

PATIENT
DYNAMICS™

Listening to patients' views

Patient Survey Report

PatientDynamics Limited
5 Nutfield Lane, High Wycombe, HP11 2ND

Telephone: 01494 536346
Fax: 01494 536146
Email: info@patientdynamics.org.uk

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Report for 2010

Portsmouth NHS Treatment Centre



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MANAGEMENT REPORT: PORTSMOUTH

2010 results show that Portsmouth scores above the Care UK mean in all areas, most notably in the areas of *Treatment and Care* and *Operations and Procedures*. Portsmouth has dramatically improved its *Pain* score this year, having been in last place on this measure in 2009. Portsmouth's *Pain* score now exceeds the Care UK mean. Additional, mild increases were recorded across a further five measures, whilst the remaining three remained stable.

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

	Question	Ports - mouth	Top 20%	Diff
Q46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	51	69	-18
Q7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	94	93	1
Q5	Was your admission date changed by the hospital?	95	93	2

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

	Question	Ports - mouth
Q46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	51**
Q2	Were you given a choice of admission dates?	58
Q1	Were you given a choice about which hospital you went to?	66**
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?	79
Q31	How many minutes after you used the call button did it usually take before you got the help you needed?	84**

**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 Portsmouth 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	474
Returned undelivered by mail	9
Patient reported deceased by NSTS	0
Patient reported deceased by friends or relatives	1
Patient too ill to take part in survey	0
Opted out for other reason or returned blank	28
Not returned (reason unknown)	338
Response rate	56%

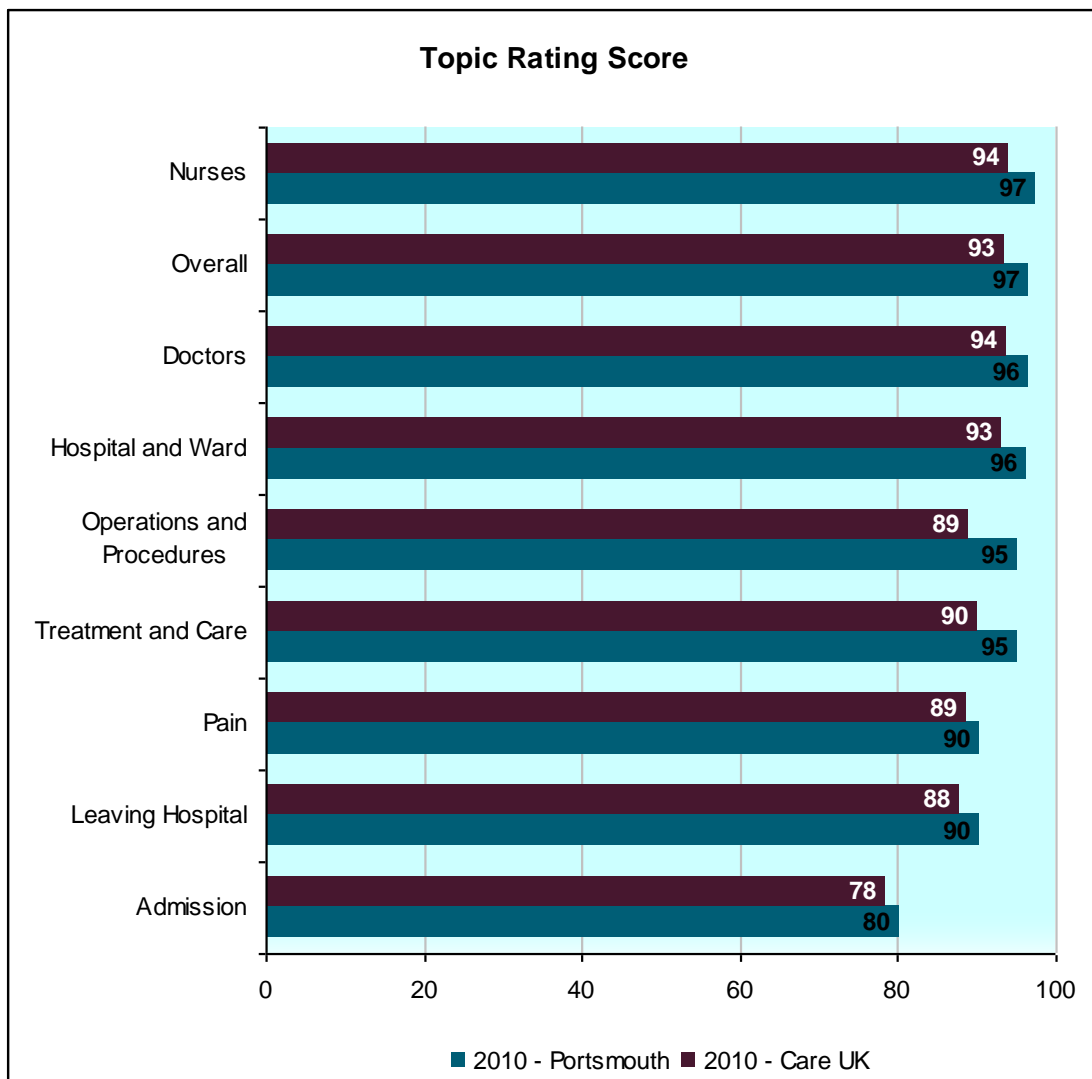
*456 of these were useable questionnaires; 18 patients' responses were excluded.

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 PORTSMOUTH and the Care UK benchmark are as follows:



In this survey, Portsmouth scores above the Care UK mean in all areas, most notably in the areas of *Treatment and Care* and *Operations and Procedures*.

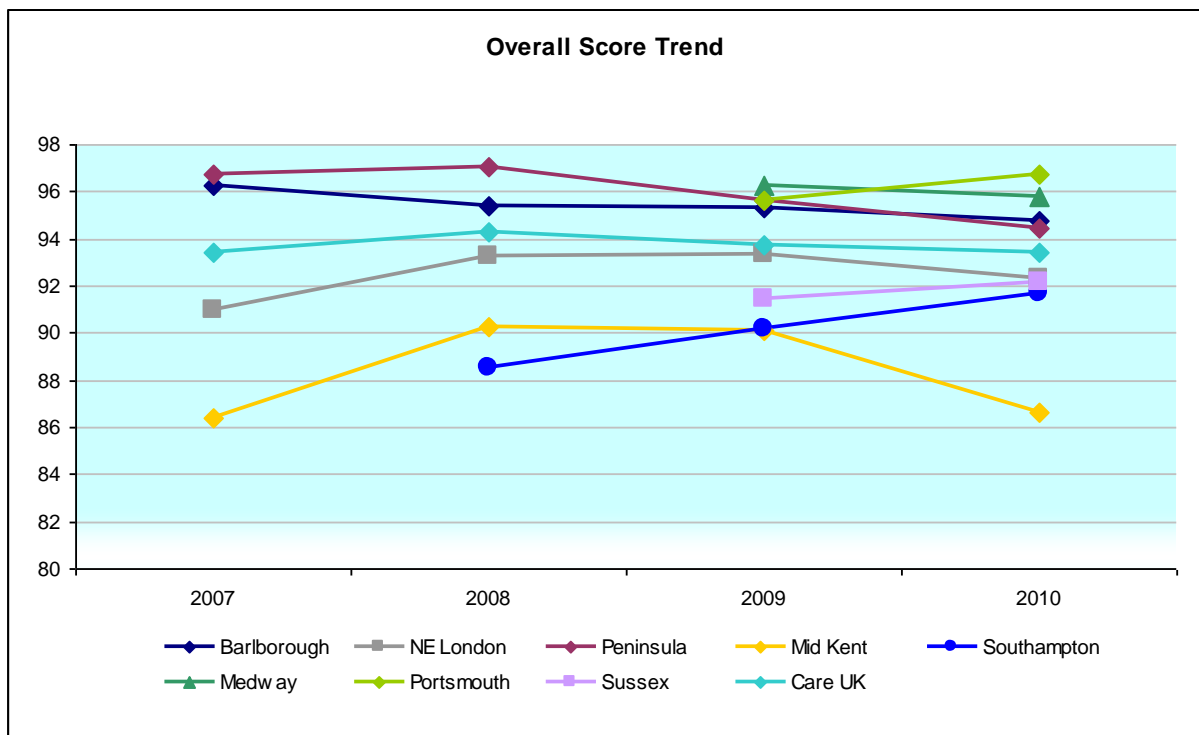
TOPIC TREND

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.

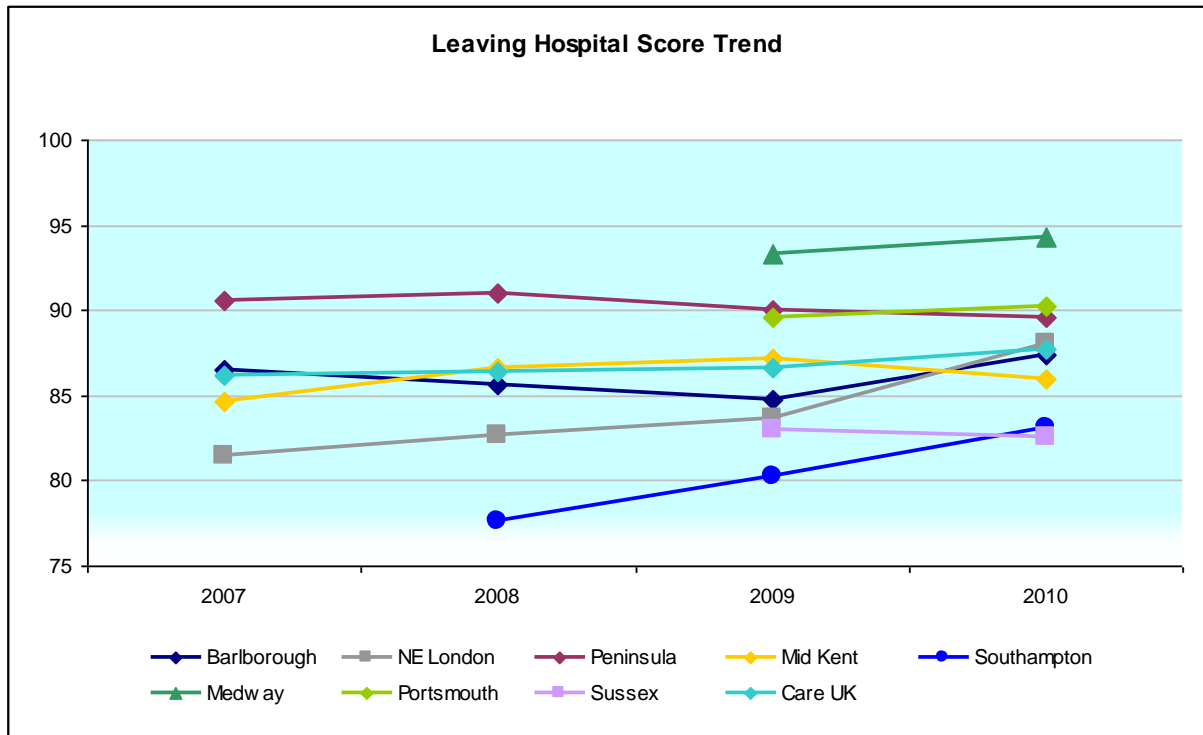
Small changes up or down are perfectly natural in survey work of this type, but major variations or a consistent trend over time may reflect real change in performance.

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.

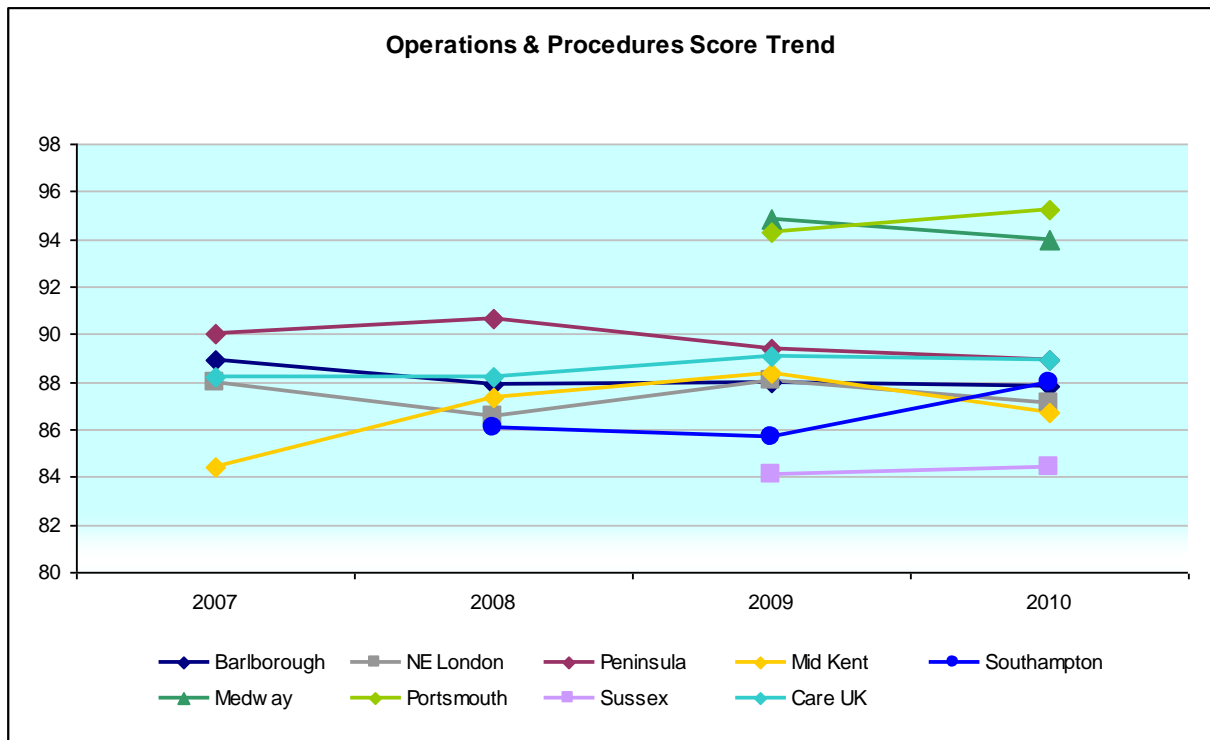
The years shown on the graphs refer to the year in which the patient was seen by the treatment centre.



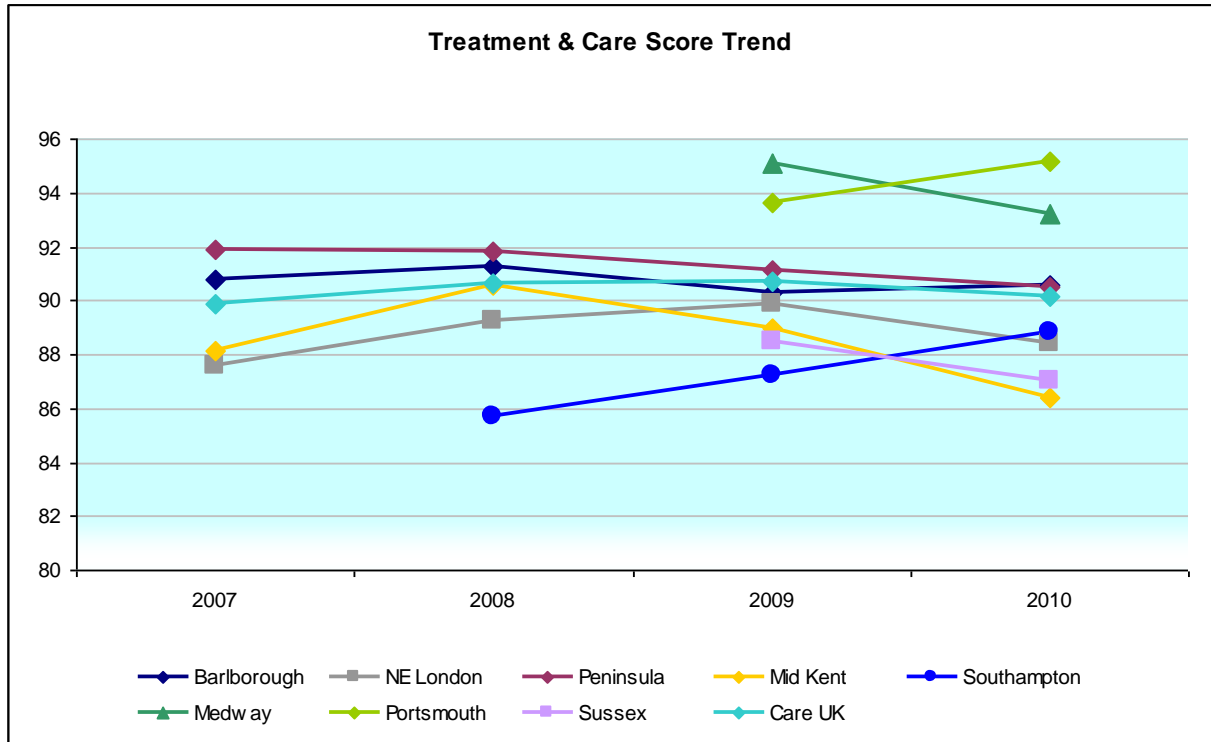
Portsmouth leads the other ISTCs in terms of *Overall* score. A score of 97 for this measure positions Portsmouth one point ahead of Medway, and four points ahead of the Care UK mean. There was a one point increase in Portsmouth's *Overall* score recorded for 2010.



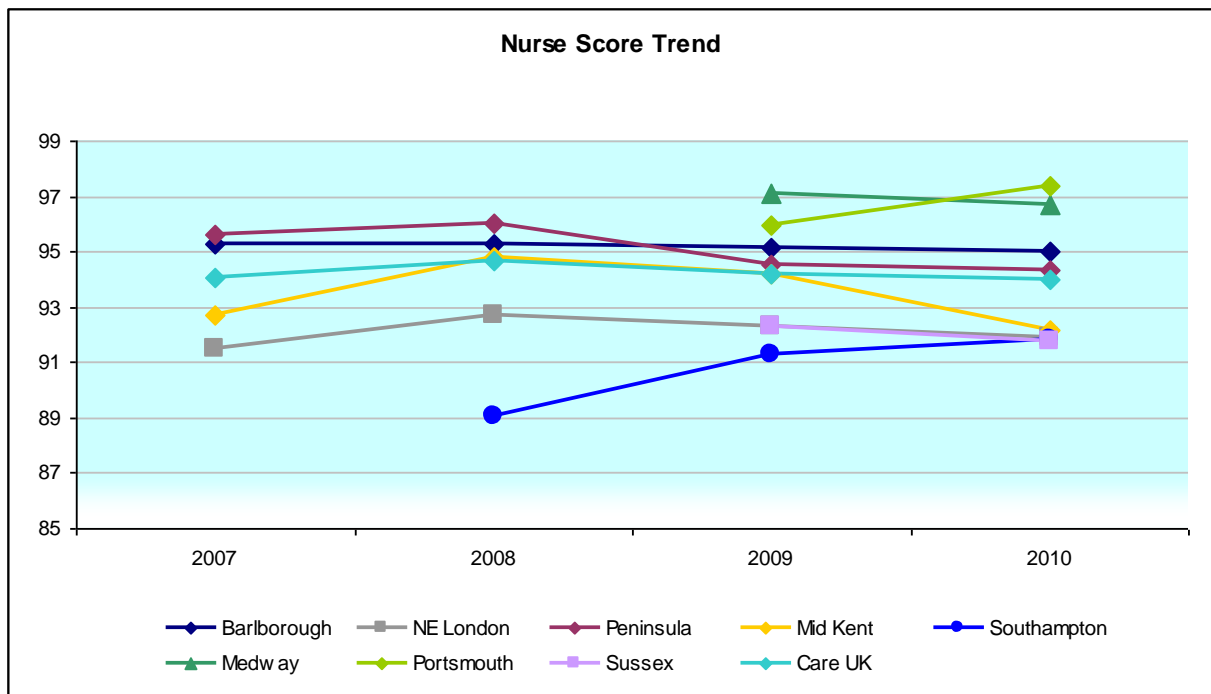
Portsmouth is also performing well in terms of *Leaving Hospital* score. With a score of 90 on this measure again this year (the same as Peninsula), it is two points above the Care UK mean, and led only by Medway, which has a score of 94.



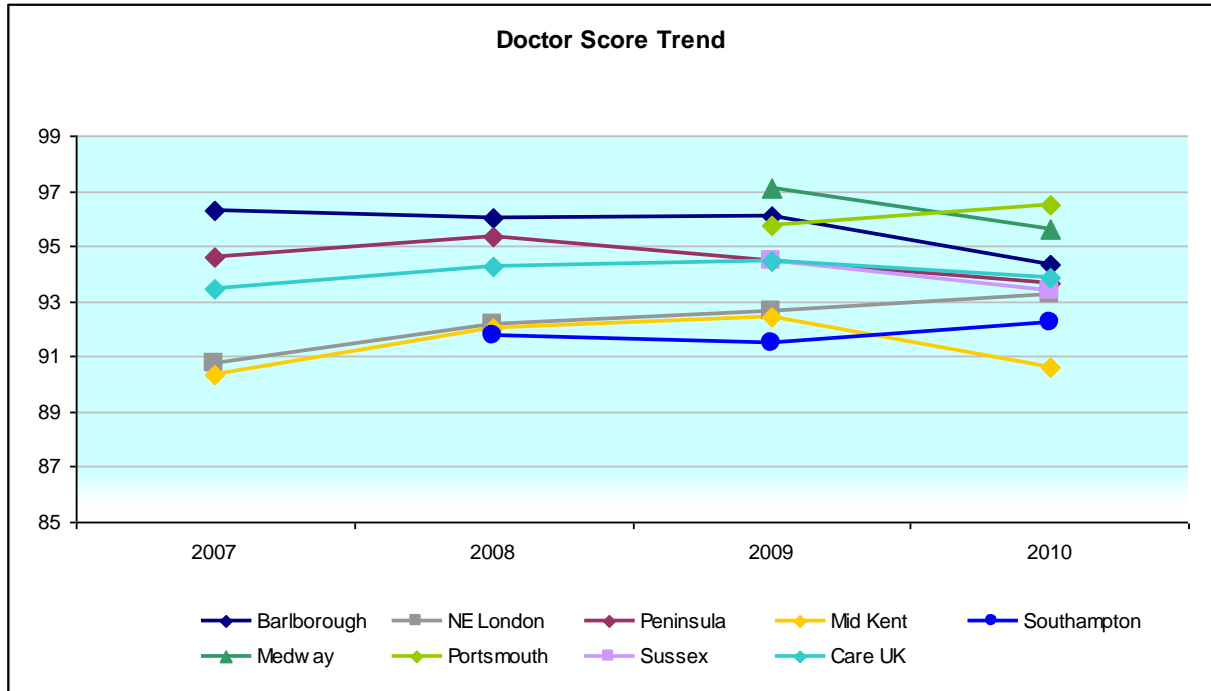
Portsmouth also leads the other ISTCs in terms of *Operations and Procedures* score. A one point increase in 2010 takes Portsmouth's score of 95 a considerable six points ahead of the Care UK mean for this measure.



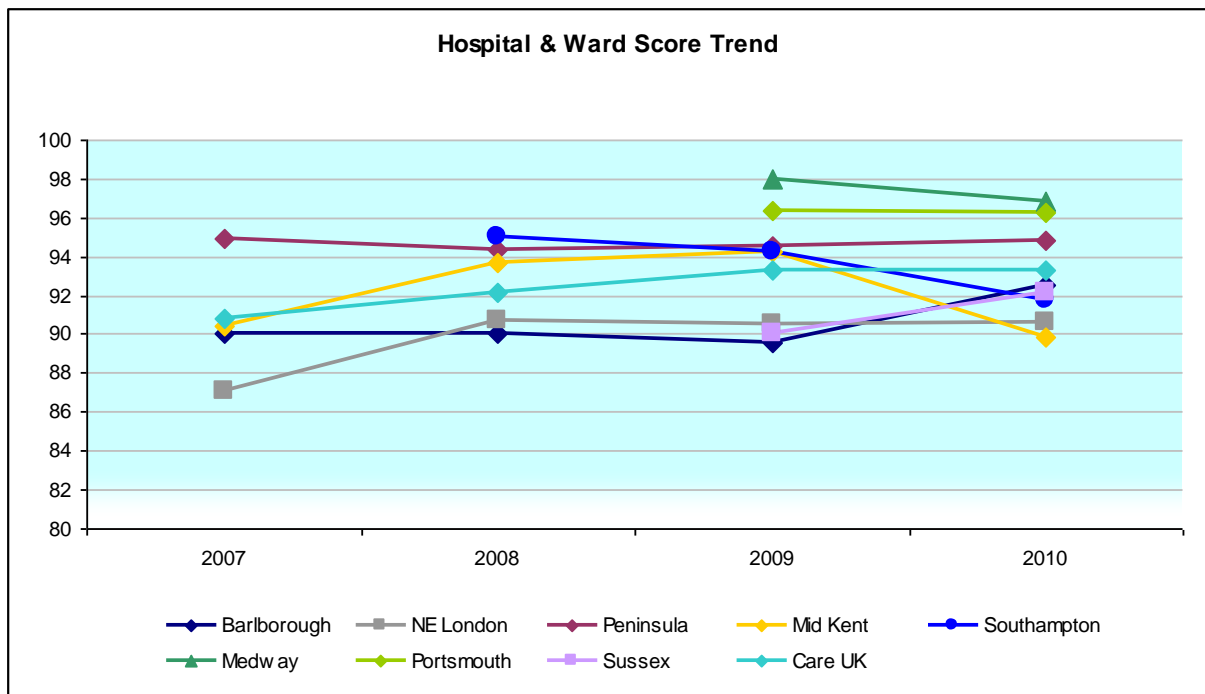
Portsmouth's *Treatment and Care* score has increased by one point to 95 this year, taking it five points ahead of the Care UK mean. It is now two points ahead of Medway on this measure.



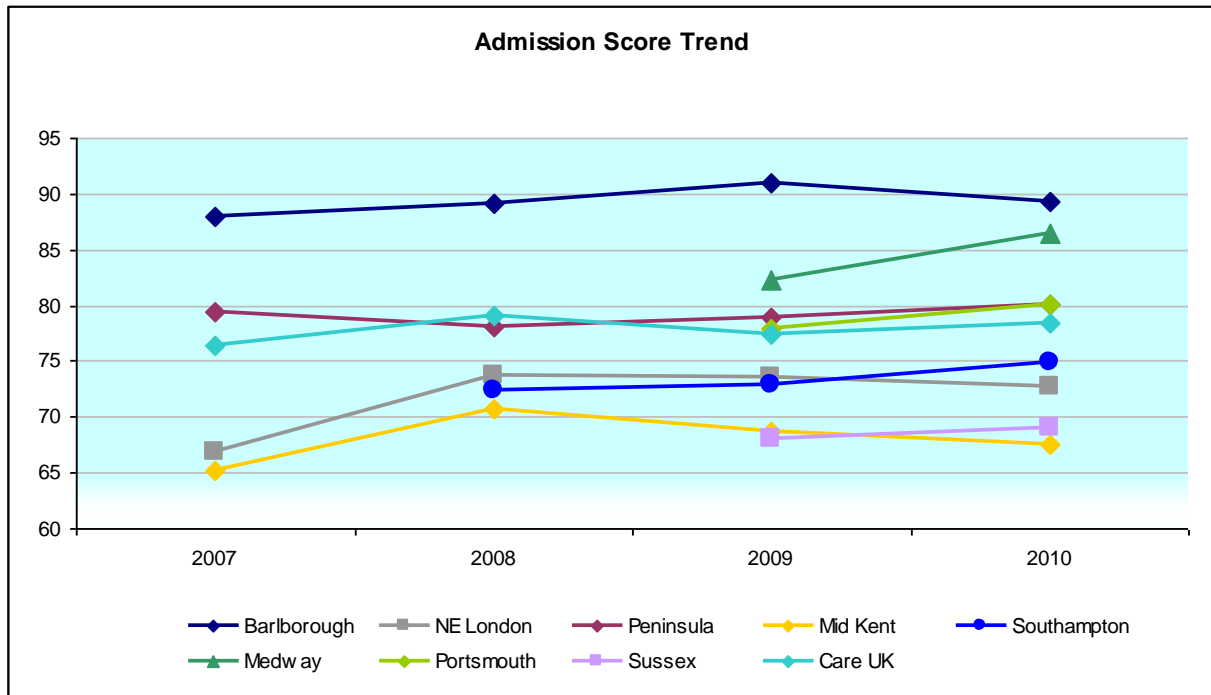
A slight increase of one point was recorded in Portsmouth's *Nurse* score for 2010. Portsmouth and Medway are now the leading ISTCs on this measure, both with scores of 97, three points more than the Care UK mean.



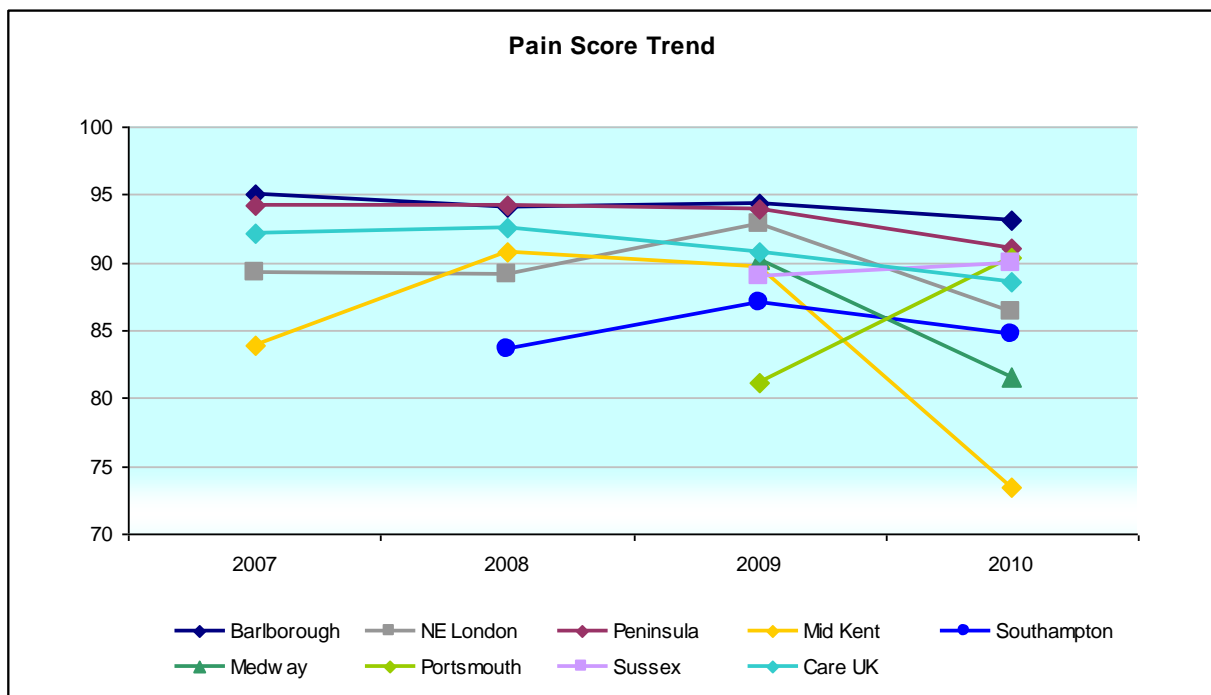
As with the *Nurse* score, Portsmouth and Medway share first place in terms of *Doctor* score with 96 points each. Both ISTCs are two points clear of the Care UK mean for this measure.



At 96, Portsmouth is just one point behind leader Medway for *Hospital and Ward* score. This score is unchanged from 2009, and places Portsmouth three points ahead of the Care UK mean once again.



Portsmouth's *Admission* score of 80 marks a two point increase on last year. Portsmouth is now two points above the Care UK mean on this measure, a position it shares with Peninsula. Both Medway and Barlborough have surpassed Portsmouth's performance on this measure, with respective scores of 86 and 89.



Portsmouth's *Pain* score has improved considerably this year, moving from 81 in 2009 to 90 in 2010. Portsmouth is now in the top four for this measure, as well as being one point clear of the Care UK mean.

Portsmouth Annual Change in Scores

Question No.	Question	2010	2009	Change
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?	N/A	100	N/A
11	Were you ever bothered by noise at night from other patients ?	N/A	N/A	N/A
12	Were you ever bothered by noise at night from staff ?	N/A	N/A	N/A
13	How would you rate the hospital food?	N/A	N/A	N/A
28 (NEW)	Did you find someone on the hospital staff to talk to about your worries and fears?	88	N/A	N/A
29 (NEW)	Were you given enough privacy when discussing your condition or treatment?	97	N/A	N/A
6	If you arrived by car, how easy was it to find a place to park?	89	64	25
33	Do you think the hospital staff did everything they could to help control your pain?	90	81	9
46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	51	46	5
42	Did a member of staff tell you about medication side effects to watch for when you went home?	86	83	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?	98	96	2
35	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	97	95	2
22	Did nurses talk in front of you as if you weren't there?	96	94	2
26	Were you involved as much as you wanted to be in decisions about your care and treatment?	92	90	2
20	When you had important questions to ask a nurse, did you get answers that you could understand?	98	96	2
24	As far as you know, did nurses wash or clean their hands between touching patients?	98	96	2
31	How many minutes after you used the call button did it usually take before you got the help you needed?	84	83	2
49	Would you recommend this hospital to friends and family?	97	96	2
17	Did you have confidence and trust in the doctors treating you?	98	97	2
30	Were you given enough privacy when being examined or treated?	99	98	1
1	Were you given a choice about which hospital you went to?	66	65	1
16	When you had important questions to ask a doctor, did you get answers that you could understand?	96	95	1
44	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	97	96	1
40	How long was the delay?	99	98	1
43	Did a member of staff tell you about any danger signals you should watch for after you went home?	91	91	1
21	Did you have confidence and trust in the nurses treating you?	99	98	1
41	Did a member of staff explain the purpose of the medicines you were to take at home in a way you	98	97	1

	could understand?			
48	Overall, how would you rate the care you received?	94	94	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?	94	93	1
14	In your opinion, how clean was the room or ward that you were in?	98	98	1
47	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	99	98	0
36	Beforehand, did a member of staff explain what would be done during the operation or procedure?	95	95	0
23	In your opinion, were there enough nurses on duty to care for you in hospital?	97	96	0
18	Did doctors talk in front of you as if you weren't there?	96	95	0
4	How do you feel about the length of time you were on the waiting list before your admission to hospital?	95	95	0
45	Since you had your treatment, have you had to be admitted to any hospital unexpectedly, because of a problem with that treatment?	98	98	0
19	As far as you know, did doctors wash or clean their hands between touching patients?	97	97	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?	88	89	0
7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	94	94	0
39	On the day you left hospital, was your discharge delayed for any reason?	98	99	0
15	How clean were the toilets and bathrooms that you used in hospital?	96	97	-1
5	Was your admission date changed by the hospital?	95	96	-1
2	Were you given a choice of admission dates?	58	60	-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?	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.

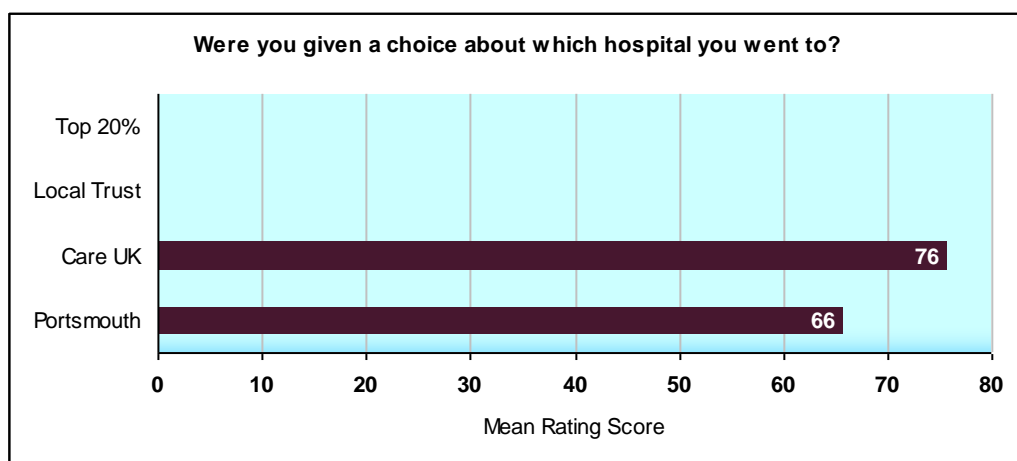
Mean Rating Scores are particularly useful for comparisons. For each item in this section the score for PORTSMOUTH is compared to the average score for all Care UK treatment centres.

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.

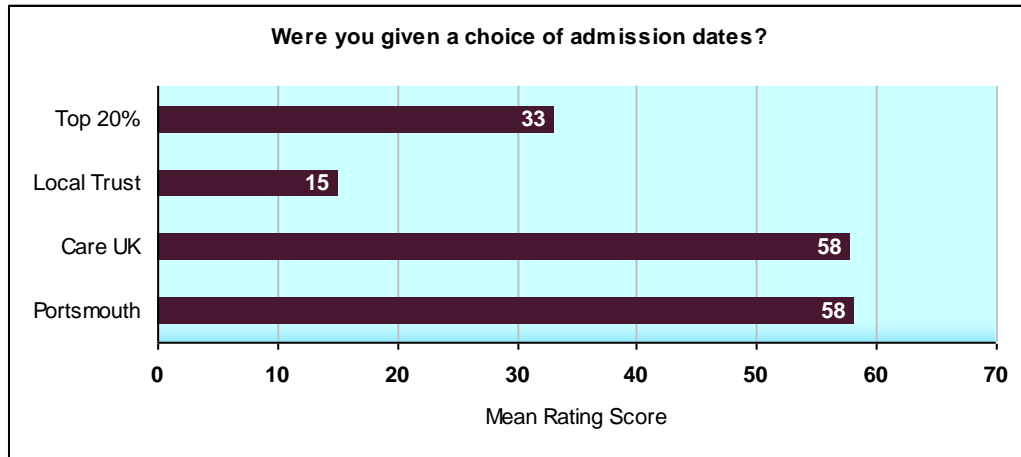
Many (although not all) questions are identical to questions that are asked on the NHS Inpatient Survey. Where this is the case, we also show the mean rating score of your local NHS trust, and for further comparison, the threshold score for the Top 20% of all NHS Trusts on that item. The local comparison 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 PORTSMOUTH is Portsmouth Hospitals NHS Trust.

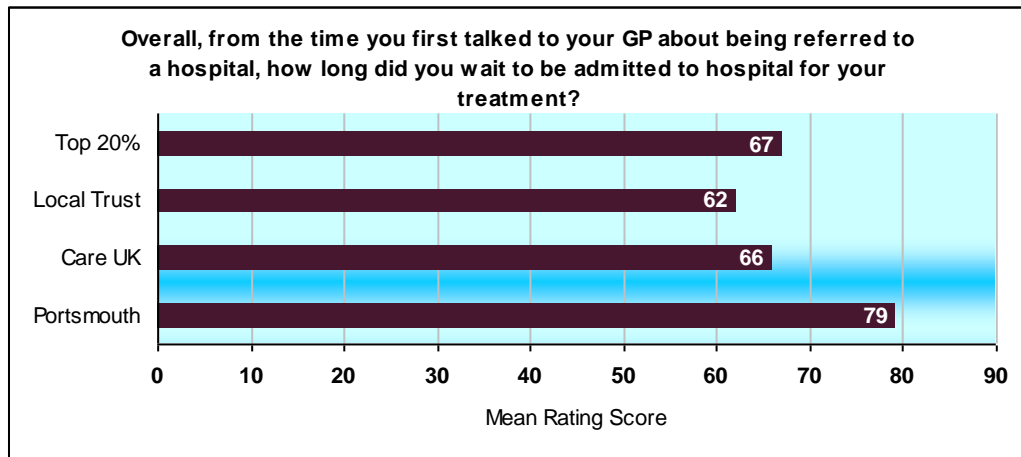
Q1



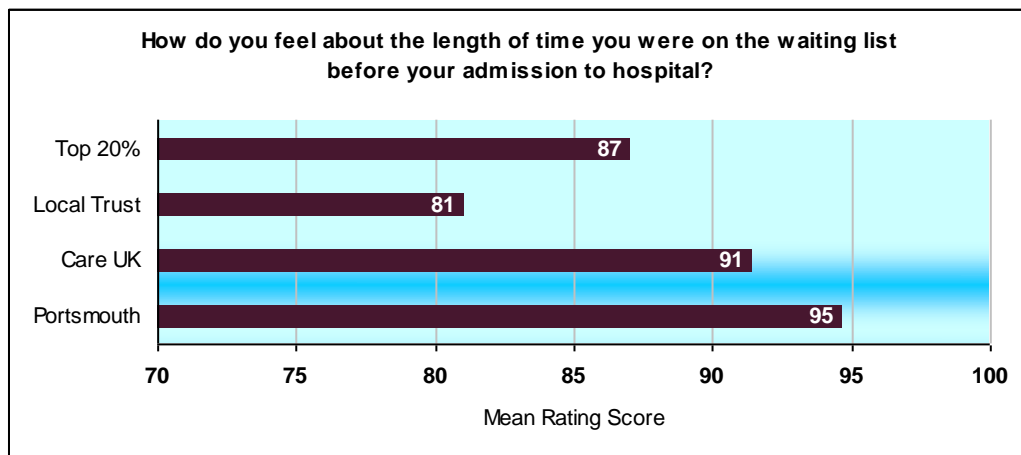
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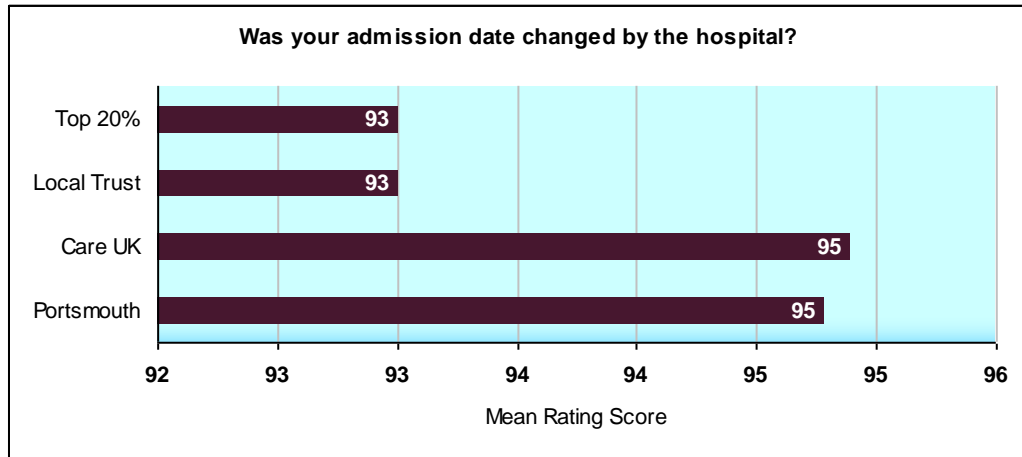
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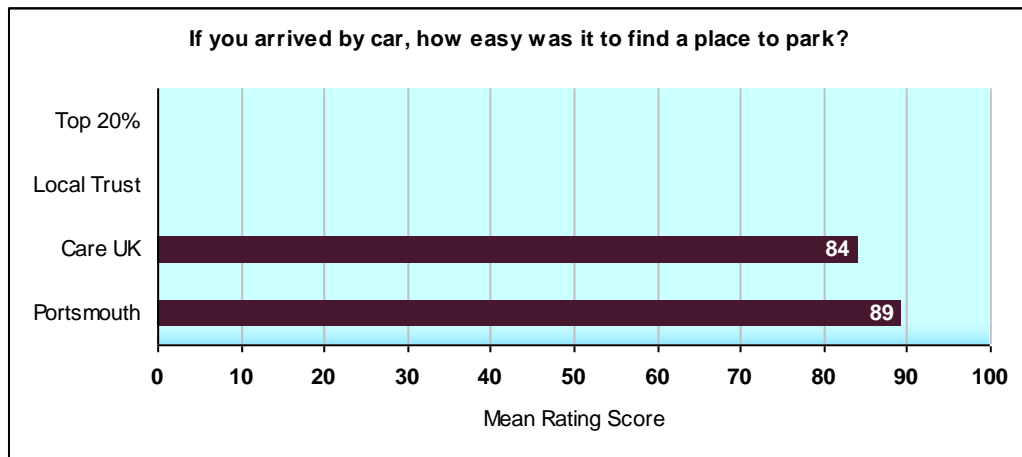
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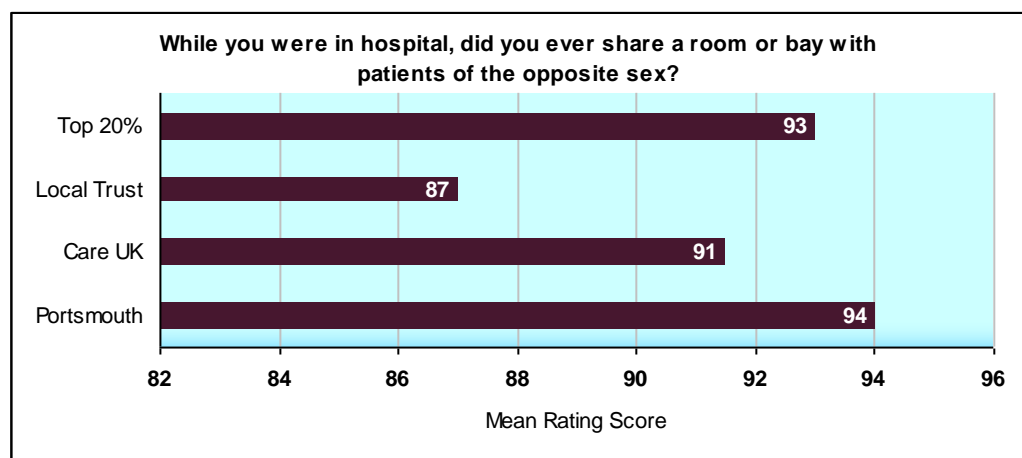
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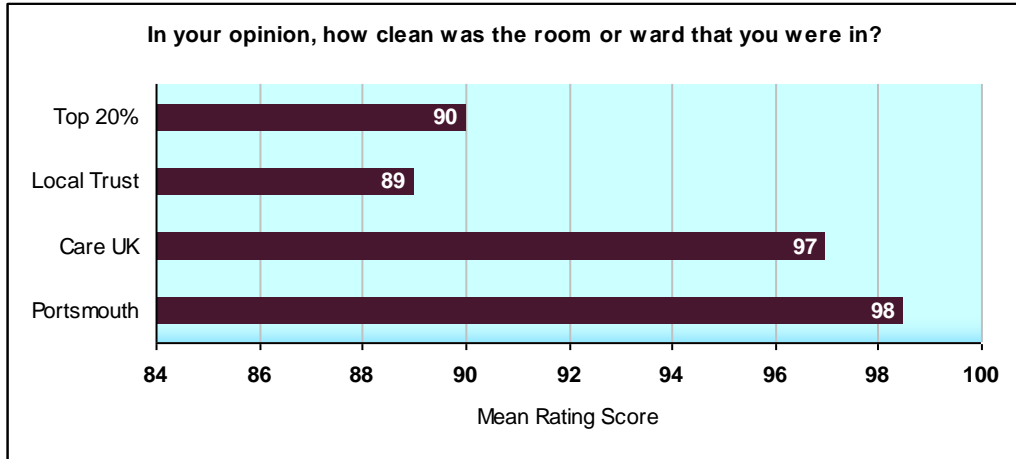
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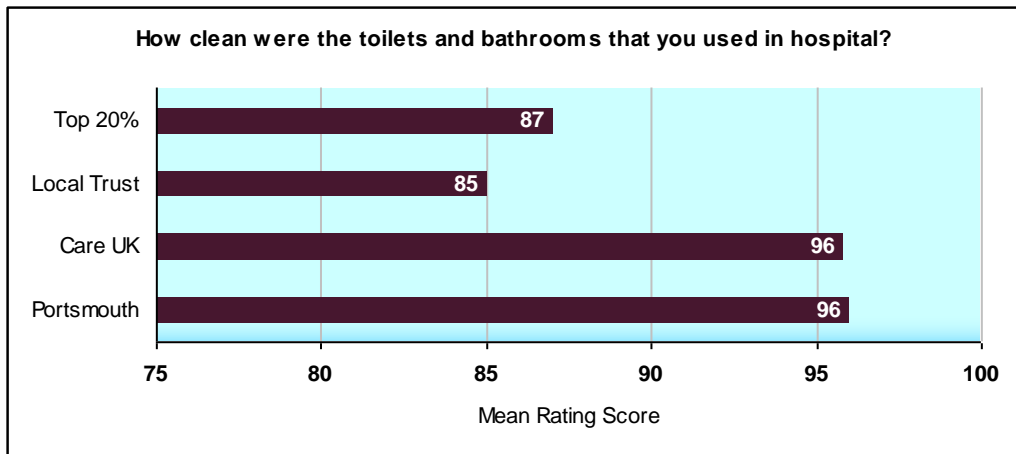
Q7 & Q8



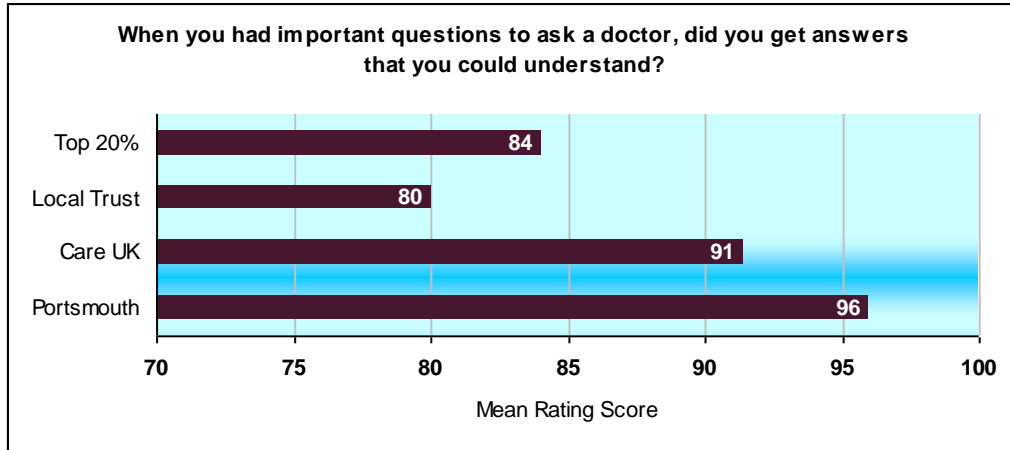
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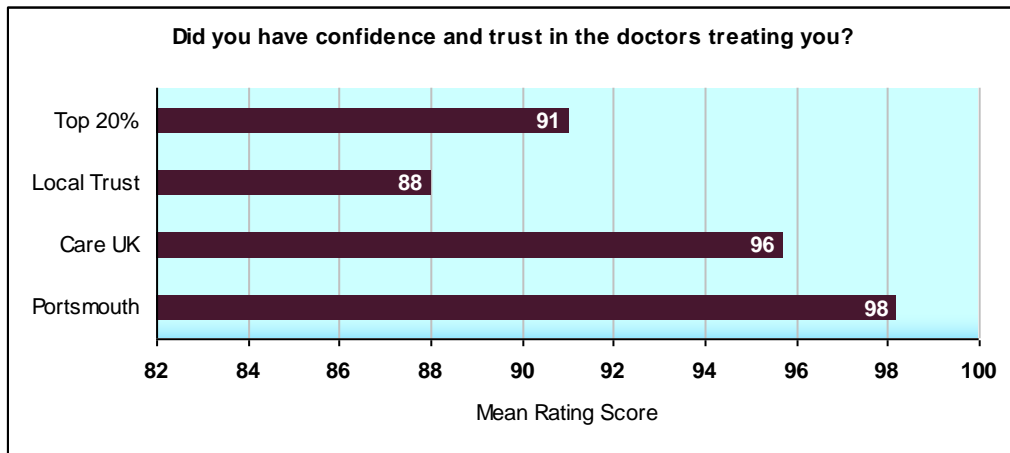
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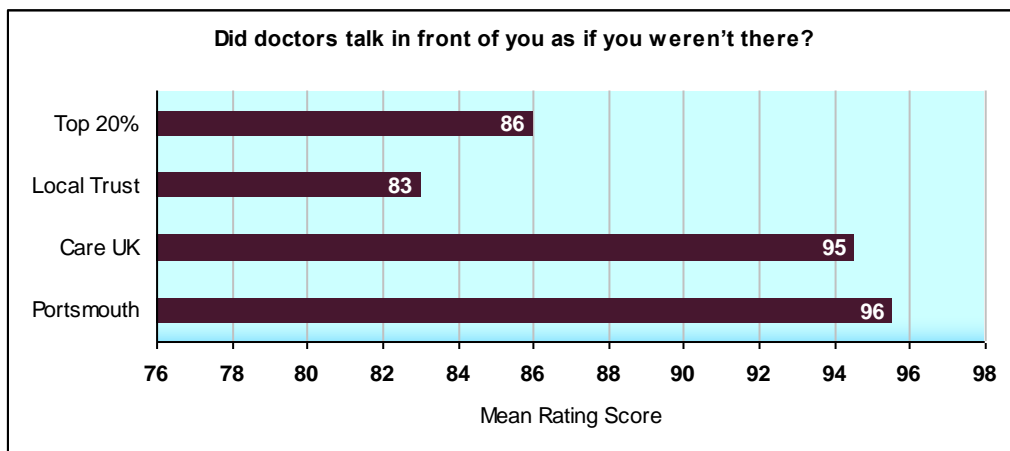
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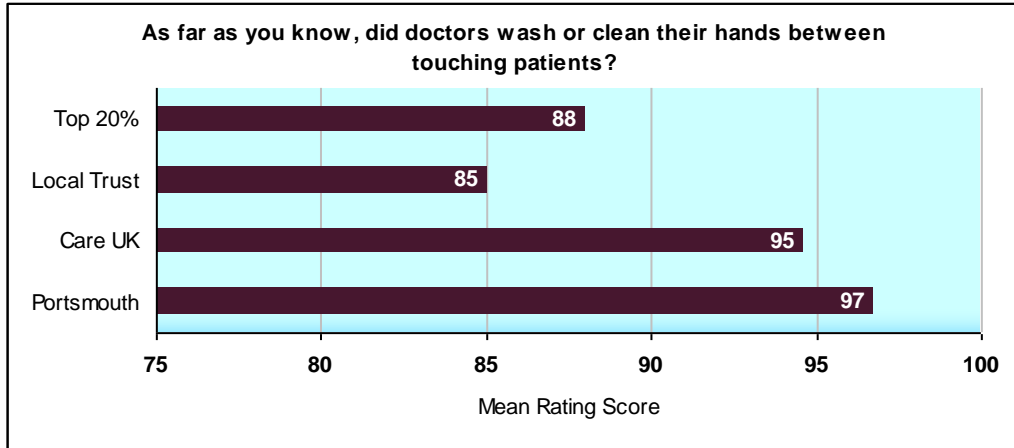
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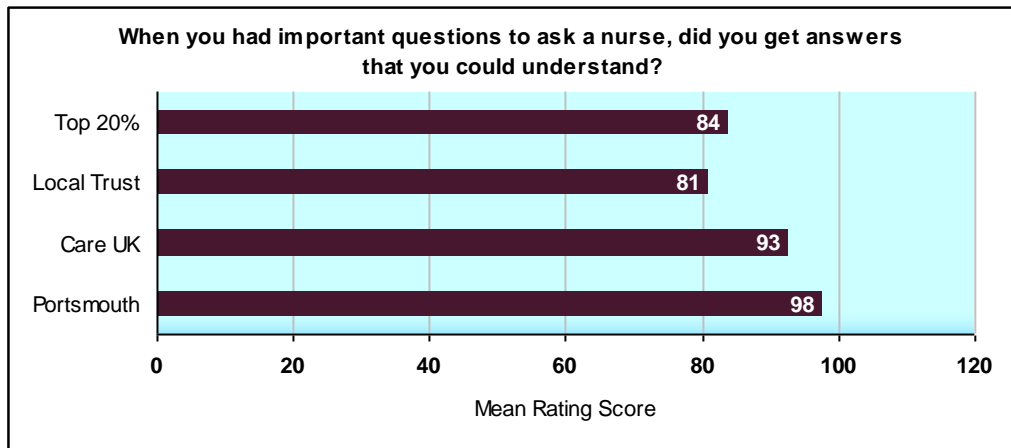
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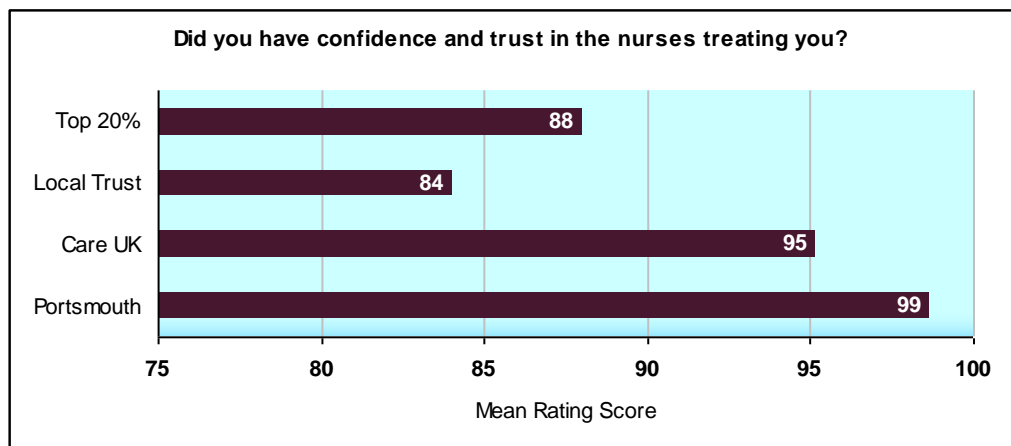
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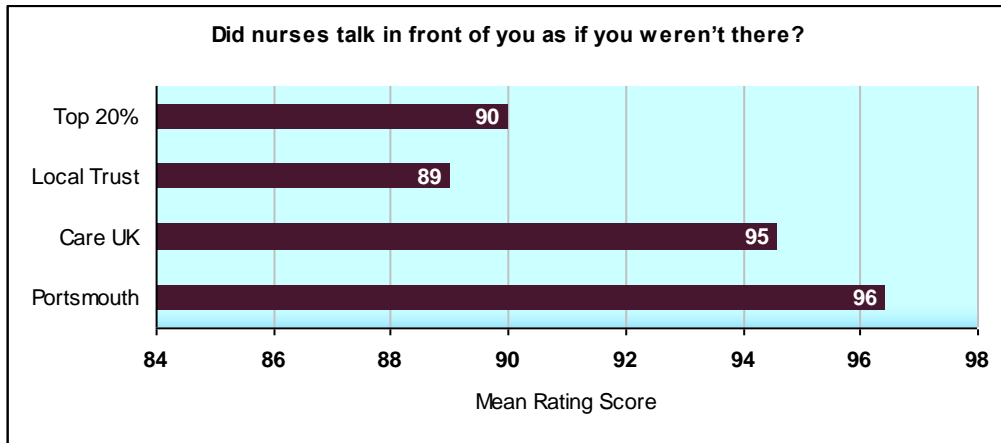
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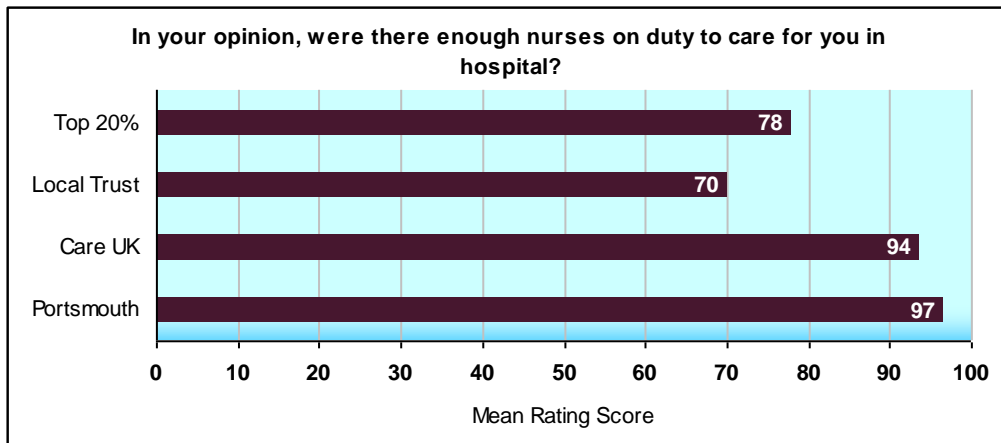
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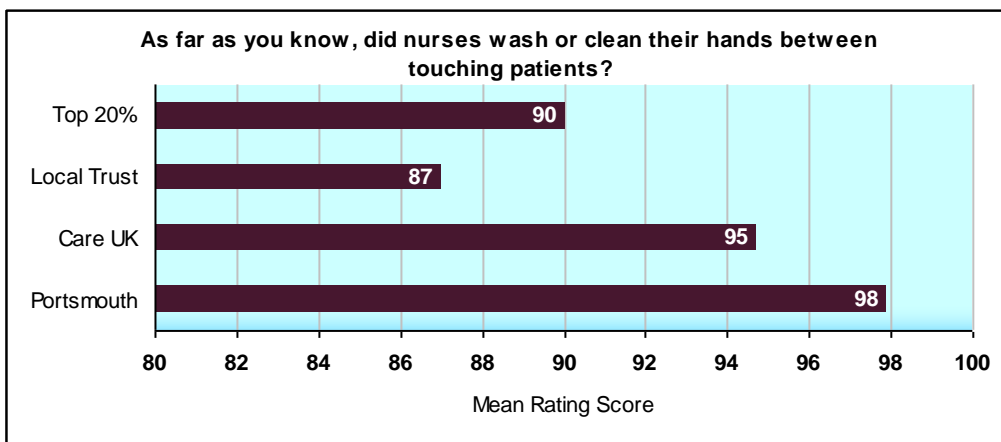
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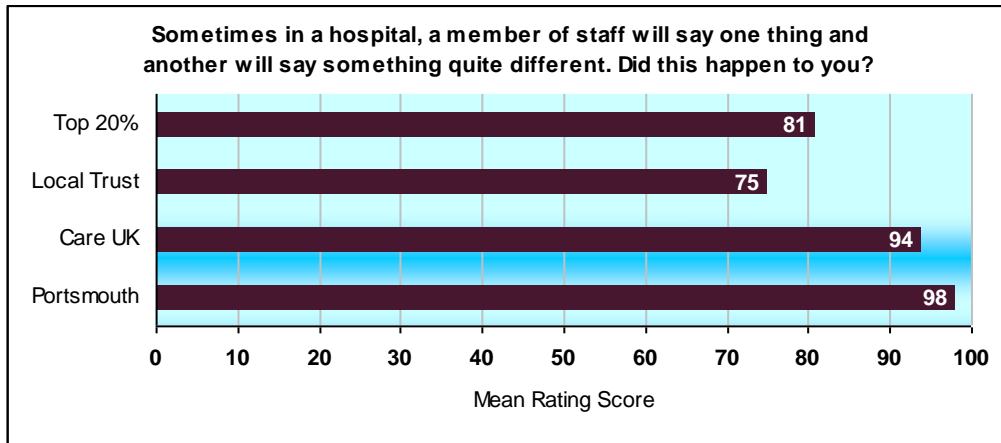
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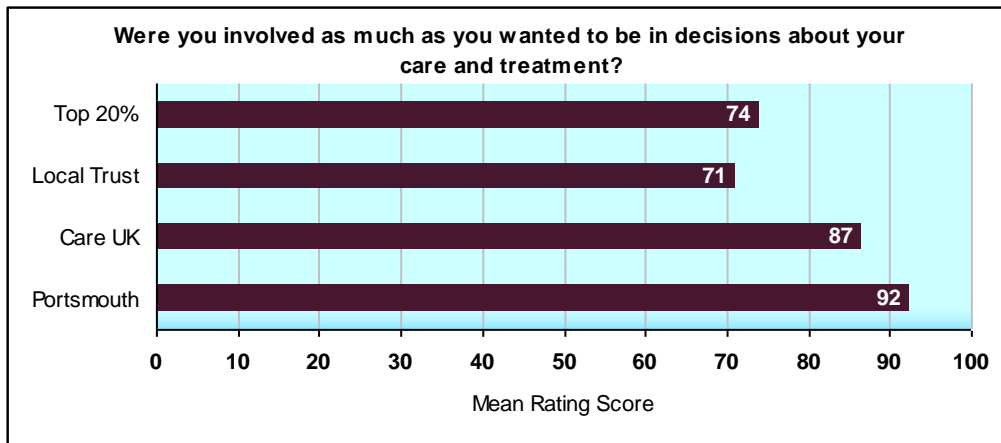
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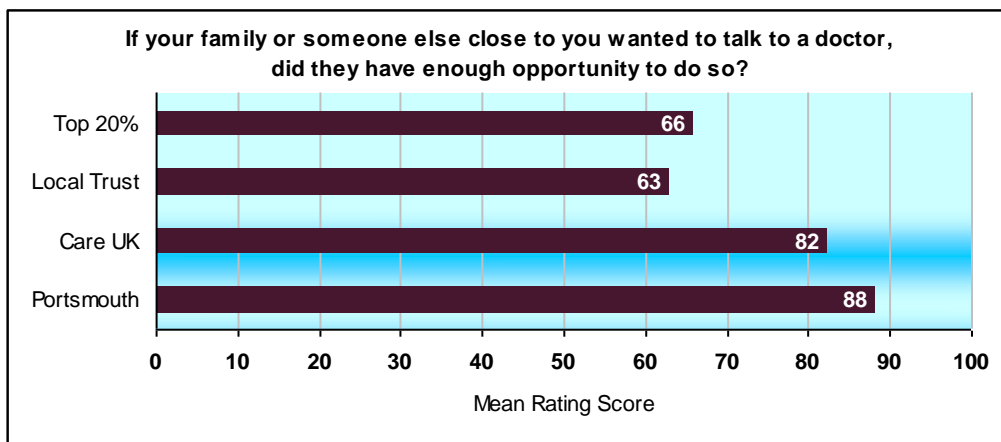
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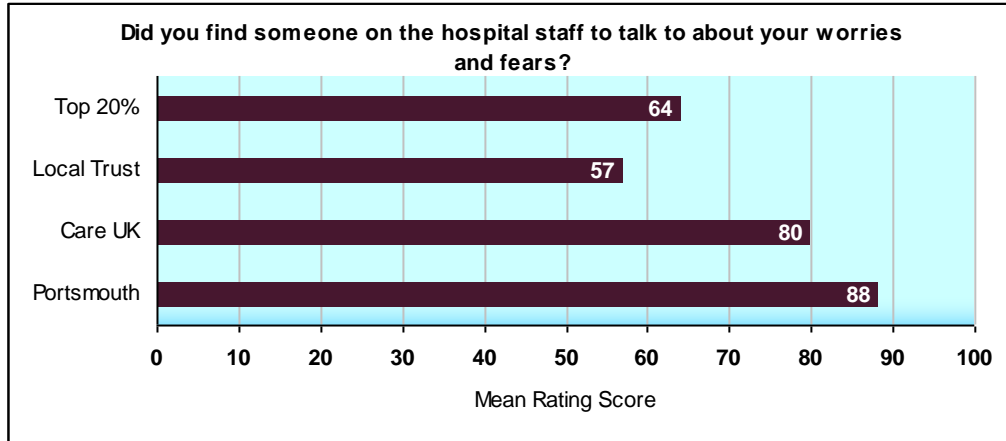
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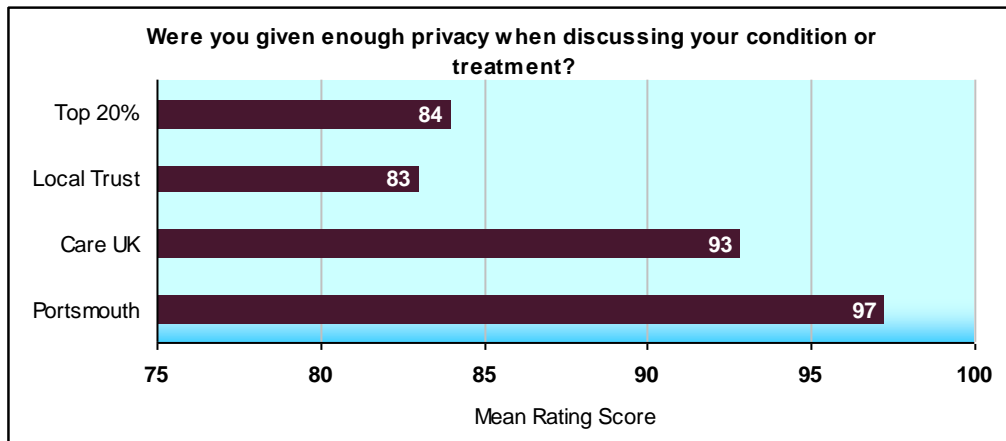
Q27



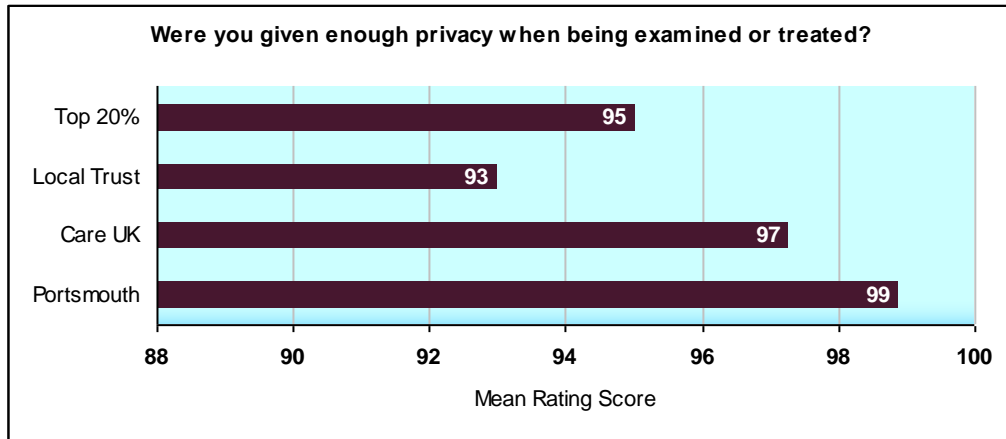
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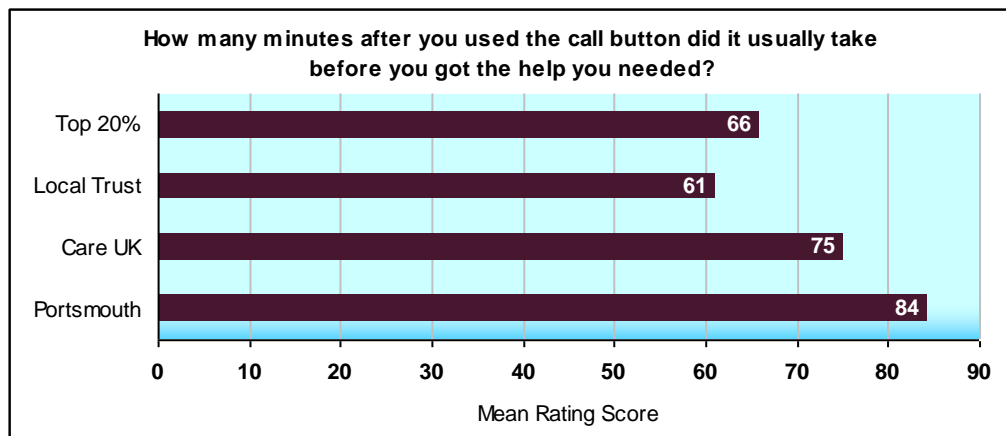
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Q30



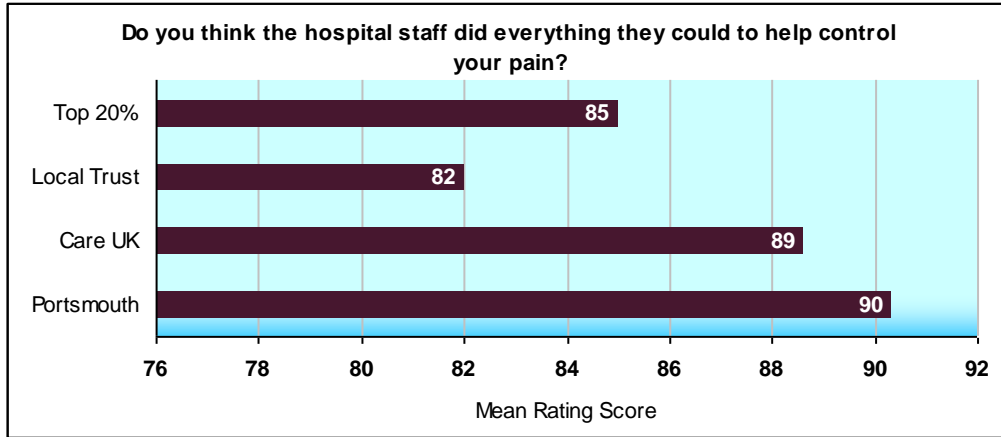
Q31



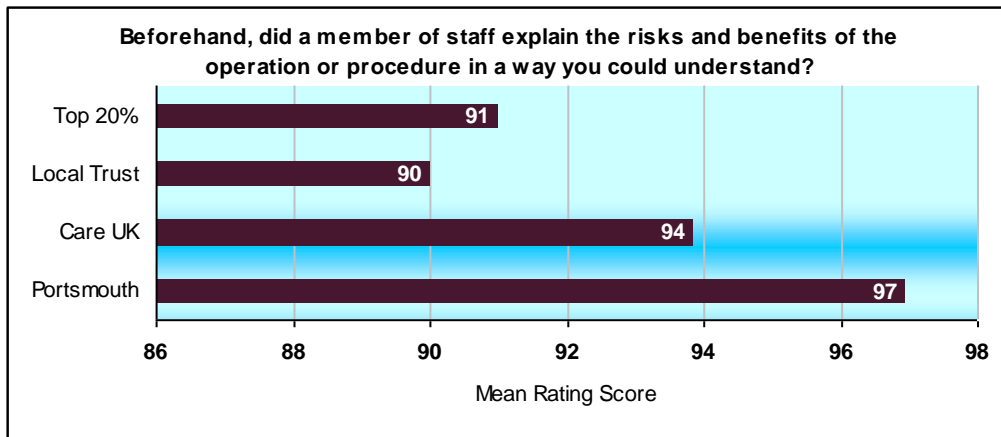
Interpretation Guide

- 92.5% did not use the call button.
- 3.3% were attended immediately.
- 3.7% were attended in 1 to 2 minutes.
- 0.5% were attended in 3 to 5 minutes.
- 0.0% were attended in more than 5 minutes.
- 0.0% never got help when they used the call button.

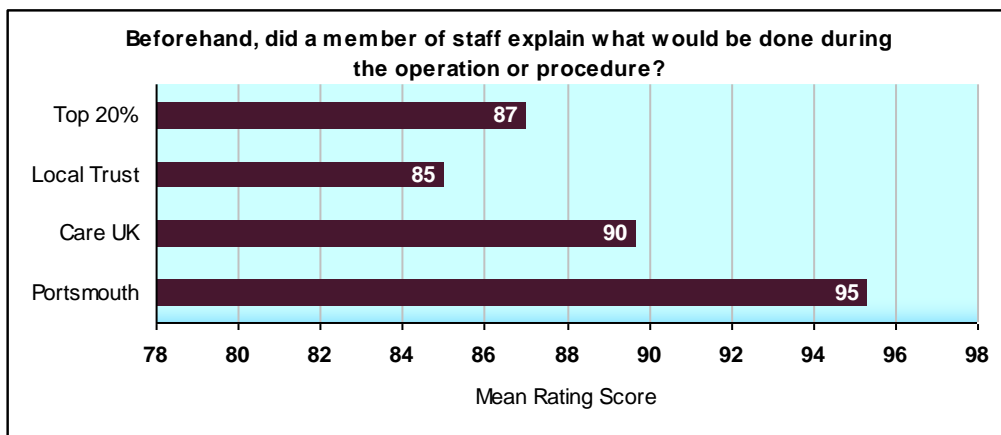
Q32 & 33



Q35

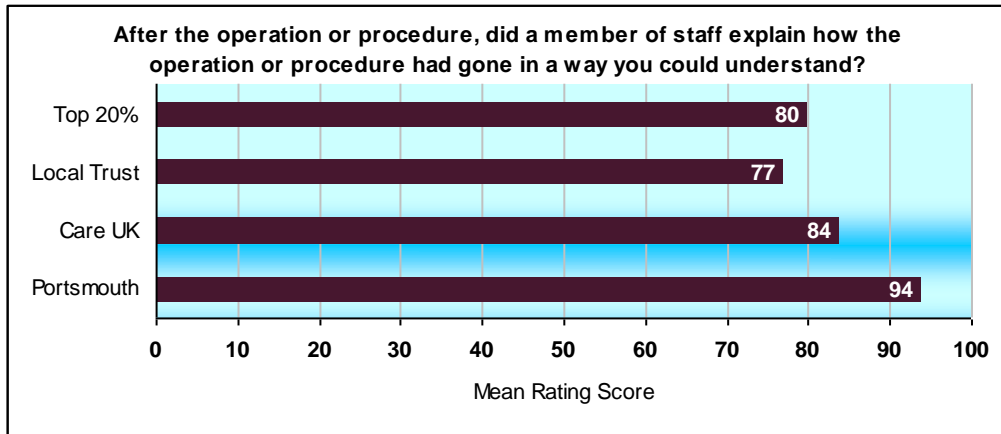


Q36



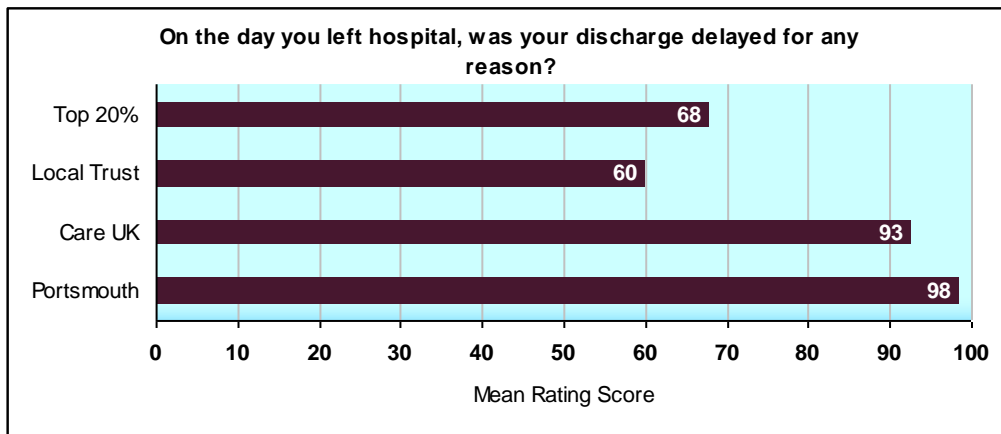
Rated only by those who had an operation or procedure

Q37



Rated only by those who had an operation or procedure

Q38 & Q39



Rated only by those who had an operation or procedure

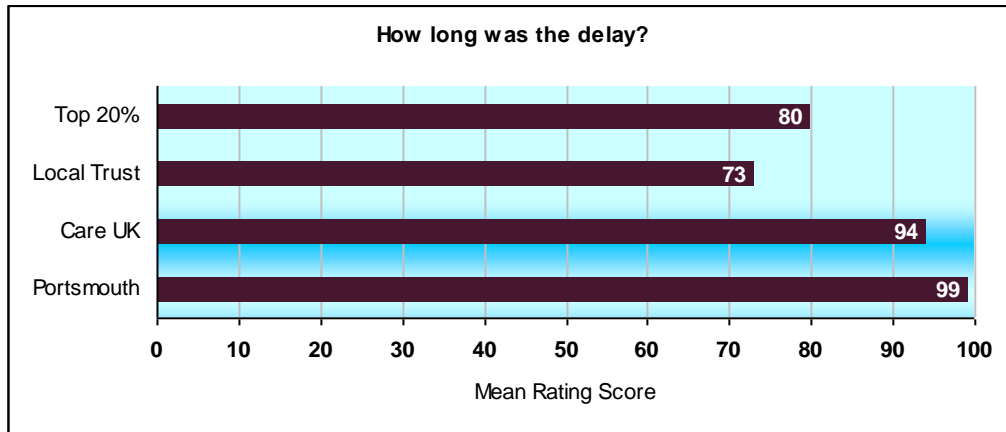
Interpretation Guide

97.5% were not delayed.

Of those that were delayed, the reasons were:

- 36.4% Wait for medicines
- 18.2% Wait to see doctor or nurse
- 9.1% Wait for ambulance
- 36.4% Something else

Q40

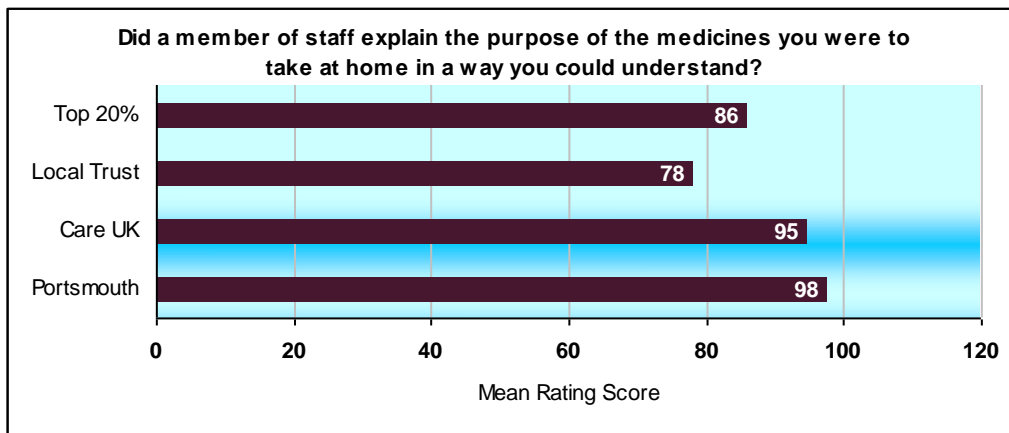


Rated only by those who were delayed

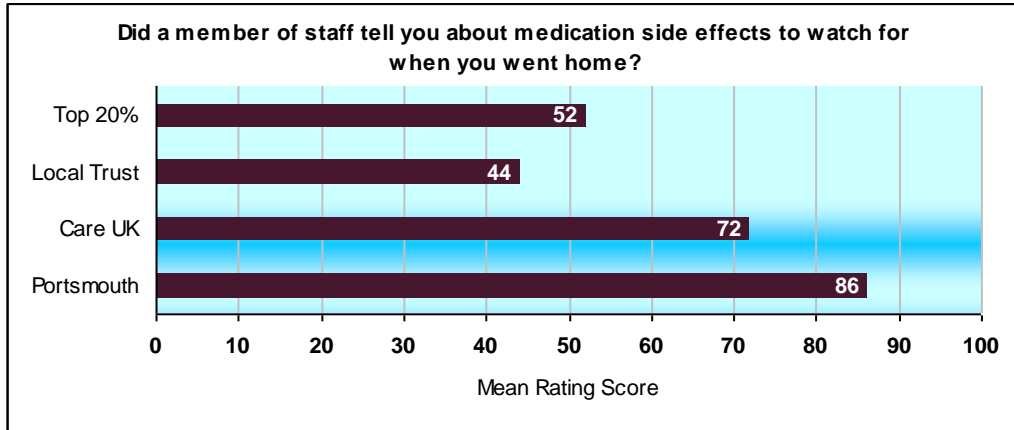
Interpretation Guide

- 80.0% Up to 1 hour
- 10.0% Between 1 and 2 hours
- 10.0% Between 2 and 4 hours
- 0.0% Over 4 hours

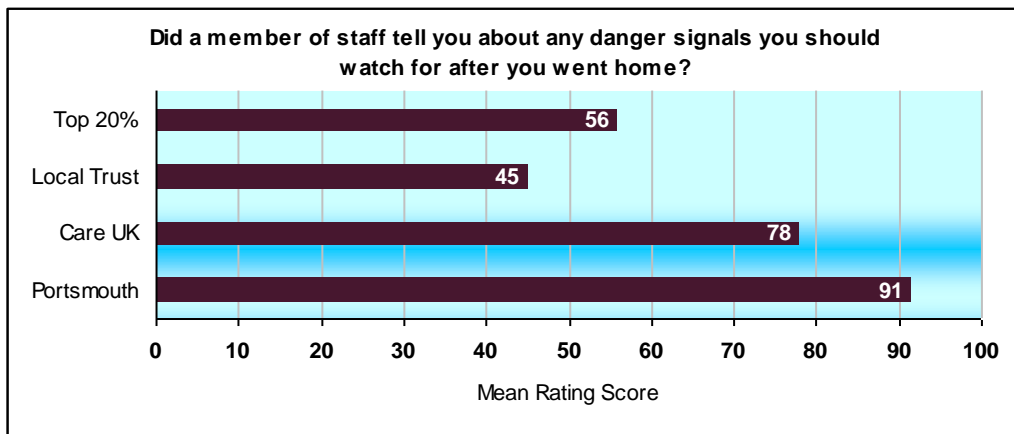
Q41



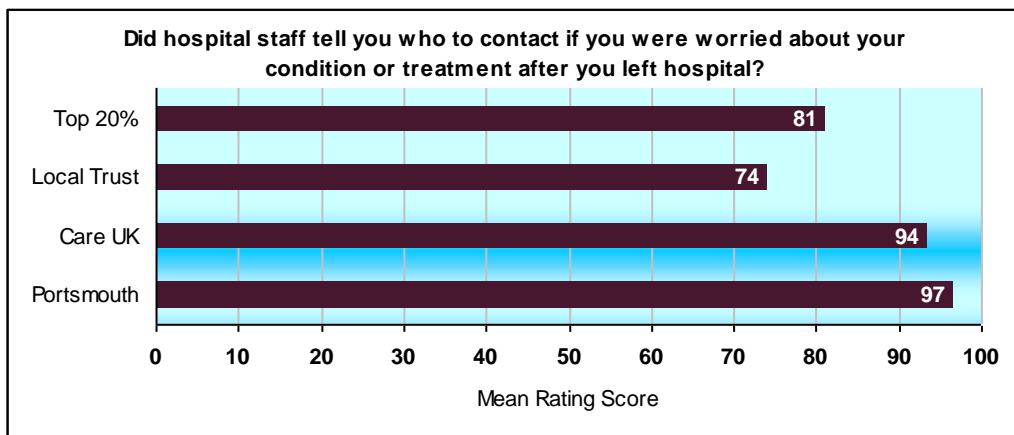
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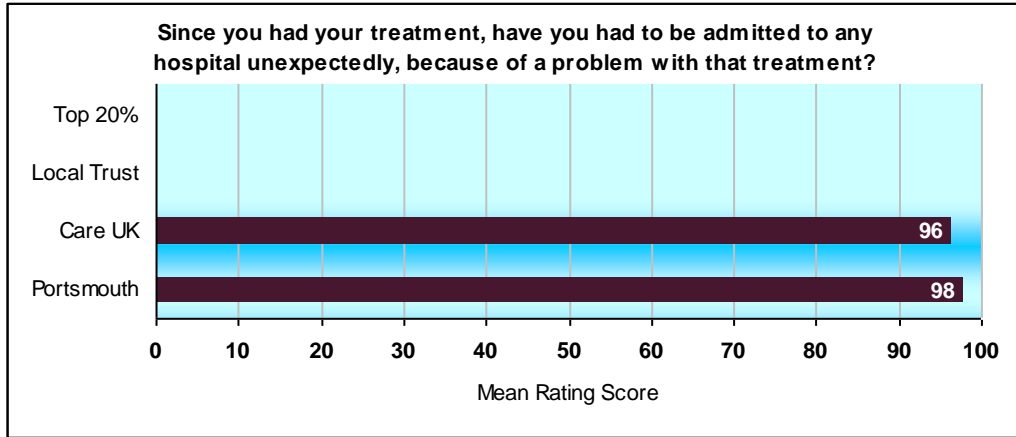
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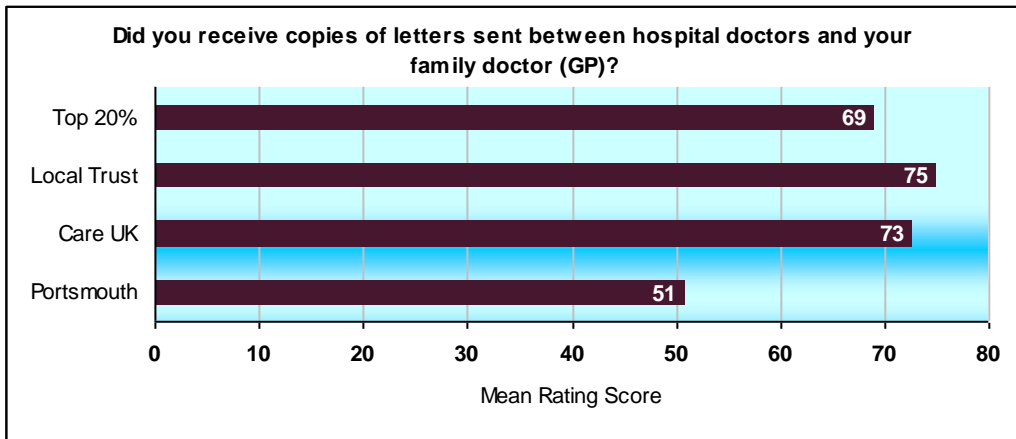
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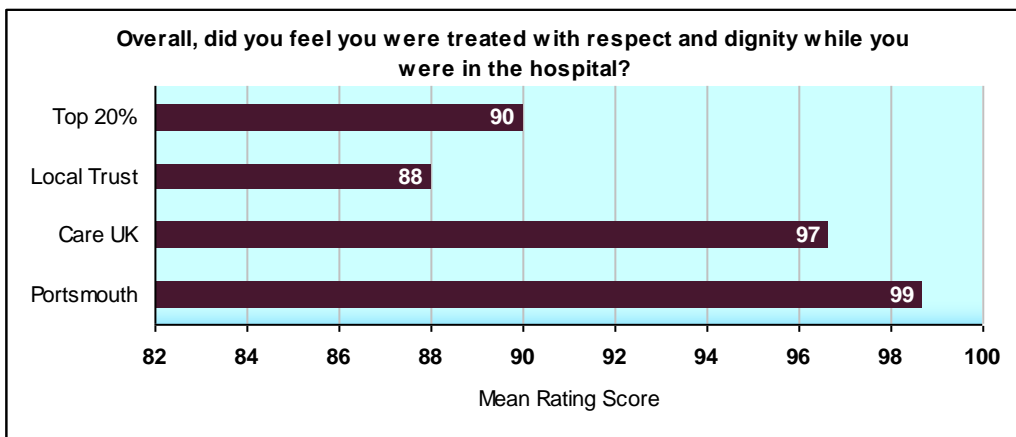
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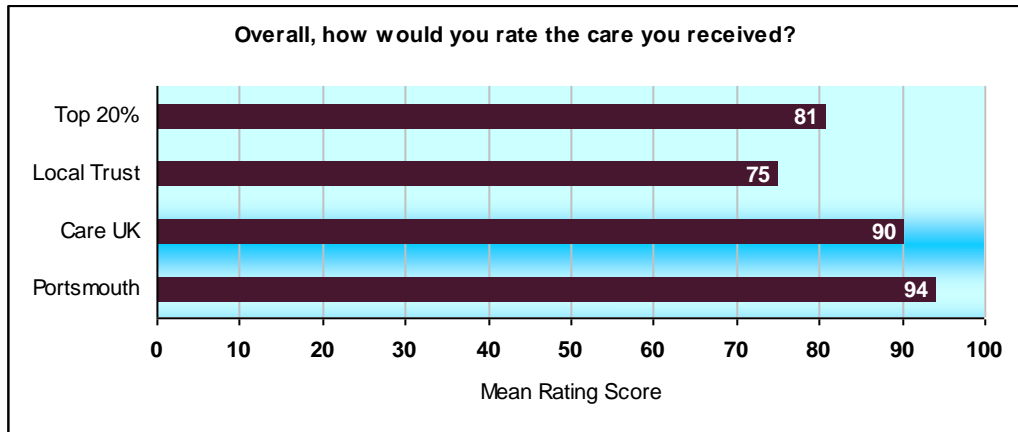
Q46



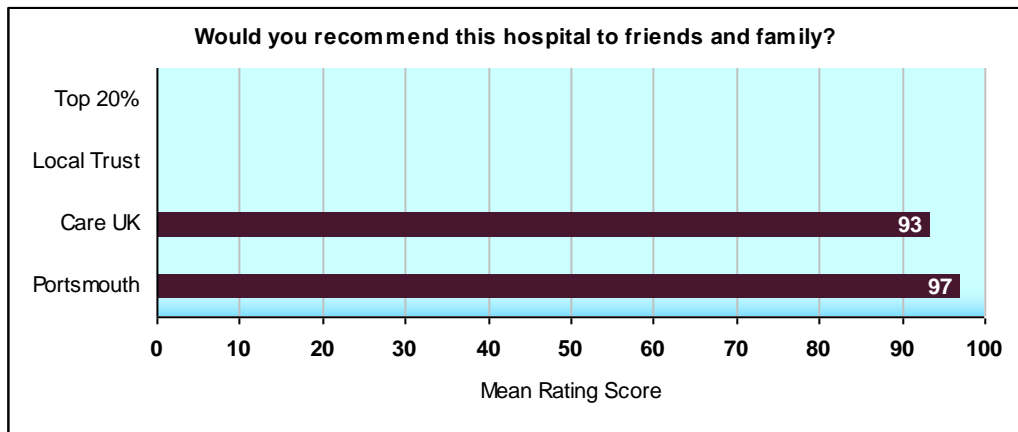
Q47



Q48



Q49



Interpretation Guide

- 94.9% Yes definitely
- 4.4% Yes probably
- 0.7% No

Comments

Was there anything particularly good about your health care?

- 1 Very good
- 2 Doctor and nurses were excellent
- 3 Very good
- 4 Successful hernia operation
- 5 Nurses were excellent happy and informative. Specialist excellent
- 6 Care I received was excellent
- 7 It was all very good
- 8 All of the clinical care was very good. I was very impressed.
- 9 I was very impressed with everything at the NHS treatment centre. In particular I was treated in a very welcoming and friendly way which is such a help if you are feeling vulnerable, frightened or unsure. I liked the way everyone at the centre called me by my Christian name. I also liked the idea of having a gown over my clothes, a shroud over my hair and throw away mules on my feet. The idea of putting all my belongings in a large bag for safety was good. You also felt less vulnerable because you were allowed to keep your glasses on and your dentures in place till the last minute. This gave the patient extra confidence. They also listened to me when I explained why I wanted to be put completely out for my endoscope and they agreed to this after discussion with consultant, etc.
- 10 Everyone who treated me was so lovely and perfect.
- 11 Doctors and nurses were very kind during uncomfortable procedure
- 12 All the nurses and doctors put me at ease and took care of me
- 13 Everyone was friendly and put me at ease
- 14 The consultant was first person to make eye contact with me and introduce himself. The post-op nurse was really good, showed shed was interested (even if she wasn't).
- 15 I was seen on time, and my treatment and all staff were first class
- 16 Staff were very friendly and happy. Very quick & efficiently done
- 17 The staff were very kind and helpful
- 18 Staff were very friendly.
- 19 Swift biopsy, MRI scan, Chest x-ray when malignant growth found
- 20 Everything about my care was fantastic
- 21 Doctors and nurses were magic. Excellent care
- 22 The treatment I received from all staff was really first class
- 23 I found the staff very helpful
- 24 Whole experience was fast/efficient. Arrived 6.45am home at 9.30am
- 25 I could not have received better treatment
- 26 Outstanding. Very calm atmosphere. Everything was top class
- 27 Everyone was very nice to me including the receptionist
- 28 Very impressed by the standard of care and cleanliness
- 29 The nursing staff were totally amazing post op, caring and attentive
- 30 Kind and friendly at all times
- 31 My care was excellent
- 32 I was very pleased with my treatment. I would say that St Marys NHS treatment Centre is second to none.
- 33 I think ST Mary's treatment Centre treated me better than the main hospitals. I will always ask my G.P to send me there if possible.
- 34 The nurses and admin staff were very pleasant and helpful
- 35 Had cataract operations - brilliant result

- 36 The 1st nurse was excellent all round + she made me feel very confident about the procedure. She is an outstanding medical professional.
- 37 Staff all very courteous
- 38 Excellent experience, best I have received in NHS
- 39 The whole experience was excellent
- 40 First class treatment
- 41 It was well planned and explained so you understood everything
- 42 I had a colonoscopy as a 'follow-up' procedure after an operation for colon cancer on 21st May 2004 at Q.A. but can highly recommend ST. Mary's NHS treatment centre and would prefer to go there any time as opposed to Q.A. The kindness & care I received was wonderful.
- 43 The staff were friendly, supportive and first class.
- 44 My appointment was as I requested early AM. No waiting all staff including the staff nurse in charge of me care were professionally and caring. My recovery was good. Pleased I went for the treatment. I am fully recovered.
- 45 All staff were pleasant & cheerful making you feel confident. Dr's excellent.
- 46 My care was very good. Surgeon very accomplished, kind and gentle
- 47 I was all excellent, extremely efficient. Also I was contacted the next morning to find out how I was.
- 48 I had very good treatment and professional care
- 49 Found the whole procedure fast efficient & staff very friendly
- 50 Everyone at this hospital treated me with respect and ensured I was seen to as quickly as possible.
- 51 Doctors and nurses were quick efficient and very caring
- 52 The staff was very friendly. I felt at ease especially when I went to the theatre. The staff all spoke to me, Hello and a wave helped the nerves go.
- 53 All went like clockwork. All staff treated me with respect
- 54 Nurses explained everything well and put me at ease
- 55 Theatre staff were excellent. All staff were friendly & professional
- 56 The efficiency and friendliness of the nurse
- 57 The staff were good at their job, in all departments
- 58 Excellent, efficient attention throughout my care
- 59 Everyone I had dealings with were kind and helpful
- 60 I can see really now
- 61 Overall very impressed with the service
- 62 Surprised and delighted by standard of care
- 63 Surgeons & staff were excellent, friendly and answered questions
- 64 I cant rate the doctors and nurses highly enough
- 65 Staff were excellent. Had call next day to ensure everything was OK
- 66 The attitude of the doctor and nurses was exemplary in allaying my anxieties in having a procedure that I have had many times and find particularly unpleasant. They could not have been kinder.
- 67 All my care was very good thank you.
- 68 Received a phone call next day to ask how I was. Very reassuring
- 69 Very comfortable throughout and impressed by quick recovery
- 70 Nursing staff are caring efficient, show humour and empathy
- 71 I was impressed by the treatment from start to finish
- 72 Reception staff were extremely helpful
- 73 All aspects of care were good
- 74 I was very happy with my treatment and care
- 75 At all times I was made to feel at ease and was well looked after
- 76 The professionalism of the nursing staff
- 77 The nurse was gentle and reassuring. Everything was calm, no delays

- 78 I received excellent care
- 79 Well trained staff. Approachable Doctor. Excellent facilities
- 80 I felt that I had been informed and kept in “the loop” at all times staff treatment had been excellent including doctor and nurses. Appointment time was very short. Well organised.
- 81 I was in and out after my operation in two hours. It was very quick and excellent service. I wish we had a choice to choose going to St Mary's over Q.A.
- 82 Excellent.
- 83 Very pleased with the whole experience
- 84 It was a very successful procedure
- 85 I felt very relaxed. All staff very kind to me and my daughter
- 86 Nurses were kind & reassuring, held my hand during the operation
- 87 I was looked after by the staff during my stay
- 88 Very quick excellent procedure
- 89 Excellent care to a very high standard
- 90 Doctors and nurses kept me calm and reassured
- 91 Seen promptly. Care and attention was of an excellent standard
- 92 The standards of care I received were exemplary. It's a pity not all of the NHS is this good. They should attend as an In Patient at this facility to fully appreciate how poor NHS service really is by comparison.
- 93 The treatment was excellent. Doctors & nurses very friendly
- 94 Everything
- 95 I was well looked after, after my operation.
- 96 Everything was perfect
- 97 I was well satisfied with the treatment I received
- 98 Made to feel comfortable during procedures.
- 99 The staff - nurses and doctors who carried out the procedure
- 100 Day after op I had lot of pain. Hospital said come back. Seen rightaway
- 101 Originally booked for local, but on the day after several attempts - op abandoned as I was so distressed, to be rebooked under G.A. The whole team as SMH centre were so compassionate + understanding + comforted me until my husband arrived.
- 102 It was quick
- 103 The efficiency and time it took for the procedure to be done
- 104 The care and treatment I received was very thorough.
- 105 Wonderful treatment and care from start to finish
- 106 St. Mary's NHS treatment centre is exemplary in virtually every facet of its operation. It is spotlessly clean. All staff communicate clearly and to the point. Booked procedures started precisely at the appointed time, unless you arrive early, when they might start early, procedures are carried out with zero delay and one feels the staff go out of their way to respect the patients valuable time, unlike much of the rest of the NHS, where wonderful treatment is often delivered at the expense of much wasted time often delivered at the expense of much wanted time for the patients. St. Marys treatment centre staff are quite obviously the cream of the crop and make sure the patient always feels safe and actively well cared for by nice professional people looking out for patients interests. Booked procedures are always proceeded by exceptionally clear printed explanatory notes and diagrams. More wonderfully clear printed notes go home with the patient to explain arise. Copies of the letters to your GP are given to patients before they leave.
- 107 Staff gave the impression they did care.

- 108 Nurses seem to work extremely well as teams & seemed very professional at all times. I was very pleased with kindness shown to me I am 83 years person & I do appreciate my treatment, this could not have been better.
- 109 Nurses were extremely friendly, efficient and put me at ease
- 110 I felt safe and cared for at all times
- 111 Overall excellent hospital and first class care
- 112 You were looked after promptly. Everyone worked well together
- 113 Whilst having the minor op, all staff were very friendly and made me feel at ease during the procedure.
- 114 Very good care in a bright clean environment. Friendly nursing staff
- 115 I had no problems with the way I was treated or the care I received. My Mother came with me and the staff were very good to her as well. They looked after her and made sure she was OK whilst I had my operation. The hold up on the medication was because I was allergic to one of the ingredients, so an alternative had to be found. The Nurses came and apologised for the wait and so did the consultant which I appreciated even though it wasn't their fault I was waiting. If I get this care next time when I have my other cataract done, I'll look forward to it.
- 116 All the staff were very professional efficient & extremely helpful
- 117 Yes, the procedure was carried out so quickly and fast and was absolutely priceless. It was a colonoscopy.
- 118 Staff are extremely pleasant and efficient
- 119 Experience made easy by kind & patient staff
- 120 The nurses were fantastic, really caring and made me feel at ease
- 121 The care and attention from all the staff
- 122 I was very happy with the way I was treated
- 123 My treatment was first class. Caring and professional manner
- 124 All staff professional and helpful at all times
- 125 All the staff were very polite, pleasant and very reassuring
- 126 Very impressed with St Marys NHS treatment Centre. Couldn't fault my treatment (hernia op) on the day - as good as any private hospital.
- 127 Excellent care received, looked after very well
- 128 Yes. I thought all the staff were very polite and professional. The best treatment ever.
- 129 Very clean and well managed
- 130 BUPA could not better the staff and treatment at this centre
- 131 Cannot fault my care
- 132 Nursing care
- 133 Very pleasant staff
- 134 Day care & dermatology units are superb. Staff very friendly
- 135 I received very good treatment all round
- 136 Very pleasantly pleased at the care and treatment I received
- 137 All the staff were very friendly and made me feel at ease
- 138 It was all good
- 139 All the staff were very friendly and very professional. The consultant was excellent with a very good manner.
- 140 Use of gas & air as apposed to general anaesthetic. Faster recovery
- 141 I had two operations for swelling after my hernia operation and a number of examinations appointments. Their advice and treatments were excellent and delays were minimal. During my three admittances I got to know a lot of the nursing staff, most closely. They were all excellent.
- 142 All excellent. Most impressed with everything. Full marks
- 143 Staff were excellent. Made to feel at ease and comfortable

- 144 Speed and efficiency of staff was excellent. Gave me confidence
145 Everything. I was very nervous at first but was soon put at ease by Dr Tom
and his team. The whole procedure was well explained to me and my husband.
146 Received excellent treatment
147 Nurses were excellent, very caring and helpful
148 Most impressed with the quality of support and medical care
149 First class care
150 Every member of the centre that I came into contact with is a credit to the
centre.
151 Doctors nurses rest of staff very good. Good cup of tea & biscuits
152 I found all of the nursing staff & the surgeon who carried out my procedure
very kind & helpful & reassuring because I had been quite worried beforehand.
Also I was given a cup of tea afterwards which I thought was a nice gesture.
153 No waiting for attendance. Good operation Very pleased
154 Nurses were excellent. Kind, very clear explanations.
155 Care was excellent at St Marys. Staff very pleasant.
156 Treatment very good & well explained. Staff helpful & efficient
157 Friendly staff and easily approachable.
158 I was very satisfied with the care at St Mary's
159 Everything + every person were excellent from the time I arrived the time I
left in particular. The staff.
160 Was very efficient
161 Made comfortable while waiting. Tea and biscuits afterwards
162 All the staff were dedicated to my care without distraction
163 I thought that the nurse who was with me during the procedure was
excellent - her calm, reassuring voice enabled me 'not to gag.
164 Very clean, helpful and friendly.
165 I was treated kindly by all members of staff involved in the treatment I had
for day surgery.
166 Lovely friendly atmosphere. All the staff are wonderful and efficient
167 Nurses and doctors were very respectful gentle and kind
168 I was in for a cataract removal and in my opinion the care and the doctor
Mister Mann was excellent.
169 Arrived early for appointment, seen early and treated early. Excellent!
170 Treatment was excellent. Staff kind thoughtful professional
171 I was seen at the appointment time I was given. The treatment room were
clean and the reception staff and nurses were approachable.
172 I was treated very well and have no complaints
173 Everything was excellent
174 The best I've had in hospital, they were brilliant
175 Very satisfied
176 The hospital does a good job.
177 Pleasantly surprised at the ease of the operation
178 During surgery
179 Very good facility
180 Excellent facility, well staffed. Nurses calm and reassuring
181 The treatment has been excellent
182 Very professional, quick gave me confidence that all would be well
183 Excellent service, time and date chosen so daughter could bring me
184 I felt well cared for in an excellent hospital
185 Treatment and care was very good
186 Looked after very well and efficiently treated
187 You couldn't improve on the treatment I received

188 I had a local anaesthetic for a minor hand op, was extremely scared & a wonderful male nurse held my (other) hand the whole time, sat with me & chatted to take my mind off the op, he was fantastic & I wouldn't have coped ad he not been there. Thank you.

189 All staff were very supportive and caring

190 The staff were friendly and polite. Very satisfied

191 A nurse was dedicated to me which allowed us to develop a rapport

192 The treatment was exceptional. Easy and reassuring experience

193 All staff & Doctors lovely, but treatment I've ever had, in a hospital so caring and friendly, helpful.

194 Punctual. Clean. Professional. Friendly

195 Felt relaxed and well cared for. Environment was very comfortable

Was there anything that could be improved?

- 1 Had to endure loud pop music. Would have liked something more relaxing
- 2 Due to complication I was transferred to QA Main Hospital. Conditions not so good
- 3 More car parking is needed
- 4 The volunteer receptionist was rather abrupt - he may have been having a bad day as he appeared. More helpful on subsequent visits. The toilets were dirty in O.P.D.
- 5 No – I thought it was all excellent. You cannot improve on perfection!
- 6 Receptionist no there on arrival. Few minutes before anyone arrived
- 7 Yes. I had to wait 2 hrs later than my appointment because of medical staff shortages. The doctor was running an out patient clinic as well as operating.
- 8 Very young and old patients should have choice to go home & not wait around
- 9 Had trouble understanding the nurse due to her strong accent
- 10 The receptionists were surly, rude and made no eye contact when leaving out the ID questions, but looked at computer screen whole time, when this was pointed out, no apology.
- 11 No.
- 12 Left sitting in open cubicle on view to passing traffic
- 13 Yes. I should have been told that it is totally unnecessary to have local anaesthetic. I was the one who made the bad decision, but this could have been avoided, what happened? I had this tube stuck up my nose with something coming through it that gave me an allergic reaction that took me several days to get rid of. (I am very sensitive to certain substances that are in touch with my respiratory system). I found out lately asking someone else (a medic) who had had the procedure that even with an anaesthetic a tube up the nose is not needed + not used in other hospitals.
- 14 To have medicines ready, as you get uncomfortable waiting around, by the time you have everything ready to leave, you need more pain relief. Nurses can't give you anymore as you have been discharged and your bed has already been given to someone else.
- 15 Theatre staff did not give surgeon total support and gel as a team
- 16 No.
- 17 After care, controlling patient pain. I had to ask for pain relief. Nurse was in a hurry.
- 18 No.
- 19 It could not be improved.
- 20 Unfortunately I was referred to the anaesthetist for a health check. When I arrived for my appt. he didn't know why I was referred by the nursing team. I had travelled a long way and felt that my time had been wasted as I had to take a day off work to attend the appt. I was very nervous about my operation and was very upset in theatre & recovery. The nursing and medical staff were very caring and didn't make me feel stupid. They tried to allay my fears. In recovery I had a small amount of discomfort and I was given IV medication immediately. Unfortunately I had to return to have the plaster replaced which again became loose.
- 21 I don't think so, my welfare was a priority, that's what I felt.
- 22 My procedure was delayed due to my pre-op notes being missing
- 23 Had to try 2/3 times to get someone to answer phone on reception desk
- 24 Attitude of staff at reception should be more helpful and friendly
- 25 Should speak to patient first before the letter to GP/Patient arrives

- 26 More advice on aftercare would be good i.e. keeping wound clean etc
- 27 The notes sent from Haslar Hosp, implied that I had had a previous cancer which is not the case and the consultant doctor had included this on the report to me and my G.P. However, I telephone and she quickly rectified her report to my G.P. making clear that there as a family history of bowel cancer, but I had not had it. The notes from Haslar were very vague which concerns me for other patients as well as myself. They need to be unequivocal when stating facts. The sentence used was simply "previous cancer" or words to that effect. No one mentioned this before I had the procedure (colonoscopy) which still concerns me that no one picked up on it from my notes and realised it was inaccurate.
- 28 No.
- 29 The receptionist could be more friendly
- 30 Physio waiting room was small and cramped
- 31 Food
- 32 Didn't get tea and biscuits after surgery as promised
- 33 Delay between arriving and being admitted
- 34 None required.
- 35 No.
- 36 No-one phoned the next day, as promised
- 37 No.
- 38 No. I found the staff & Doctors very good at what they are doing, to keep you assured that you will be ok at all times.
- 39 My treatment was for cataract left & right eyes.
- 40 No - care was so excellent - I wish all my patient journeys had been like this one. I could not praise them enough and even nominated them for "hospital team of the year".
- 41 My husband came to collect me no-one downstairs told nurse he arrived
- 42 No. I was very impressed with the way things went, and am very pleased with the result and improvement in my vision.
- 43 The steak and chips could have been better and more to order.
- 44 Thank you.
- 45 Was due to have 2nd op, but after numerous calls still no date
- 46 More doctors and nurses on the wards
- 47 Car parking
- 48 Being told consistently that the waiting list was very short for day - case hernia surgery, then finding I had to wait almost 6 months. Both GP's I saw, and the consultant, and admin staff when I chased it, all said no problem - you'll have it done in March/April. So I arrange my work, holiday, personal commitments around this - and hear nothing. And nothing. Chase it, hear nothing. Eventually get an appointment for late May. It would have been far more acceptable to be told from the start that I would have to wait 5 or 6 months. I thought this was poor.
- 49 I would have liked a copy of results which were sent to my GP.
- 50 I had an annual colonoscopy but the findings were not sent to the consultant under whose care I am a patient. Therefore when I had my annual with his team - some 4 months later - they did not have the information they needed.
- 51 Hard to comprehend some foreign doctors
- 52 Returned to hospital with swollen foot and ankle. Had tests.
- 53 Kept waiting 2 hours as doctor was covering for Consultant on holiday
- 54 Difficult to understand the staff because of overseas accent.
- 55 No.

56 My treatment was delayed because I was found to have MRSA by hospital. The contact between hospital and my GP (or vice versa) seemed non-existent. I had to keep chasing over more than 18 months until the MRSA was found to be clear. This was not often i had been diagnosed then treated by my GP. Eventually then i was referred i called back to hospital.

57 I would have liked a little longer to recover from my “procedure” (possibly another half-an hour or so...?) Before leaving the hospital as I felt quite shaky & strange for a while) However I understood that there were no other patients waiting for treatment who needed the seating areas.

58 I believe I should have been given more recovery time before discharge. Operation under general aesthetic 11.00am, discharge at 2.00pm.

59 I don't think so.

60 No follow-up whatsoever by hospital. Bad result from right hand

61 The Doctor who carried out my operation entered the theatre, did not talk to me, but instead to the nurses. He worked very well but made me feel like a number.

62 The wait for the appointment and then to see GP afterwards is too long

63 More doctors and nurses, government cutbacks

64 Can't bend or straighten my finger since the op, even after physio

65 No.

66 Parking. Indication to go upstairs without going to ground floor reception

67 Car parking

Any other Comments?

1 Waiting times were too long over appointment times. I had to feed the car parking meter twice on each occasion I visited the O.P.D. I have completed 3 survey forms on this episode - too many - too costly - 1 exit survey should be sufficient.

2 I thought everything went brilliantly. In my mind it was the best experience I'd had (in a hospital) since I was a 15 year old girl (60 years ago!) Suffering from double pneumonia and pleurisy with a pleural effusion and a T.B. Chest. This was in the Royal Portsmouth Hospital in 1950/51. I had to stay there for 6 months & could only get around in a wheeled chair because I had to have complete bed rest. The only antibiotic then was penicillin and I was allergic to that so it had to be complete bed rest. All the nurses were friendly – everything was immaculate and there was a fantastic matron in charge who ruled the whole hospital with a rod of iron! (She looked something like Hattie Jacques!) Back to 2010 - Excellent!

3 What difference does my race/colour matter?

4 Machinery broke down

5 First impressions last forever. I did not feel like an individual, but part of a factory conveyer belt. I did record this on the evaluation on the day and would like reassurance that 'first of house' staff have improved.

6 The surgeon left before talking to me after my surgery. I would have liked to have known exactly what he did.

7 Staff at St Marys acted very promptly and effectively. I am grateful to them

8 Since this operation I am now suffering from acute dry eyes for which I am receiving treatment and medication now. This is doubtful if it has anything to do with the operation I had.

9 Pleased with punctuality and speed of admission/exit.

10 I only went for a carpal tunnel operation.

11 Sitting sideways with curtain drawn would have been preferable

12 Looked after very well. Just above was the only thing that spoilt it.

13 On one occasion I had to have a follow up procedure. My husband & I arrived on time. After book in sat in waiting area, I was asked to come in & did I bring anyone with me. I said yes my husband. He was asked to come in with me which had not happened before. We were taken on to the ward + sat in a cubicle curtain was pulled across. The nurse introduced herself as the ward manager & that she had some bad news for us. Stomachs dropped as a small growth had been found and tested from the last procedure. When she turned around to say the machine had broken down & they would have to send me another appointment. Why this could not have been said to us in the waiting room. So easy just to say sorry we have trouble with the machine. Unable to see you this afternoon management skills need to improve.

14 More training for foreign nurses regarding respect for consultants

15 Had no help to dress & was not asked about the pain

16 Could not have had better treatment had I paid privately. I felt privileged to have had treatment in such a superior department.

17 Yes, If I have to have my second cataract done I would like to go to St Mary's Medical Centre again.

18 Waited 2 and half hours for check up appointment after the op

19 St Marys NHS Treatment centre is excellent

20 My experiences in your hospital.

- 21 Nursing staff should not assume that it is OK to use first names without asking.
- 22 Delay while equipment was sterilised. Could that have been done before?
- 23 I know the NHS is under extreme pressure but for me this has boosted my confidence in the NHS. If this treatment can be run out to all departments then the NHS would be world class.
- 24 Care UK should take over the Portsmouth NHS trust.
- 25 Comments made by me relate to the eye treatment centre for cataract surgery.
- 26 My Doctor didn't agree with my decision to have the op. I am pleased I did
- 27 My flue care with GP practice nurse because of dressings was another story. She refused to change dressings post op as instructed by you (SMH) Then sent me incorrectly to Havent Day Hosp by her. Where they also refused and after a very long tearful conversation GP receptionist - nurse decided to change dressing, which was completely black and stuck to my wound and complained to me throughout that she supposed to do dressing as technically "off sick".
- 28 There was an initial problem with my referral which I had to chase up through my GP. This meant I had to wait longer for admission.
- 29 My family has used St. Mary's NHS treatment centre a number of times and service quality has never verified from excellent in every respect. The whole NHS should be remodelled in this basis.
- 30 Just thank you very much.
- 31 Keep going with the good work, no problems here.
- 32 55 questions are bit tedious. Suggest limiting it to 30 questions
- 33 Referral delay. Doc sent referral to a specific consultant and the general. After 3 weeks no trace of paper work after a few days. Forced by surgery. Told gone for ???. Next day letter held, saying referral being returned to due to it need to go to RSH. Doc didn't receive it back for several days after. This took 5 weeks once at RSH a good turn around and response.
- 34 The staff were very good at answering my questions. By the time I had my operation my nerves had gone and I felt very relaxed, because I trusted the nurses & the Doctors as they had been very honest with me. Keep up the good work, I know it can be hard sometimes, and I thank you for every thing you did for me and the way myself and my mum were looked after.
- 35 I had a bad, quite painful colonoscopy at Queen Alexandria Hospital some years ago just after my colon cancer operation. I was dreading the (test) procedure this time round. But this time it was so pain free and fast I wouldn't want to go anywhere else for the procedure other than St Mary's treatment centre.
- 36 I suggest it is not appropriate to use an appointment card in the dermatology department which advertises litigation advice.
- 37 Centre is spotlessly clean bright and airy
- 38 To avoid risk of infection, no children under the age of 16 to visit
- 39 I was not admitted, but was an outpatient at the treatment centre. I had a colonoscopy and a retinopathy procedure.
- 40 Opening the St Marys TC was a definite plus for Portsmouth
- 41 I would have chosen St. Mary's (Portsmouth) treatment centre because it isn't the first time I have had a procedure there. I think it is excellent there and would recommend it to people. You can not fault it at all.
- 42 Why questions about colour, race, etc. We are just people
- 43 DVT confirmed. Now off Warfarin and on road to recovery

44 Parking is always an issue. I feel it is totally wrong that patient or people being admitted to hospital, (or those people escorting them). Should have to pay for the pleasure of being ill.

45 Was able to have op without sedation so could watch & surgeon explained

46 The whole procedure was very quick from the receptionist and the time Dr. Tom gave me the result. Thanks to all the team.

47 Quick response by ambulance to hospital

48 At all times when dealing with St Mary's care centre I always felt I was treated very well and have now had 2 lots of treatment at the centre. Both lots of treatment have been successful and would have no problem in recommending this treatment centre to any other person. Thank you.

49 Readmitted at 4.00 due to a fall in which my foot reopened and had to be re stitched. This was due to still being groggy after the anesthetic. I still have problems with the foot, probably more so since the operation.

50 I was extremely impressed by St Mary's treatment centre, from the initial appointment to discuss medical record & make appointment through to the day I had my procedure. The treatment I received was excellent. The treatment was very prompt and I certainly commend all the staff I came into contact with. I very much hope that when I have the procedure again next year I can have it at St Mary's.

51 This is an admiral centre which I consider we in this area are very lucky to have, & would not worry should I have to require treatment & have again.

52 I know Doctors are busy, but so are nurses and they made me feel comfortable. Perhaps surgeons could be more approachable especially if the patient only has a local aesthetic and is awake during the procedure.

53 You could do with a clock above the reception

54 Quite under used

55 It was good & fast only 3 weeks from referral to op.

56 Every one was very friendly & I felt they did their utmost to care for me, both physically & emotionally. (even though I was only in for a very minor op)

57 No.