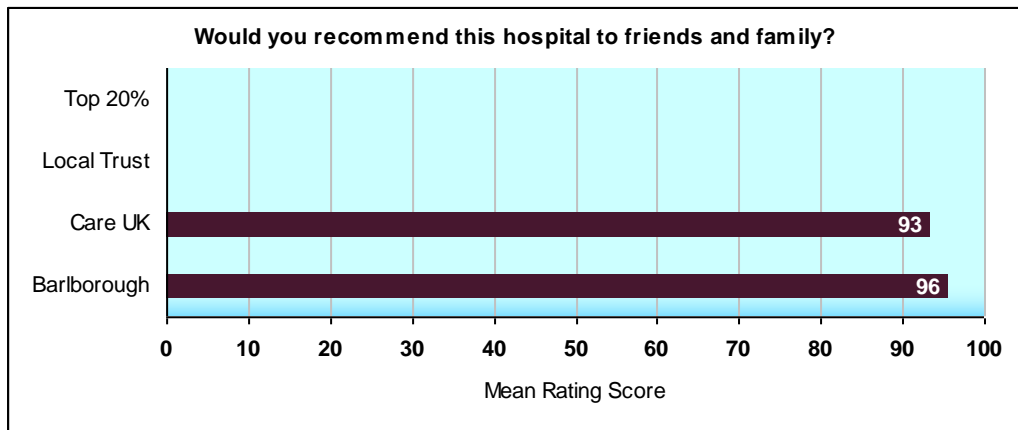
Q47



Q48



Q49



Interpretation Guide

- 92.6% Yes definitely
- 6.0% Yes probably
- 1.4% No

Comments

Was there anything particularly good about your health care?

- 1 I thought the nursing care + the food was good + efficient. Also the home aftercare was good.
- 2 Operating theatre, care understanding from senior staff - Excellent.
- 3 Everyone was very kind and helpful
- 4 The care I received was excellent. Staff were kind and helpful
- 5 All the staff were very kind and helpful
- 6 I was well satisfied with all aspects of the care I received
- 7 Everything overall. Very pleased
- 8 Everything satisfactory at Barlborough
- 9 Physio immediately after the operation was excellent
- 10 I could not fault anything from beginning to end of my treatment
- 11 Made to feel like a valued patient
- 12 Very good hospital and flag ship for the NHS
- 13 100% of excellent care to the highest of standards
- 14 All that I expected
- 15 Doctors and nurses were very very good
- 16 Care was excellent. The staff were excellent. Thank you.
- 17 Particularly pleased with outcome of my surgery
- 18 All was very good
- 19 Very well looked after. All the staff were very caring
- 20 I thought everything about Barlborough was excellent and even wrote to the local papers praising you. It was printed.
- 21 Excellent care and friendliness
- 22 My experience was very satisfactory
- 23 I am a nurse and I found all aspects of my care exceptionally good. I chose the Barlborough unit for its reputation and recommendation. I need further surgery (knee replacement) and I feel confident + relaxed now that I feel I can trust this unit + the staff. I am hoping this operation will take place early next year and I pray for a good recovery and out come. Please give my thanks and comments to all in the team.
- 24 I was very happy with my treatment and stay at the hospital
- 25 The general treatment and after care were a excellent
- 26 I found the unassuming attitude of the highly qualified staff to be very comforting and felt quite at home. I never heard anyone spoken down to and the whole atmosphere was very re-assuring and put me at ease dispelling any pre-empted fears. You fully deserve 100% plus for your skill & efficiency thanks again.
- 27 Staff & doctors were very caring and eager to make me comfortable
- 28 All brilliant
- 29 Satisfied with the care. Asked if I was warm enough or needed food
- 30 No
- 31 Yes everything. Excellent hospital and care
- 32 All the staff were friendly and helpful
- 33 Looked after very well. Like a 5 star hotel
- 34 Made to feel the patient mattered
- 35 Made to feel my welfare was important, staff were cheerful
- 36 Overall experience at Barlborough was superb

- 37 After I was re-admitted after coming home as the pressure built up in my knee and I lost a lot of blood. Could not be stopped. I was in a private room with as many staff as required to treat me – BRILLIANT
- 38 Operation, medication & aftercare was explained very clearly
- 39 Very friendly and happy staff
- 40 3rd procedure - continues to come up to expectations
- 41 Everyone was excellent
- 42 Well looked after by professional friendly staff.
- 43 Second op for same problem. Still not fully resolved. Hope time will resolve.
- 44 Everyone was friendly and helpful
- 45 I was in a room with only 2 beds which was appreciated
- 46 Every aspect of my stay was first class. Comfortable the whole time
- 47 Expertise and care of the surgeon, quality of the nursing staff, and the wonderful food.
- 48 All staff were very caring and very cheerful. All in all excellent
- 49 Standards of care and attention were of the highest quality
- 50 The staff were very kind and jolly and put me at ease
- 51 The package deal that the hospital provides is excellent
- 52 Admin Nurses Doctors Porters all excellent at Barlborough
- 53 All of the staff and facility's at Barlborough are excellent. My Doctor referred me to a consultant. I waited for 4 months to see him. He said that I needed a new knee joint which would be done at Derby Royal, but another 16 week wait before getting a date. I phoned Barlborough as you had given me a new right knee joint. Within 2 weeks I had seen a consultant. Got an admission date and had the operation. Excellent.
- 54 Kind and caring staff and doctors, made it a pleasant stay
- 55 They took good care of me and helped when I needed it
- 56 Everything was excellent about my care at the Barlborough
- 57 The care I got was fantastic. Doctors and nurses were excellent
- 58 All staff were kind and helpful. Always checking to see you were OK
- 59 All staff were very kind and helpful, they made me feel at ease
- 60 The whole experience
- 61 All was fine
- 62 I was treated with the best care possible
- 63 Whole procedure was quick efficient
- 64 Very pleasant, a top class hospital with very caring staff
- 65 All staff
- 66 My treatment and care were excellent and could not be faulted
- 67 Everything.
- 68 It was all good. You cannot improve perfection
- 69 I have been to Barlborough on 4 occasions due to surgical correction after initial op and then an infection. On each occasion I received excellent care, the staff and doctors are very good, helpful and caring
- 70 Excellent care by experienced staff. Excellent facility.
- 71 Kind & caring staff. Put at ease and looked after
- 72 My stay in hospital was as good as I expected
- 73 I was up and about quickly and given exercises to do. I received all the aids I needed for the following few weeks.
- 74 I would recommend Barlborough to anyone
- 75 The whole experience was excellent

- 76 From the first moment I walked through the door to the moment I went home I found every member of staff to be friendly informative and helpful, which made my stay even more bearable.
- 77 From start to finish everything was excellent
- 78 Doctors and nurses friendly, approachable & explained things well
- 79 Transport to and from hospital was very good, and on time
- 80 The speed with which I got to see the consultant and subsequently had the procedure was very impressive.
- 81 All the staff were very friendly and helpful
- 82 My inpatient care went well and I was happy with all of the care I received.
- 83 The care attention and treatment were excellent
- 84 I should not think my comments will do anything to improve the situation
- 85 It was perfect care
- 86 Infection in my wound was dealt with very efficiently
- 87 Quickness of Admission. Attention of Doctors & Nurses & Staff.
- 88 Everyone was so friendly especially my doctor and put me at ease
- 89 All was very good
- 90 Doctor who did my op came to see me every day after my op
- 91 Hospital care was very good
- 92 The care I received was excellent
- 93 I thought the whole staff at the hospital from surgeons to cleaners were friendly, caring and helpful. They did their work with a sense of humour and without fail made my short stay very comfortable and happy.
- 94 Cleanliness of the ward. Efficient and caring staff
- 95 Knowledge that the hospital was disease free
- 96 The care and sympathetic approach of all the staff was beyond excellent. I cannot tell you how much it meant to me. I enjoyed my stay at Balbrough (excluding the pain of course!)
- 97 Everything about my care was excellent particularly night staff
- 98 I wasn't left hanging around for information
- 99 Excellent care while in hospital
- 100 Because of the high standard of care I was not stressed
- 101 Care & treatment were excellent. Staff couldn't do enough for you
- 102 Felt my care was the only thing that mattered to all the staff
- 103 Very impressed
- 104 Very professional from pre-op to post-op
- 105 Found the Barlborough better in every way than large NHS hospitals
- 106 Treatment very good
- 107 Got back from Scotland on 5/11/2010. After 5 weeks. Sorry grandson in office for this time.
- 108 I was cared for very well during my stay
- 109 Everything in the hospital was first class including the staff
- 110 Highly satisfied with all aspects of my stay at the hospital
- 111 All complete previously. On my 1st questionnaire Q 1 - 9 were missing. I've now completed them
- 112 Everything, from my first appointment onwards was brilliant. I was only delayed due to a water infection. As soon as it was cured I was in and dealt with straightaway. Both operations were done quickly and efficiently and my treatment throughout my stays from everyone was first class, from cleaners and meal deliverers though nursing staff and surgeons. Everyone did their job without fuss, meaning my stay was enjoyable, not a word you hear about hospital normally, but this is Barlborough! the best!
- 113 Always treated well and given excellent medical care

- 114 Care was excellent and the nurses were really friendly
115 Very happy with my operation and care. Appreciated transport
116 Admitted into hospital within 1 week of seeing Doctor
117 Well looked after. Very good. Nothing too much trouble
118 Staff were marvellous. Made me feel at ease
119 Felt like a person, not a number on a list. Friendly place
120 Nursing staff and hygiene were excellent. Well organised
121 I was treated very well in the hospital and all the staff was very friendly.
122 Absolutely faultless - apart from long waiting time for consultant while waiting in operating theatre for procedure to be done.
123 Treatment and respect given was excellent
124 Free TV. My partner was offered drinks while waiting
125 I was looked after well and the staff were efficient
126 All front line staff from my surgeon to the ward cleaners were first class.
127 Everything was excellent - treatment, staff, food, cleanliness
128 The standard of care I received from all the staff during my stay at the hospital was of the highest quality, I can recommend the whole establishment to anyone.
129 Everything. I was very nervous but as soon as I arrived from the admission staff, porters, nurses and doctors I was put at ease. My stay there was marvellous & I have recommended it to lots of people.
130 Very pleased & happy with treatment at Barlborough
131 My first knee opp was a great success 3 1/2 years before. My cast opp with you in June 2010. This also as far as I know has also been successful. I experienced far more pain for a much longer period of time with the latter about 5 mths in all.
132 The purely professional care given to me by all staff
133 Staff were always friendly. Nothing ever too much trouble
134 It was all 1st class. All staff were helpful kind and professional
135 Doctors explained operation and potential problems
136 Friendly and caring people
137 Treatment is first class . Made to feel like a person not a number
138 My stay was very satisfactory and the staff pleasant and kind
139 Very satisfied with the care I received.
140 Everyone was very friendly and happy which put me at ease
141 Generally the care was good
142 The nursing staff were all very friendly and helpful which was reassuring. The hospital is bright and modern and it was good not to have to wait long for an appointment.
143 Everything was excellent
144 Everything as good as before. Food had improved
145 Yes the very short time from seeing my G.P. to being admitted to hospital about 8 weeks, anaesthetic was perfect because I recovered quickly enough to be sat up and eating and drinking after half an hour.
146 Nursing and physiotherapy care were excellent
147 A nice welcome to the ward of 4 beds and the other 3 patients were very nice it made it a pleasurable stay. Many thanks to all the staff I dealt with to make me feel at ease.
148 Everything about the hospital was excellent
149 Very efficient
150 Friendly focused staff
151 I was very happy the way the whole staff treated us, we were like a family, they all called us by our Christian name's which I thought was nice and friendly

and nothing was to much trouble for them. They were all very helpful and excellent.

- 152 Staff pleasant & helpful. Felt like the most important person there
153 My time in Barlborough was so good
154 Very pleased with all aspects of treatment
155 All the care in general
156 Care I received and hygiene standards were excellent
157 Excellent care through out from nurses to doctors
158 Everyone was really friendly. Hospital was really good
159 All care received with the surgery and pre assessment was excellent.
Andy the physio assistant was superb.
160 Everything was satisfactory
161 Staff were so friendly, nothing was too much trouble for them
162 Very well run, very diligent on everything that was done
163 The staff were very competent and seemed happy and pleasant
164 All good
165 Everything was excellent
166 Nurses pleasant and helpful
167 Nurses Doctors & Physios gave excellent care
168 All the staff were very friendly, put me at ease & seemed happy
169 I found the whole experience very good overall.
170 Very clean. Helpful and friendly staff
171 Highly satisfied with doctors nursing staff, premises - Quality
172 Because I am deaf it is always harder for me to be out of my normal environment. The nurses (particularly Minerva) were very patient and kind and ensured I understood what was happening. This also applies to the Theatre staff who let me wear my hearing aids throughout operation and explained everything to me.
173 Doctors and nurses were excellent and a credit to their profession
174 An excellent team had been sent to Lincoln County Hospital so all tests and expectations were carried out near to my house. I was delighted with my treatment Barlborough and would recommend it to anyone needing suitable care.
175 My treatment was excellent
176 Everything was excellent from Doctors to Nurses
177 When I started with a few complications after my operation the hospital and Drs quickly reviewed my knee and sent me for MCI scan. The treatment received was thorough. My knee is on the mend, though it is slow progress.
178 The operation was perfect
179 Yes - Drs Kollamk and Farlin saved my life
180 All excellent
181 In and out of hospital quickly. High standard of care and attention
182 Excellent NHS treatment - 5 stars!
183 I found it very good that before I went into hospital I was sent a booklet and DVD explaining about after my operation it was more helpful than being told as you can always have the information on hand to look back at.
184 I loved it in there. Had wonderful treatment. Sad to leave
185 Hospital efficient. Staff happy & respected every individual
186 Excellent care throughout my stay
187 I have already heard good reports about Barlborough hospital hence my choice to go there. I received very good care - good explanation i.e. care.
188 The actual nursing care and the facilities were excellent. As I do not speak Hungarian it was sometimes difficult to understand the conversation. The

anaesthetist and physio were excellent. The procedures were swift and staff friendly. However the consequences of final treatment are unacceptable.

- 189 The care and treatment was the best from entering to leaving
190 When I arrived staff knew who I was & what op I was having
191 How nice the nurses were
192 Appt waiting times were good with friendly knowledgable staff
193 Relative short time for admission. Helpful, informative staff. Good, clean conditions.
194 I had a replacement knee operation 5 years ago. The success has been total so naturally I was keen to return to Barborough for the other leg
195 Doctors & nurses were very pleasant and informative
196 I was well looked after especially once I had come round from the operation in the recovery room and back in my bay.
197 Everything up until admission - pre - assessment was great (see below).
198 All members of staff were helpful & friendly.
199 It was prompt, well explained. Hospital clean and well staffed
200 I was impressed with the efficiency of the hospital being able to see the nurse for full check up on my health, the anaesthetist, and surgeon on a visit prior to my op is the way forward for the NHS. Its a first for me and other hospitals could learn from Barlborough treatment hospital.
201 Felt relaxed by the welcome and kindness shown by all the staff
202 Could not have wished for better care
203 Nurses showed care & compassion. Surgeon was professional & kind
204 It couldn't have been better if I had been paying for it. Perfect
205 Very satisfied
206 Care I received was excellent, surgeon explained procedure well
207 All the staff were excellent
208 Excellent hospital
209 From the cleaner to the surgeon, nothing was too much trouble
210 Everything is excellent in all departments
211 My staff on day ward was excellent. Care I received was very good. Nurses / Doctors + Anaesthetist were polite and came to see me before the operation. Nurses could not have been more helpful.
212 My surgeon was excellent. I was looked after extremely well
213 I enjoyed being in hospital. My visit was happy
214 Very good all round
215 Everything was perfect.
216 I received excellent care while in hospital
217 All the staff were very good. Team work was very good
218 Everything from start to finish was excellent
219 I suffer from Parkinson Disease, without prompting they scheduled my operation early in the day after my first medication so that I was out recovered and had time to eat something before my second medication at 2.00pm
220 Absolutely brilliant. I was in theatre 30 mins after arriving
221 Speed of care. Ability of choose date of admission.
222 All the care I received was of a very high standard
223 Everything
224 Excellent treatment during my stay
225 Treatment care and advice given was excellent
226 My care was of an excellent from doctors, nurses even down to cleaners.
227 Surgeon coming to see me every day was exceptional
228 Just to say thank you

- 229 The cleanliness of ward was excellent. If I was awake during the night I was offered a cup of tea. Nothing was too much trouble for the staff - always ready to help you.
- 230 First visit excellent. Second visit not so comfortable.
- 231 Staff very friendly and helpful
- 232 Friendly staff and medics
- 233 Very clean and well run. Professional and helpful staff
- 234 Staff worked well together. Caring pleasant atmosphere
- 235 Generally good throughout. Well satisfied
- 236 From admission to discharge the care was of the highest standard
- 237 From the moment I arrived the service from all staff was fantastic
- 238 The clinic, once you got to see a nurse it was very good, the before care was excellent, and all nurses were efficient at their work.
- 239 You were looked after very well by nurses and doctor available if required to ask questions very clean hospital and food good.
- 240 Highly satisfied with the hospital in all respects
- 241 Pleasant and kindly manner everyone went about their duties
- 242 Everything
- 243 Staff were friendly. Using their first names helped.
- 244 Care, facilities, staff at Barlborough were excellent
- 245 Everything was excellent, the anaesthetist was extremely goof and reassuring - the procedure did worry me before - and could not have done more. The surgeon was very good and my knee is now in good shape. Both surgeon and anaesthetist came to visit several times after the operation - I observed the excellent bedside manner of the surgeon with a patient who had difficulty owing to her having had cancer treatment previously. The doctor on the ward was very good and willing to listen. The nurse were very attentive and fun - much needed after an operation of this kind, how considerate is this: the recovery nurse played French music! Unforgettable. The physios were equally well drilled and it is remarkable that 3 days after the operation we were able to walk and get up and down stairs. It is an excellent hospital and last but not least the waiting list was very short. This is what a patient needs for such an operation as the waiting increases anxiety.
- 246 After care was excellent. Nothing was too much, nurses and advice given was great. All questions answered, when ringing Barlborough for advice it was second to none. Dealt with promptly
- 247 It was like a first class hotel. Nurses dedicated polite and kind
- 248 Could not ask for better care
- 249 Friendly relaxed but professional atmosphere
- 250 On the day of my operation there had been a leak from the room above the theatre. This caused a delay but at all times I was kept informed by your helpful and sympathetic staff.
- 251 Everything - no cause to complain at all. The Doctors, nurses, staff were pleasant, helpful, put you at ease, and did all they could for you. The cleanliness was tip top. The food was very good, presentation was appealing - in all - a very pleasant stay. I would highly recommend and I cannot thank Barlborough enough.
- 252 Attention was very good. Everything explained clearly
- 253 Everything was explained to me clearly. Completely satisfied
- 254 I'd like particularly to mention Peter the ward Dr who was such an approachable a kind man - he didn't rush to answer questions but gave time, which was good when one was at a low ebb after the operation.
- 255 Excellent experience throughout

- 256 All nursing staff were extremely professional but approachable
257 Hospital staff particularly good. Surgeon gave me confidence
258 Everything was excellent
259 Whole experience was excellent
260 Care was fine
261 Cleanliness. Staff were pleasant and helpful
262 All staff are very caring & good sense of humour day or night
263 Doctors and nurses are a wonderful set of people working together
264 I was treated very well and would recommend Barlborough to anyone.
265 Really relaxed atmosphere, put you at ease
266 Don't think there was any amount of care given to me
267 Nurses and doctors were very good and always happy to help
268 The whole experience was exceptional, and after care too
269 I liked the fact the consultation, tests, booking in all done on same day and you leave with a date for surgery. Allows patients to plan their lives and make arrangements for care. Also very prompt hospital admissions.
270 I could not ask for more or better care
271 Every member of staff was very polite. Care to a high standard
272 I had a wonderful stay in Barlborough hospital. Everything - Doctors - Staff & I could recommend it to anyone. I was in B.U.P.A for 25 yrs & the treatment I had at Barlborough were second to none.
273 Reception staff were very helpful. Overall excellent
274 I had some bleeding when I first left hospital but I was called back & there the problem was carefully monitored by nurses & the surgeon himself.
275 Staff made you feel at ease. Clean, efficient treatment centre
276 Everything was perfect. All the staff were caring and friendly
277 Everything excellent
278 Extremely satisfied with all aspects of my care and treatment
279 I was very impressed with the friendliness of ALL members of staff the way everyone spoke to you. When in outpatients following operation I had a problem wit my hands because I was using crutches. A member of staff contacted occupational therapy and they came to see me straight away and loaned the different crutches, which solved the problems straight away.
280 Friendliness of the staff
281 Care and cleanliness. Pleased how I was treated
282 All the staff were excellent
283 Nursing staff excellent. Camaraderie between them outstanding
284 Most appointments have been most satisfactory
285 Very good treatment.
286 Excellent care
287 Felt very comfortable and well cared for during my stay
288 Total experience was exceptionally good from referral to discharge
289 The nurse in charge of day ward was efficient and caring
290 Everything was of the highest quality
291 Always someone to talk to when needed
292 Surgeon & anaesthetist were excellent, professional and caring
293 All
294 The ward staff were wonderful.
295 Excellent hospital
296 Totally satisfied with all my care, from my GP to operation
297 Very pleased with the way I was treated by nursing staff
298 The care was exceptional. I would recommend the hospital

- 299 Yes it was a credit to Mr Farley. He helped with problems created by previous treatment at Balborough by Mr Mountley who was arrogant & uncaring.
- 300 Nurses were the best of the best on operation day
- 301 The welcome you receive on arrival and through out my stay
- 302 The hospital was very clean
- 303 Nurses were very kind
- 304 From outpatients appointment to post op everything was excellent as were the transport staff
- 305 The treatment and care received was very professional
- 306 General atmosphere & efficiency & professionalism of all staff
- 307 Everyone was helpful & friendly. Professionally conducted
- 308 Cleanliness of hospital. Helpfulness of staff. Hospital facilities.
- 309 Very impressed with swift and efficient treatment I received
- 310 Very efficient. Extremely impressed with the whole process
- 311 Friendliness of the staff who were all very approachable and easy to talk to.
- 312 Everything about my care was first class.
- 313 I was very relived that because of good sedative & knew nothing about the operation from the point when I was wheeled into the theatre. I had been terrified before the operation. I found that the experience in hospital very encouraging.
- 314 Doctors & staff were very professional and dedicated
- 315 Given plenty of information. Care was first class
- 316 My experience of the four day stay in hospital having my hip replaced was very good. I have no complaints at all.
- 317 Pain management medication was very good. Never suffered pain
- 318 I can't speak highly enough about the care I received, it was excellent and I was completely satisfied.
- 319 Staff were very kind and considerate with everything
- 320 Speed of getting an operation (arthroscopy) on my left knee on 2 occasions. (note 1st operation repaired torn meniscus cartilage but still had problems with "lumps" over knee. 2nd operation did not remove these lumps and no extra benefits gained. Doctor said bluntly that he could do no more for me without having a knee replacement but my condition was not really bad enough.)
- 321 Yes, first class staff who explained in detail what my operation was and how it would affect me afterwards.
- 322 Examination, care and release very best
- 323 Everything was good. Barlborough is fantastic
- 324 Care was very good. Transport service was very good
- 325 The cleanliness of the hospital
- 326 Very caring and efficient. Aftercare information very good
- 327 Everything was good.
- 328 I was treated with kindness and dignity at all times
- 329 Nothing was any trouble. The nursing was excellent
- 330 Nursing staff very pleasant and understanding. Always there for you if needed. Very caring and could talk to them and have a laugh.
- 331 The day I went into hospital it all went very good
- 332 The efficiency of the care & the minimal amount of visits we had meant less time off work. The cleanliness was reassuring & the nurses were very attentive & kind.
- 333 All staff from reception to nursing were so friendly
- 334 Sept 2010 can only praise the physio staff (Miss Kiss & Donna) for the effort and expertise they put in to helping me immediately
- 335 Staff were friendly and professional & helped with my anxiety

- 336 All staff were friendly and polite
- 337 Excellent care and all round professionalism
- 338 Very friendly hospital
- 339 Care and compassion of all medical staff
- 340 It was so helpful to be given an admission date (subject to successful outcome of all tests) on the day I attended for assessment. The careful explanation of the procedure was most reassuring. The staff were so cheerful and happy.
- 341 Care was excellent, and aftercare at home was good
- 342 All the staff were very pleasant and friendly
- 343 Everyone was very caring
- 344 Everything was very good
- 345 All of it
- 346 Excellent location and attention
- 347 The care and understanding was excellent
- 348 Nursing staff were excellent made you feel comfortable
- 349 Could not have been better care. Very good hospital
- 350 I could not fault the time I spent in the Barlborough
- 351 Doctors & nurse especially nice.
- 352 All the care was excellent, and the after care too
- 353 Cleanliness. Good atmosphere. Helpful staff through out
- 354 Everything was really good. First class hospital
- 355 Was short waiting time to have operation.
- 356 The operation was 100% successful
- 357 Friendliness of staff
- 358 I was extremely nervous about an epidural but my surgeon and all staff involved were extremely encouraging and I had no worries. I will defiantly have other knee replacement at Barlobrough Treatment Centre.
- 359 Can't praise the hospital highly enough
- 360 Staff cheerful and helpful. Physio, pain control and food good
- 361 Found the care and treatment excellent
- 362 All the staff were well meaning and dedicated

Was there anything that could be improved?

- 1 I thought the physio was too intense for me, with my having other disabilities. But with having further classes since my discharge along with home exercising I have progressed very well.
- 2 One site handyman. Doors on side cabinets on 2 cabinets in my ward missing. Required longer screws to fix 10 min job. Someone cutting their hand. "compensation high".
- 3 After my op I suffered from several bouts of sickness which I understand was a result of the cocktail of drugs given. I did feel grim and could have done with a bit more help
- 4 Sinks were much too small to wash ourselves in. Plug was missing too!
- 5 Waiting times in Out Patients Clinic far too long. 3 hours each visit
- 6 More information about recovery at home i.e. what to expect
- 7 Nothing I could think of.
- 8 Majority of doctors and nurses are foreign so there is language problem
- 9 Waiting time spent in the clinics before and after my stay
- 10 Not to think of.
- 11 1st op went wrong. 2nd op still not right. Need to restructure appt system
- 12 An OT rang before I went into hospital to ask if I needed any aids. I did not really know what was available & said no. When I was in hospital other people said they were having a bath room stool and so I asked if I could see the OT before I went home to ask for one. No one came in spite of me asking several people & they telling me that there was an OT in the building. I then asked a physio about it & he said it was too late to ask for one. It would be better if the OT did a home visit to assess the needs as she knows what is available.
- 13 Physio care was better last year
- 14 Yes. The physio dept could improve greatly. Doctors and staff should listen more to patients. From the day of the operation I have been in more pain than before I was admitted (i.e. 14 weeks later) I have had extra physio from a different hospital to no avail, I have recently been told to wait a further 12 weeks.
- 15 Had to wait for over 2 hours at follow up appointment
- 16 Maybe waiting times
- 17 Doctors difficult to understand - strong South African accent
- 18 TV in the ward
- 19 I am sure the food could be improved. It was shepherds pie every day or fish. When I had fish & chips as I do not eat them at home and fancied them they were all dried up and uneatable. Sorry shepherds pie was over done and roast potatoes uneatable.
- 20 Men's toilet had no hot water
- 21 Cannot improve on excellence
- 22 Waited about 5 hours on first appointment
- 23 The ward was too warm for me.
- 24 Times for families that live a long way off
- 25 Food - sandwiches were dry
- 26 More detailed explanation of the procedure
- 27 Too long waiting for pain to be controlled on post op day 1
- 28 For my assessment I was there over 5 hours which was a long time
- 29 Administration I had a letter giving me an appointment date and time at Lineolin. When I arrived I was told I should have been at Barlborough.
- 30 Hardly, Maybe the ambulance delay.
- 31 More physio would be helpful. Still waiting for appointment after 3 weeks

- 32 An annoying banging door on a frequently used room I suspect the sluice especially at night
- 33 Increased physio contact after leaving hospital would have been beneficial
- 34 Some of the staff were foreign and I had difficulty understanding them at first.
- 35 The menu seemed to be limited and the choice seemed to be the same every day.
- 36 I would have liked a longer discussion with the consultant about exactly what was found during the procedure. When he visited me after the arthroscopy he seemed in a rush and just said that I had made the right decision to go ahead with the op. This was after he had given me a choice as to whether I wanted to go ahead with the procedure on my arrival at Barlborough this morning. I found this rather strange.
- 37 All outpatients care/response with appointments mistakes and the waiting time was to say the least very poor to ., But once with the consultant no problems.
- 38 How to comment. The nurses have a numbered board when I left I happened one up and it would appear it's a board that we the patient has to follow by.
- 39 Choice of food.
- 40 Aftercare poor. Problem 2 weeks after op, hospital didn't return my call
- 41 I was not aware of anything that could have been improved. I would not hesitate to be admitted again.
- 42 No everyone was kind and caring, efficient and friendly.
- 43 More information on after care
- 44 Concerned I only saw physio on follow-up appt, who discharged me
- 45 Waiting time. Told there may be a 4 hour wait, and there was
- 46 Could not easily understand what the surgeon was telling me
- 47 Day staff more attentive than night staff. Felt a nuisance during the night
- 48 After care and physio could be much better
- 49 Physio department needs more equipment to give after op care
- 50 Left in waiting area for long time, then rushed so felt nervous
- 51 Could have been more selection of food
- 52 Waiting time pre and post op to see Consultant was too long.
- 53 The communication problems between some registrar's and patients due to the language barriers, + poorly spoken English.
- 54 I was very disappointed with the amount of time I had to wait to see the surgeon in the outpatients (up to 2hr and 40 mins) Also I actually saw 3 surgeons at different times instead of just the one, of which none of these told me why I contacted a infection.
- 55 Not being taken into theatre before surgeon is there to carry out the procedure.
- 56 Waiting times (pre and post op)
- 57 Admin transport had not been booked despite at least three reminders. I was given an appointment for post op review at L. C. H on a Friday afternoon and then rung on Friday morning to ask why I had not attended on the Thursday, the day the actual surgery took place,
- 58 The only thing was the drinking water it tasted awful & all the patients I spoke to agreed. We all thought it would have been better if we could have got it from a chilled machine in the ward.
- 59 Aftercare i.e home visits + physio advice would have been appreciated had more been available.
- 60 Waiting times were sometimes very long

- 61 Not having to wait so long to see Doctors
- 62 Difficult to understand the Doctor. Discharged too early. Aftercare poor
- 63 The only complaint was waiting times at out patients. Far too long.
- 64 After my second operation, I was immediately asked if I wanted a sandwich, I had just come out of the theatre and suggested I wait a while. I wasn't asked again and there was a considerable time before my transport was available leaving me very hungry.
- 65 Would have liked a discussion with the consultant after the operation
- 66 When I took my loan equipment back the receptionist said we didn't have to bring them back. Having driven from Nottingham I wanted someone else to make use of them as they were clean but the person who loaned them to me was so glad to have them back. Suggest the receptionist is informed of this.
- 67 Delay in discharge
- 68 Physio treatment should be extended, after discharge
- 69 Waiting time
- 70 After care. One doctor told me to do one thing, another doctor different
- 71 Outpatients waiting times were poor, very late and no one informed waiting patients of the reasons for and the time delay
- 72 The doctor should discharge patients not the physio.
- 73 I came to Barlborough to have a full knee replacement and patella resurfaced. My treatment in hospital was very good. As for the aftercare I felt a bit abandoned with only a D.V.D and a booklets for physiotherapy with a follow check up at 3 months. I had the same operation in Doncaster Royal Infirmary 2 years previously. After discharge physio sessions were arranged for me at Retford hospital which is my nearest hospital. Te physiotherapist was able to tailor the exercises to problems I was having. I also ad checkups at D.R.I at 3 months 6 months and 12 months. These were with the arthroplasty nurse.
- 74 Handrail needed in pre-op shower. Dangerous showering if unsteady on feet
- 75 Waiting times for assessments and regular updates how long you will be waiting to be seen. Unable to get hold of an call nurse when I had queries about recuperation a lot of the time.
- 76 No everything was excellent.
- 77 We came to the open day which was so well attended that parking was full to overflowing, we parked by Dobbies seed Centre and walked - many would have found that walk difficult I drove to the village first - coming from Lincoln I had not quite realised where the centre was - perhaps a bigger sign would be helpful.
- 78 Departure was rushed. One second going through details, then out
- 79 ?? Between appointments could have been closer.
- 80 The attitude of some of the care workers 2 especially with 1 shouting at me in front of visitors and the other one telling me that I couldn't have a bedpan when I had a revision done. Facilities for a bed bath and hair wash when I was an in patient for 5 and half weeks.
- 81 Rather noisy trolleys - would rubber wheels be good?
- 82 Given wrong painkillers. Should have diclofenac was given ibuprofen
- 83 Not in my opinion.
- 84 Please ensure the standards are upheld.
- 85 I do not believe I was given the opportunity to discuss the procedure which was done as opposed to what I believed I was having. There was no aftercare. I was left in awful pain, muscle rigidity and I was not told I might wed a new knee replacement un till after i lost 3 months full work, i am still in great pain, had to go

privately for physio and the ARC leaflet says the procedure i had along with the repair i knew about has little benefit in many cases in many ways it has ruined my life as i know feel disabled and remain in far more pain than when i was referred! I cant bike, swim, walk distances and my sleep is poor.

86 Toilet seat had a groove in the middle. Please get rid of these seats

87 Follow up after op was haphazard. Didn't get to see surgeon again

88 Aftercare - unclear instructions for exercises to help recover. No discharge letter sent until requested then wrong information on letter - had to request referral with doctor to rectify notes and have them resent to myself + GP.

89 After care could be talked about

90 Waiting time for pre-op and post-op could do with looking at on 3 occasions I had appointments I was waiting an hour to an hour and a quarter to be seen, even though I was on time at the time stated. I was sat around the waiting room with no explanation for any delay. It was as if everyone had been given the same appointment time then seen on a first come first seen basis.

91 I submitted my complaints via NHS Choices. I repeat these as follows. 1, To be admitted told you were not on the lift for a spinal then being pushed by 3 separate members of staff why did I want one (including the ??) and made to feel guilty and to listen to nursing staff discussing me as a problem was stressful. At one point i felt threatened to change my mind with comments like you may have to stay overnight or you cant go home until you pass urine you know to, we go home at 5pm and then listen to the staff trying to find cover was awful. It was only when i clearly looked very upset that the ward sister came across and told me not to worry - too late especially as was on my own and had agreed a spinal at my pre-op assessment. I was also unhappy to receive the surgeons letter to my GP which said i had had an operation on my left foot - it was my right! In fact when i was on the operating table the surgeon said, right foot yes? Thank god i was awake i was very very disappointed up until admission i was very impressed but my actual experience of the service at the sharp end was terrible.

92 Discharged transport arrangements for elderly. We received mixed messages about timing. The transport & trip home was completely unsuitable for an old lady just out of hospital (we offered to help). This spoilt the whole experience. Frightened us all.

93 Can't think of a single thing for me they were excellent.

94 Prefer to go back to hospital for exercises. Don't do as well at home

95 To be told about all the side effects.

96 The physiotherapy wasn't as forthcoming as it could have been only shown how to use stairs 1 hour before being discharged, which was only 3 days after the hop operation. No one visiting after I arrived home to see if my hip exercises I was doing were helping. Returning to the hospital 6 weeks later to see the surgeon, I saw a physio only & told I still had weakness in my hip, but I have continued to sort myself out. At no time was there any suggestions of seeing a physio to see what progress I've made.

97 Out-patients appointments very lengthy

98 Appointments. Before my operation:- sometimes I was at the hospital for over 4/5 hours. Reception often seemed shambolic although all staff except one were polite. One was very curt & I thought rude when I politely asked (4 hours after my appointment time) how long I would be.

99 Waited 5 hours at pre-op assessment clinic

100 Waiting time on appointment days are far too long

101 Only the gown. Too small and could not be fastened properly. Need to be fastened at side or front.

102 Transport home, I expected a larger vehicle

- 103 Waiting times for appointments could be better
- 104 With hindsight it was a long way to travel each time (5 visits) a round trip of almost 130 miles each occasion.
- 105 Pre assessment could be quicker. Blood tests, urine tests, etc could be done much faster. Whole pre assessment lasted 2 - 3 hours.
- 106 1) Very difficult to contact the appropriate people at the hospital by telephone. 2) Administration was poor i.e. I received an appointment at both Barlborough and Boston on the same day for different purposes.
- 107 Better to have more nurses and less auxiliaries
- 108 Should be given something for constipation
- 109 Out patients pre op were 4 hours wait, could have had a later time given because waited 3 hrs then everything was done within the last hours.
- 110 I am finding it difficult to reply to your questionnaire as I have two different experiences. I had my right knee operated on in August 2009 and from the beginning of the assessment at Boston everything could no have been more caring and pleasant and everything went smoothly and after eight weeks i was very mobile. That is why i was so disappointed when i had my left knee done in May. The assessment was not nearly so smooth and when i was asked to come in at three o'clock on a bank holiday Monday i told Acorn taxi would fetch me, after several phone calls i was told they did not work on holidays. I phoned Barlbrough and they sent a taxi for me. The lady in my bay had the same problem and arrived at 8 o'clock. When i arrived the taxi driver was told to put me in a bay ward. I sat there for an hour and then the nurses replaced the beds in a two bay ward and put me in there. The operation experience was very different from the pleasant first time as i knew nothing before the operation. This time i lay feeling very cold why they did various things to me including the spinal injection. The first time we had a nurse in the ward who checked our blood pressure, this time i had a machine attached which kept waking me up every time it started up. My leg was badly bruised this time and very painful and i needed a wheelchair on discharge and did not really feel i was ready to be discharged. Your taxi driver who bought myself and a lady from Rustington home had his radio on so loudly with the election results we could not talk and he was also rolling a cigarette on the dual carriageway with lorries overtaking. The corridor outside was very noisy and a lot of goodbye get together for leaving staff were going on. The nurse was not able to come in the day arranged when i came home but the one who came next day was very pleasant and there was no physio visit this time. It is also taking a long time to recover this time. I gather the occupational therapist is no longer coming out to assess what is needed and we have to return items on the six week visit. I had to make my own way for the six week check up and only saw a physio. Although i would like to have seen the Surgeon. I am so sorry i had this experience as my first visit was such an enjoyable one despite having an operation. I appreciate everyone was very worried as you were waiting a decision on the future but it was so very different.
- 111 Could improve the food
- 112 Some meals could be better. Waited 3 hours for taxi home
- 113 Knee not cured after op. Waiting for positive move from the hospital
- 114 To be given place on waiting list and approximate waiting time
- 115 Hospital. The only thing for me was a mix up with x rays, "meant" me having to wait another 6 weeks to see the consultant which upset me. I had been on holiday prior to the 1st appointment. I thought G.P's should have sent a copy of my x ray.
- 116 Physiotherapy available if required after being discharged.
- 117 After care i.e. physiotherapy. Would like to have seen physio after op

- 118 Make sure there are enough staff and they speak clear English
- 119 Nurses asked me what medication & dose I should have!
- 120 A long distance to travel for physio
- 121 Mix up with follow-up appointments. Needed more input from physio
- 122 Little confusion with the English language on occasions
- 123 Food was awful, especially the cooked dinner
- 124 Waiting times to see surgeon. No follow-up appointment after operation
- 125 If you take your own medicine tablets etc there was a bit of confusion when extra tablets after the operation were involved but everything else went smoothly.
- 126 Quite a lot of noise at night
- 127 Should have had my op at noon but waited until 3.30 pm
- 128 Tedious wait in reception for 2 and half hours
- 129 Not too keen on mixed wards.
- 130 Waited 4+ hours at start. Waited 4+ hours after the procedure
- 131 I feel that I may have benefited from some physiotherapy following the reprovred my " orthopaedic boot" to assist and advise me with exercises to strengthen my foot.
- 132 Cleanliness of toilets used before ops (e.g. water samples and swabs)
- 133 Aftercare. Was told a therapist would call to see me but they never did
- 134 Less waiting - last appointment I was kept waiting 5 hours for an injection.
- 135 Understanding all the Doctors was saying.
- 136 The use of codeine for pain, does not suit everyone. Stopped using it
- 137 Planned visit of physio was cancelled.
- 138 Nurses were too loud at 06.00 & after 10pm. Disappointed with aftercare
- 139 On my discharge on traveling home my knee bled heavily as it had done the day before, it then continued to bleed 6 days, the nurses coming into me were quite worried and were getting ready to send me back to your hospital, but it then settled down.
- 140 Waiting times too long even for follow up appointments
- 141 Don't think so.
- 142 Physiotherapy.
- 143 Nurse missed a stitch as she was going to fast. Took it out myself
- 144 Aftercare, I could not contact anyone when I had a problem
- 145 More nurses at night
- 146 Telephone contact. Only answerphone, you couldn't talk to anyone
- 147 Cleaning of the ward
- 148 The nursing staff must be more careful with the medicines they administer, being given the wrong medicine could have had serious effects.
- 149 No
- 150 Assessment waiting times before & after surgery were long & tiring
- 151 Clarity of messages/info delivered by doctors – felt a bit like an assembly line & I wasn't an individual – just "next one". No follow up telephone conversation with surgeon – talking to me post-op, I was barely conscious let alone able to comprehend information.
- 152 Just the delay I experienced in being taken home. From 1.30 expected to gone 6pm.
- 153 Would have liked follow-up appointment as knee still swollen
- 154 Yes, I would like to have seen the surgeon, mainly to thank him but also to ask his advice on the care of my hips in the future. I have leaflets giving you advice and the physio consult but the surgeon who did the operation went into the back ground..

155 Not that I can think of. P.S it's a shame your hospital is not a shorter distance from Matlock.

156 Waited from 9am to 3.30pm for my operation

157 Doctor was hard to understand because of his accent which I thought was French. No explanation given as to what these still present lumps might be, nor how they came to still be there, after the second arthroscopy. They were not present before the 1st arthroscopy. There has been no follow-up to enquire if everything is now okay! I feel I have been left to get on as best I can.

158 There was not enough aftercare when I was discharged from the hospital, no contact or physio to speed my recovery from operation.

159 Waited 4 hours - not very good

160 Access to my notes. Got short look before they were snatched from me

161 A light on the bed to read after main lights were switched off

162 Better follow up physio treatment.

163 At follow-up, Doctor didn't know what I had done. Should consult notes

164 The only thing that could be improved upon is the assessment waiting time - before and after the operations. There simply was not enough nursing staff and the waiting times were never below 4 hours. I've been twice after having operations and the 2nd time I waited for 5 1/2 hours before being seen.

165 The after care we had could have been better. There was not a great deal of advice given to us open being discharged. A follow up physio appointment would have been helpful. We should have been given some fresh dressings to take home as well which we weren't.

166 Physio insisted I bent knee 90 degrees within 48hrs of op caused pain

167 What needed to be done has been actioned between March and Sept 2010. My only regret, with the surgeon, was that the "manipulation under an ethic (MUA) was not done sooner as I was in a lot of pain and unable to move the knee joint as much as I should have been able to. See ARC booklet regarding knee replacement.

168 Length of time waiting for the physio

169 Needed to be told about side effects caused by pain killers

170 Long delay in transport on leaving hospital

171 Nothing.

172 Was in extreme pain after op felt like staff didn't believe me

173 My daughter was very upset having to discuss my medical condition with a physio in a busy reception area. There was also a complete lack of communication between hospital staff and my daughter which resulted in me being discharged without my daughters knowledge. Living on my own and being 88 it was agreed to keep her informed at all times. Communication between staff + families needs improving.

174 Improve co-ordination with the local home care service to ensure they note correctly when patient is returning home, so they can have the relevant staff available to tend to a patients needs. In my case this did not happen and as a person living alone, the care service were unaware of my hospital discharge day and as a result I received no help until the following day after I had phoned them.

175 Wasn't given a supply of dressings

176 Better more detailed physiotherapy

177 For day case operation patients to be offered follow up appointments. As when there are problems after operation it can be difficult to contact the treatment centre to get an appointment to see doctor.

Any other Comments?

1 Also 1 day toilet was blocked. Reported to night staff at 6.00am also day staff. I flushed it several times and by evening managed to clear it on reporting to nurse to cancel the plumber. She said ho' he does not come as quick as that.

2 Getting in and out of bed was difficult and painful but not sure that anything could be done to help

3 Booking system was good.

4 I have not answered the first question because my own Doctor didn't offer me a choice of hospitals. I had to ask after I had been told that I could go somewhere different to the Chesterfield Royal. In my opinion my GP seemed reluctant to send me to Barlborough for some reason.

5 If the NHS was run like 'Care Barlborough' the NHS would be a much better run organisation.

6 I would just like to say because my wound would not heal, my nurse Sherry Stones had to visit for twelve weeks. She was very supportive, and helpful. I think she deserves a big 'well done'. Thank you.

7 I would like to have had copies of copies of relevant correspondence hospital / G.P.

8 Perfect hospital & staff. I have recommended you to everyone I see who asks about my knee - 3 of my friends have already been in. Keep up the excellent work.

9 Ref. question 40. I was discharged 22/7/10 at 11-26 am and was told transport home could be approx. 1 - 2 hours this rolled on until 4.00 pm when I rang my son to pick me up. He arrived about 4.45 pm at which point no hospital transport had arrived. I was informed by reception that they where not in radio contact with transport and could only apologise for the inconvenience which I accepted.

10 I had a problem with leg pain & rang the physio who advised me on some exercises. However, when I saw him on the 6 weeks review he said that he could have given better advice if he had been able to see me instead of me ringing up. I agree that it would have been better to be seen - how can you diagnose on the phone. I understand that in the past the physios did home visits.

11 Home visits from nurse were first class

12 Considering Barlborough knee and hip specialists they leave a lot to be desired, from the first consultation to to-date. Quote "we are only a phone call away" My husband phoned early leas week no return letter, or phone call. I wrote a letter to a Doctor last week. We got a phone call Monday afternoon. Incidentally, the majority of the staff all quite ignorant.

13 I had a problem with my hip replacement. Both myself & my daughters contacted the hospital. We were told someone would contact me. No on ever did. All I needed was advice.

14 I had to wait 2.5 hours for a Taxi to come home after the operation. Also you do not want to part of a multi-dropping. The last time I was in, we went from Barlborough to Lincoln did 3 drops then brough me back to Baston. I was in the Taxi for nearly 3 hours instead of just 1 hour 20 minutes. The taxi cost £80 per person but would not pay me £40 to get my family to collect me!!! Why?

15 The tablets prescribed caused bleeding and my GP was informed.

16 I think that the aftercare (at home) left me feeling alone, it was five days before the nurse came to change the dressing when she left she didn't leave any further dressings. I had to buy my own.

17 I would like to extend my deepest and sincere thanks to all involved in my revision knee surgery. It has completely changed my life for the better. Thank you.

18 Who ever is cooking the food is not very good . This may have been a one off week.

19 Since having the op about 5 months ago I have had pain and swelling in the joint, especially when exercising. I saw my GP and he sent me back to Barlborough. I saw a Doctor there and he said that it was normal. I then went on holiday and had severe pain and swelling in my knee. The walk in centre Doctor diagnosed infection in the joint and prescribed a course of anti - bio tics this ran out before the infection was cleared. I still have pain and cannot fully bend the knee. I will be coming to Barlboro on the 15th Dec and am hoping that my knee will be sorted out then.

20 Other patients found it cold if the air conditioning was left on

21 Not enough explanation about the length of time I had to wear shoe

22 Lighting in bed area was ceiling mounted. Lamp for reading would be good

23 Shame the annual check-up after the operation has been discontinued now

24 On my discharge visit at Barlbrough I had a few minor problems with my knee. The physio gave me additional exercises and said he would ring me to monitor my progress at 2 and 4 weeks. This did not happen.

25 I would just like to say thank you, to all concerned in my treatment. I would be more than happy to come back to Barlborough if any further treatment was necessary.

26 The home nursing staff are excellent. If this hospital were to close in the future, it would be a loss to the NHS and very short sighted on the part of the powers that be!

27 One sister would not listen when I told her not to remove my catheter until I had been motivated by the physio therapist causing me great discomfort and I could not get to the toilet. She also did not leave my buzzer where I could get it, and I wet the bed.

28 After care on leaving hospital

29 The time taken for pre - op assessment could be improved. Tests etc to be done in order, such as height + measurement, bloods. Tests ect then anaesthetist consultant.

30 Excellent cleanliness of the hospital

31 Doctors, nurses, receptionist all very nice and friendly

32 May be a survey on out patients follow up would be very appropriate.

33 Concerned that specialist nurse home visits are being discontinued

34 Pushing buttons, a person saw me looking at this board when was in my hand was snatched away this I fear is prevent true comments being made.

35 Overall I was looked after to all concerned.

36 Came out of hospital with a pressure heel

37 I attended my G.P on 13/4/2010 who sent me for x-rays which were done at Ilkeston community hospital on 20/4/2010 I received a telephone call on Thursday 29/4/2010 to inform me that they would not assess me as my x-rays were sufficient and that they would refer me direct to Barlborough. On Friday 30/4/2010 I had a call from Barlborough giving me a date for my pre-assessment of 13/5/2010. All the staff I saw on that day were wonderful and answered all my questions and given my admittance date which I had to turn down as I would be away on holiday so they re-arranged it for my convenience and I went in at 6pm

Tuesday 22nd June 2010 and had my knee replacement on 23/6/2010. Thank you so much.

38 I had been in hospital only once before Balbrough. It was a private hospital and everything at Balbrough exceeded the treatment that I received in the private hospital. It was A star treatment, many many thanks.

39 After returning from my op at 6pm, apart from a biscuit and a cup of lukewarm tea, I had nothing to eat until breakfast next morning. Food lukewarm

40 Make sure patients are aware what Balbrough Clinic they need

41 My operation was not a complete success

42 On being admitted my daughter told the doctor that I couldn't take anti inflammatory because they made me really ill. After my operation I took the medication that they gave me, I didn't know that they were giving me anti inflammatory and they made me really ill for several weeks. I couldn't eat or do my exercises because I was so sick.

43 Once op was over, felt as if they had hit their target & wanted you out

44 Receptionists worth their weight in gold

45 If there is delay inform patients on arrival

46 I am a diabetic and experienced difficulties during the night on two occasions, and feel that a diabetic nurse on duty at all times would improve things greatly especially as I understand that Barlborough is now accepting all diabetics for surgery.

47 After my day surgery I was latter admitted with an infection on my operated knee. On speaking to different people I was alarmed to find out the amount of other patients that also had contacted infection!

48 Before this procedure I have had a hip - replacement at this hospital and the quality of care and standards is exemplary. I enclose a letter from a like-minded patient who also had hip-surgery at Barlbro.

49 All I can say is well done to all staff involved. Absolutely brill. Thoroughly recommended to anyone. Many thanks.

50 Much preferred having all tests, x-rays, seeing surgeon and having pre op assessment done all on the same day and knowing at the end if need be a date for admission. So pleased my G.P told me about Barlborough as I would have chosen Northern General otherwise in Sheffield and have had several trips back and forward before I ever got my date for operation. So pleased to here Barlborough is been kept open as I had worried about it closing before I was seen. A big thank-you to the staff.

51 Treatment first class. Many Thanks. Could not answer question three as my admission date was changed due to a severe chest infection.

52 Once again thank you to all the staff at the hospital.

53 2010 - there seemed quite a few less nurses about than 3 1/2 yrs previous. Noticed this more on the night shift.

54 If I needed another operation I would choose Barlborough

55 Hospital very clean

56 My GP didn't have the right dressings, and thought hospital should do it

57 This was the second operation I had at Barlborough and I chose to come there again with every confidence.

58 Nothing but praise for the whole hospital staff, from nurses to Doctors, x - ray to reception staff very competent and friendly and helpful.

59 I had two operations, after which the surgeon or Doctor referred me to Derby hospital. When I went to Derby hospital I was told that I had had the wrong operations!

60 A big thank you to Mr Toth.

61 I was told that my surgery was good outcome day, I had a follow up appts. - one as an emergency leading to knee operation and a routine follow up. Unfortunately I still have the original problem which is worsening weekly. The operation pioned that knee replacement was not necessary (which i fully accept) but i was discharged and no one offered further examinations to find the cause of my excess pain and mobility difficulties. I am still trying to find someone who can give me some answers.

62 Hospital physio said I wasn't doing well. GP Physio said I was doing well

63 Would be helpful to have a blue badge for 3 months to park in disabled bay

64 Clearly over-staffed. Nurses standing around chatting & eating sweets

65 Given travel to hospital & home after operation much appreciated

66 Outstanding good attention to all aspects of hygiene especially the sterile packs opened in front of you. Excellent transport arrangements.

67 Top Hospital. Hope it doesn't get privatised.

68 The hospital and staff were excellent and take good care of their patients.

69 The doctors and nurses are excellent and the majority of the care workers. Also it would be a good idea for a chiropodist to attend the hospital seeing as staff are not allowed to cut nails. Also the provision of a chapel would be very consoling to a lot of people.

70 Please don't close Barlborough, its an excellent facility

71 I am very happy with my treatment and would not hesitate to go there again thank you.

72 As a member of the nursing profession I was pleased to see the good standards. It was good to see a Matron each day.

73 First class. Fine example of how the NHS should work

74 Had 2 physio sessions but exercises were hard to understand

75 My mother, Eva Pyrh received good care & treatment whilst at the Barlborough. On discharge however, she had to wait several hours for transport. She is 89 years of age & was very poorly. She had had a hip replacement only a few days previously. She was carried in a minibus on a very circuitous route to a care home in Lincoln, hardly knowing what was happening. My sister had offered to drive mum, but was told to meet her at the home – she waited several hours & everyone was worried & not kept informed at all. This was an awful experience for mum & us.

76 Carry on the good work

77 During my hip replacement whatever process was used to contain my limbs ?? On a most painful, very swollen and bruised knee. As a result of this my rehabilitation has been slowed considerably, 5 months later, I am still restricted and in pain attempting normal everyday issues i.e. putting shoes and socks on fully washing, drying my foot etc. Also this has affected full movement of my new joint as i have not been able to exercise fully.

78 Cleanliness excellent

79 I knew I was having keyhole surgery but no one explained there would be 3 incisions, I would have stitches + a sling on for 2 weeks. Was not told would have a line into my arm with pain relief. Felt that aftercare not so good. Am still having should pains. Also nurses should have come out to remove pain relief line next day but she did not come. We had to chase this up. Could not get till next day.

80 Before I went into hospital, I was given lots of equipment to help me before and after my op. 2 crutches, toilet seat, support to fit round wash basin, chair - high sloping seat, frame to fit under arm chair. When I felt able to stop

using all these I phoned Barlborough who said they no longer collected. I have phoned local hospitals and asked charity shops and got no response.

81 Due to the distance I did go to Lincoln A and E where I fell on the operation site causing considerable pain.

82 Left home at 10.15 and back home at 2.15pm after the procedure

83 Care of speed of treatment better than local. Trust hospital which is very slow.

84 Overall I was very pleased with my knee replacements and particularly pleased I chose to go to Barlborough NHS treatment centre using chose & book.

85 If I ever need hospital care again and had the choice of a hospital - I would defiantly choose Barlbrough!

86 After 1st knee op physio came to house. After 2nd op this service had stopped

87 I was a day patient, and had no aftercare at all. I felt after such good care at the centre, having to go to the G.P. nurse for stitches out ect, and also the after care was not good, and at that point I felt abandoned. The staff at the centre were really wonderful.

88 Individual TV's for each bed? To keep patients occupied

89 I had a new knee at Barlborough, the staff were really nice, and it is a beautiful place, 3 days after the operation, I had severe diarrhoea, and was transferred to Chesterfield Royal, they told me I had lost 3 pints of blood. I was there for several days, but my doctor hasn't received a report. My knee is fantastic & I'm very grateful.

90 I had a similar procedure in2008 and felt that the pre - op and post - op care were better then. Phone lines & general communication could be improved.

91 Everything was spotlessly clean, could eat off the floor!

92 This was the sixth occasion on which I had had an arthroscopy, the previous five having been done elsewhere. Without doubt this was the most caring situation I had experienced, and I am so pleased that the threat of closure has been lifted.

93 I had my first knee done at the Barlborough in 2005. The staff Dr's were first rate then. Every hospital should take note of how a good hospital should be run and I was delighted to see in 2010 that standards and praise for all who work their was just as good. I have sent many friends to the hospital who have spoken very highly of it. Sadly my visit in 2010 because of other medical problems which the hospital can't cope with came to nought. But it didn't stop the Dr's getting in touch referring me to a team of Drs else wear, which I am extremely grateful for. I am awaiting an operation before xmas and hope it will be a pain free 2011. Keep up the good work Barlborough.

94 Didn't like having to go to C.R.H. The care & treatment were shocking

95 Sign over my bed said RHR but I was having knee replacement, not a hip

96 I took a small radio into hospital but could not receive a digital signal

97 Operation left me with a dropped foot. Implications of op should have been explained

98 My life has improved vastly since having my knee done. I walk again and I sleep at night. I walk upright. I can go shopping and I just love it and I tell anyone in pain try and get it seen too.

99 I would not hesitate to recommend Barlborough treatment centre to any of my family + friends and well not hesitate to come back when I require further treatment.

100 From seeing my GP to operation was only 7 weeks

101 Re question 3 & 4 admission delayed due to other injury on leg and healing process delayed by polymyalgia and taking steroids.

102 After my treatment I was ill and taken to Chesterfield hospital and was there for over a week before going back to Barlborough. I thought this was due to the drugs I was given at Barlborough and I did not know what was going on.

103 Asked my MP to support this facility. Delighted Care UK will retain it for 5 years

104 I would just like to point out after having replacement hip surgery nobody informed me that I would alleviate alarms in most shops. It would have been helpful if I had been told this would happen. Thank you.

105 Toilet seat was removed but a new one never arrived during my stay

106 The operation Dr Farlin did on my knee was a third revision on my right knee and it has not been successful but he did not want to do it again as he said he doesn't like complications. I have now asked for a second opinion from a consultant at Peterborough, he is not at all happy with the state my knee is in and has offered to operate on my knee again, I did not take this decision lightly to change from your hospital but I just felt I was getting no-where with Dr Farlin.

107 Thank you.

108 I had to find my own physiotherapist. My crutches were set up wrong. I had no instruction on how to use on crutch. I had no exercises while in the clinic. The only exercises were the ones in the booklet. I did not know if I was doing the correctly or not.

109 No aftercare or follow-up appointment

110 Perhaps someone should ensure that when a patient has had an implant fitted and has had no problems with that implant, then if a further implant is required the same procedure should be offered and not just whatever the surgeon dictates.

111 As a nurse myself, I have experience of hospitals. I found Barlborough and excellent place for my treatment. The staff at all levels were the best

112 Your facilities are fabulous, nurse care excellent – the patient attitude of the doctors could be improved, but there was nothing offensive or rude.

113 I would have no hesitation in going back to Barlborough should the need arise.

114 Waiting time in outpatients for follow up appointments and pre - assessment. My average time for follow up 1 1/2 hours. For my last pre = assessment I was at the Barlborough treatment centre for 5 hours.

115 I hope Barlborough remains open.

116 After being referred by my G.P for treatment I was not offered Barlborough NHS treatment centre as an option. I had opted for treatment at the Northern general hospital in Sheffield but approximately 2 - 3 months later I was offered Barlborough as an alternative. This was accepted as it suggested I would be treated much quicker.

117 No

118 Found the Warm Air Cover used during the op very comforting

119 Nobody given the option likes to spend time in hospital, but I felt on either of my 2 terms spent in your hospital it was probably as good as it gets. Thank you.

120 Pre - op tests @ local hospital (to save travelling to 2nd hospital). Convenience was appreciated.

121 The appointments staff and nurses were exceptionally good. Because of delays with earlier patients on day of operation and being last on the list, I was kept waiting too much and did not get home until 8-00pm.

122 Apologies for delay in filling and returning this survey. I put it somewhere safe and forgot where it was.

123 Hospital easy to get to. Always been able to get carri cars backwards and forwards to hospital. Request English speaking nurse to be present when Dr's / consultant (Foreign) explain things to you, but cannot always understand every word they say. Very satisfied when going for x-rays as never had to wait long and prescriptions very quick.

124 We were waiting for quite some time on the 1st appointment and final appointment. I would say more than half the time we spent there was in the waiting room. Other than that the lack of after care it was a very professional service.

125 People recover at different rates. This wasn't taken into consideration

126 March 2010 felt let down mainly by the physio dept - mainly by one member of staff who I believe did not have his contract extended. He was not helpful when seen after op.

127 I took first admission date offered - a choice was not necessary

128 Hospital care was wonderful - as was the follow up of hip removal and dressings. The cleanliness of the hospital as remarkable.

129 Post my total hip replacement operation I suffered from a serious stomach upset and severe diarrhoea. As a result I could not keep any food down and was constantly being sick and having to go to the toilet. Not a good combination when having to use a zimmer when walking. This affliction was not cured before being discharged, hence I had another problem to worry about being on my own, especially overnight. My stomach upset took 2 weeks to subside and this only after I stopped taking the Omeprazole capsules I had been given on discharge from hospital and had been taking daily post operation. On reading the pamphlet enclosed with the Omeprazole capsules, listed under possible side effects was Diarrhoea, constipation, wind, abdominal pain, nausea & vomiting. The hospital staff should have known this.

130 My operation was scheduled for moon 22 march by Mr Toh. After I was taken to my ward, I was informed by a nurse that Mr Toth was not there today and I had arrange to pit my dog in kennels and take her there in a taxi. A short time later the nurse came back and told me another doctor would see me. Dr Veccia came, told me that if i agreed he would carry out the operation himself. I agreed to this and he then went through everything with me including any side effects, what could happen etc. he asked me which anaesthetic i wished to have, explaining them to me. He carried out the operation soon after with no side effects. I am grateful to him for being so kind and understanding.

131 Would recommend the Barlborough

132 Excellent hospital, the cleanest I have been in