

PATIENT
DYNAMICS™

Listening to patients' views

Patient Survey Report

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Report Date: 9 April 2011

Report for 2010

Medway NHS Treatment Centre



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Was there anything particularly good about your health care?	30
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MANAGEMENT REPORT: MEDWAY

2010 results show that Medway scores above the Care UK mean in all areas with the exception of *Pain*, a measure on which Medway is seven points below the Care UK mean. Medway is consistently ranked as one of the highest scoring ISTCs across a number of measures. *Pain* is the obvious exception to this. Decreases were recorded across five of nine areas, though many of these are so minor as to be considered negligible. The most significant decrease was in *Pain*, with a drop of eight points recorded for the year. There were increases recorded for *Admission* and *Leaving Hospital* scores.

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

	Question	Medway	Top 20%	Diff
Q33	Do you think the hospital staff did everything they could to help control your pain?	82	85	-3
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	Medway
Q2	Were you given a choice of admission dates?	67**
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?	77**
Q33	Do you think the hospital staff did everything they could to help control your pain?	82
Q1	Were you given a choice about which hospital you went to?	82**

**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 Medway 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	467
Returned undelivered by mail	6
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	38
Not returned (reason unknown)	338
Response rate	55%

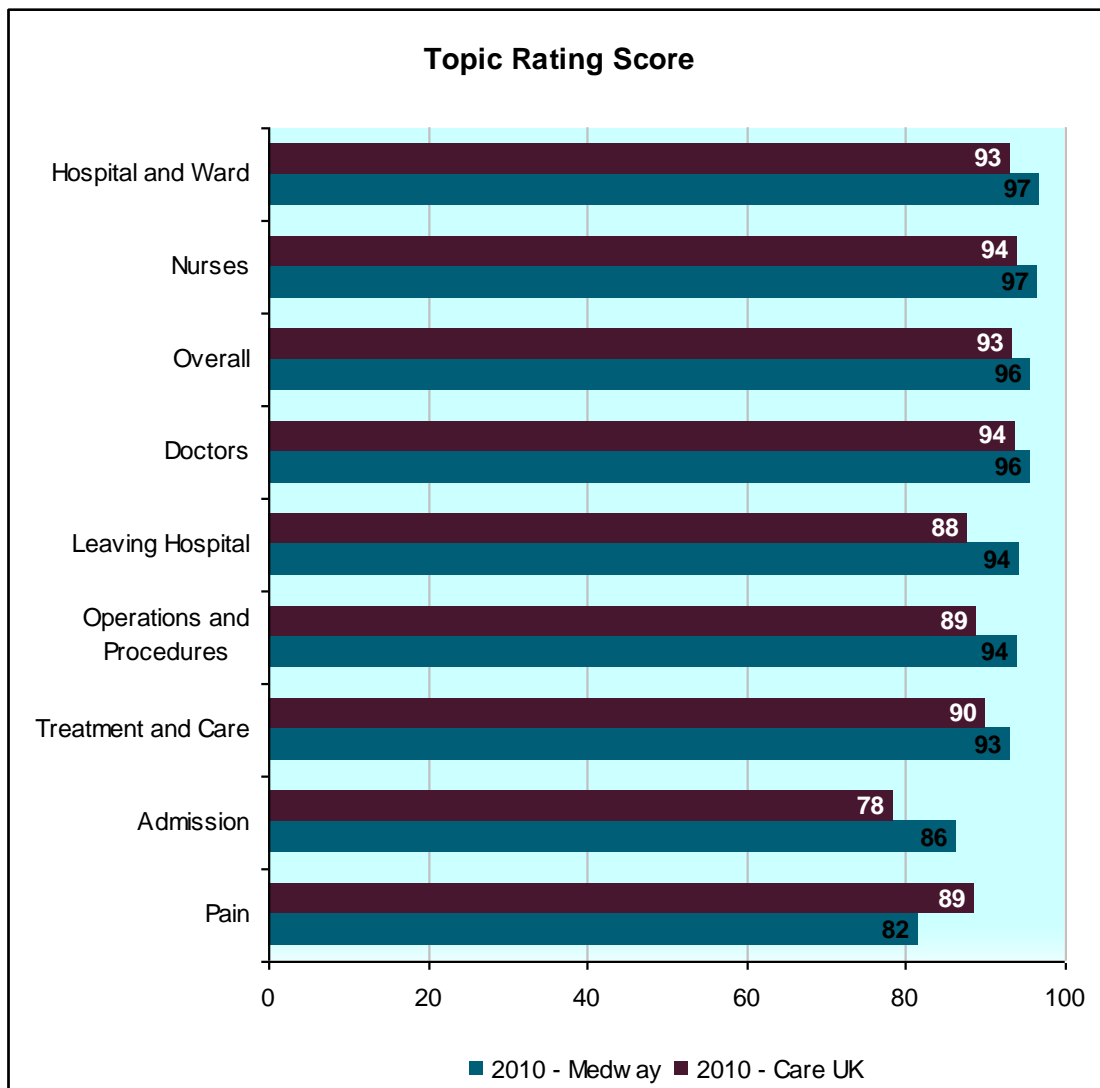
*456 of these were useable questionnaires; 11 patients' responses were excluded.

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 MEDWAY and the Care UK benchmark are as follows:



In this survey, Medway scores above the Care UK mean in all areas with the exception of *Pain*, a measure on which Medway is seven points below the Care UK mean.

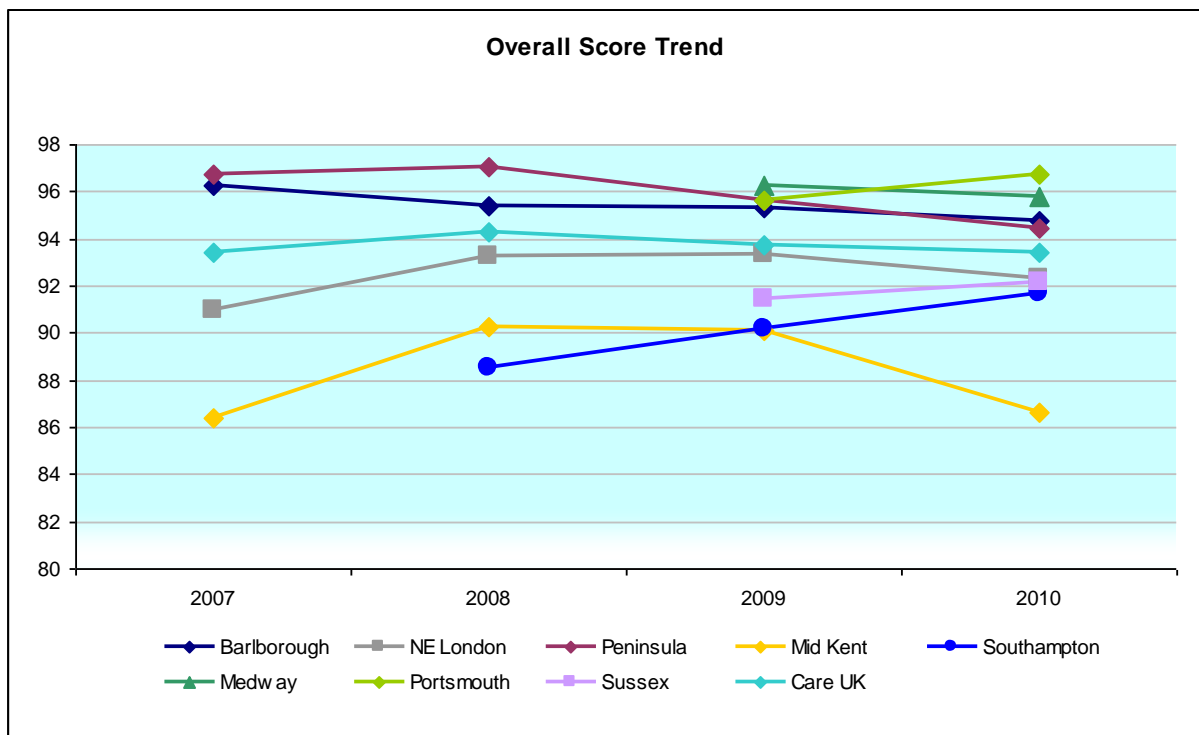
TOPIC TREND

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.

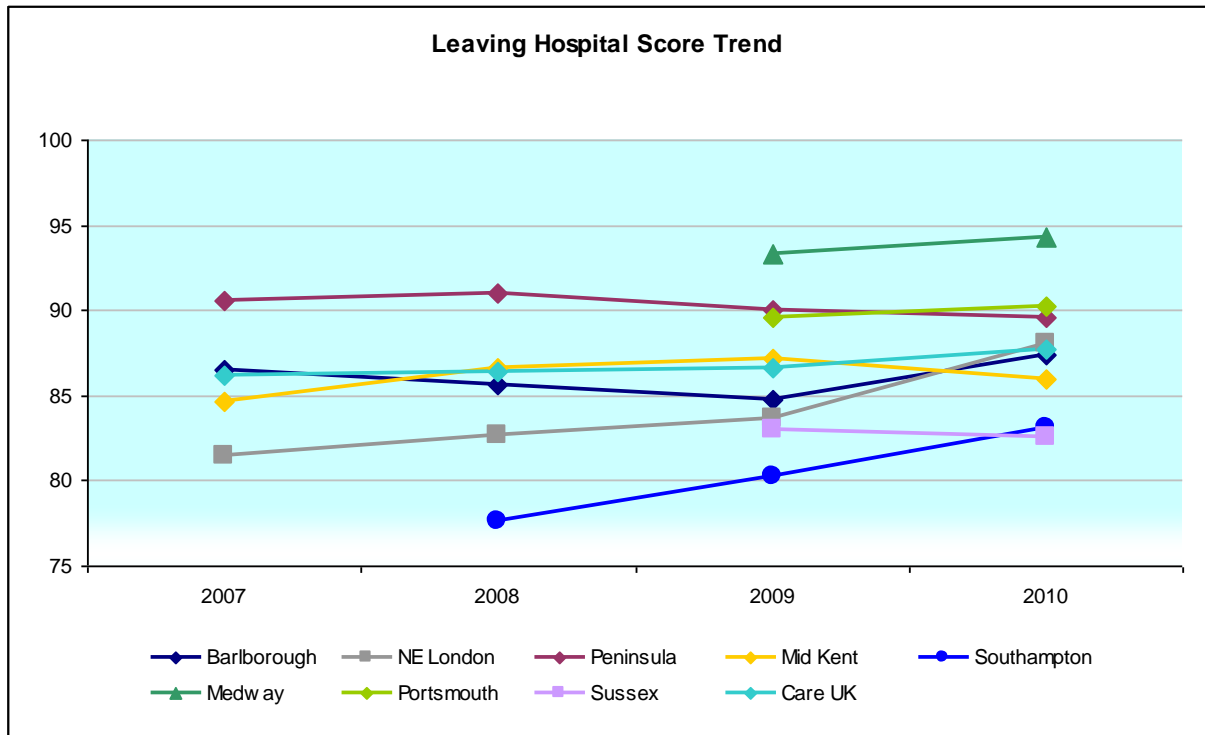
Small changes up or down are perfectly natural in survey work of this type, but major variations or a consistent trend over time may reflect real change in performance.

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.

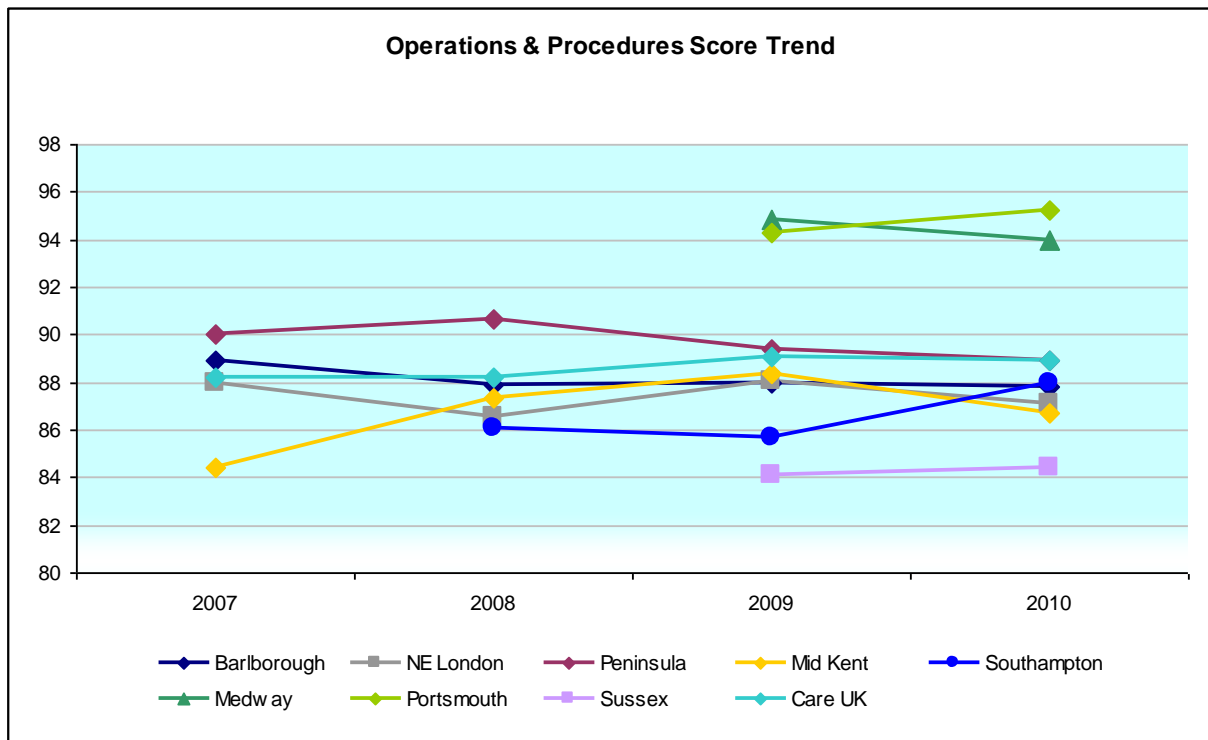
The years shown on the graphs refer to the year in which the patient was seen by the treatment centre.



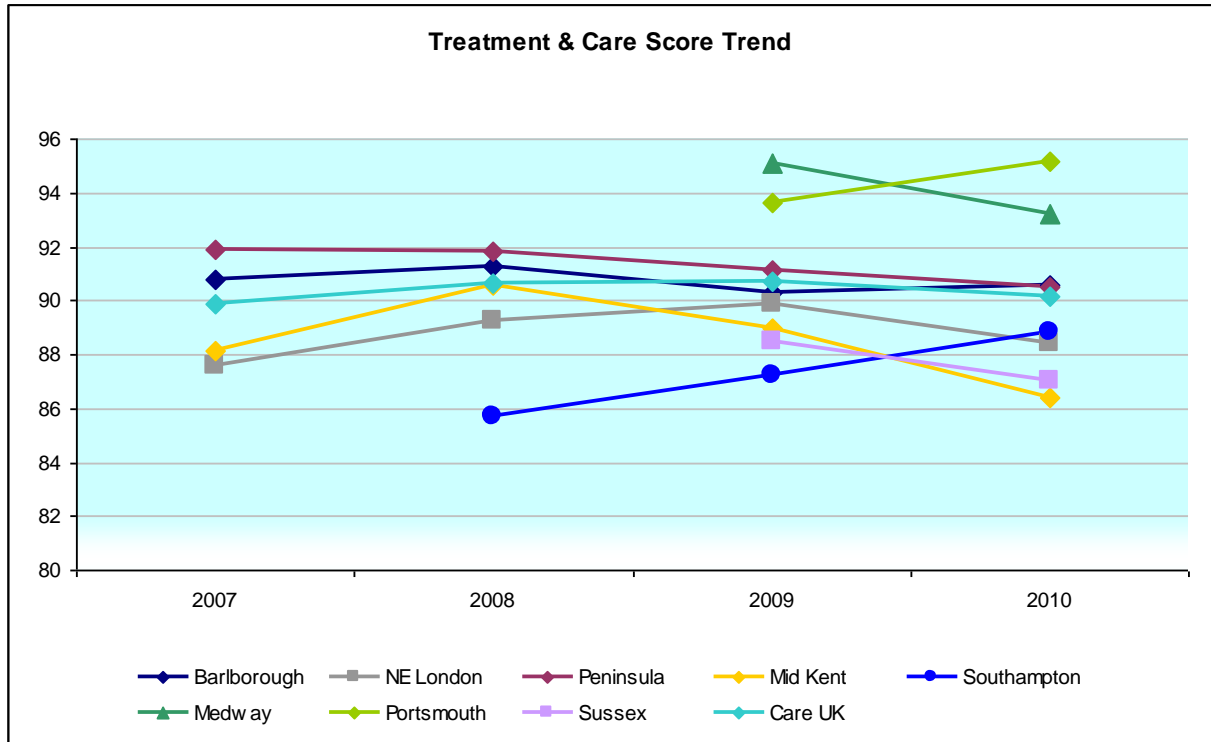
Medway's *Overall* score is unchanged this year at 96. Only Portsmouth is ahead of Medway on this measure, with a score of 97.



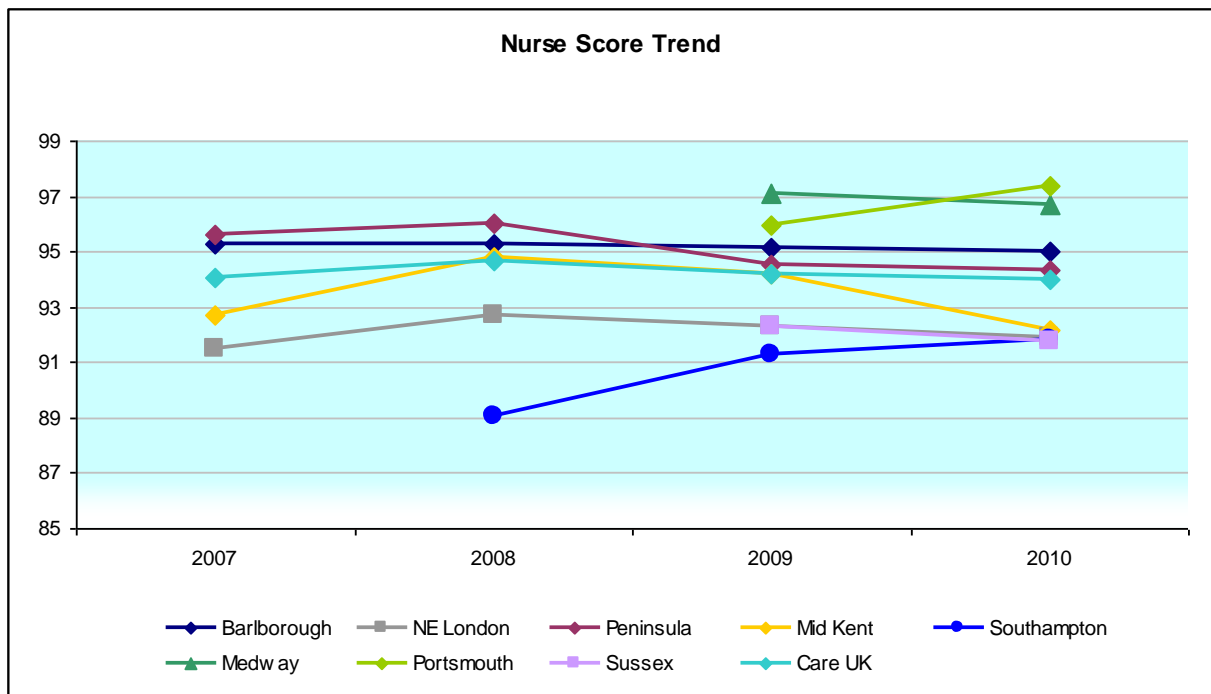
At 94, Medway's *Leaving Hospital* score is comfortably ahead of all other ISTCs. This score puts Medway six points ahead of the Care UK mean for this measure.



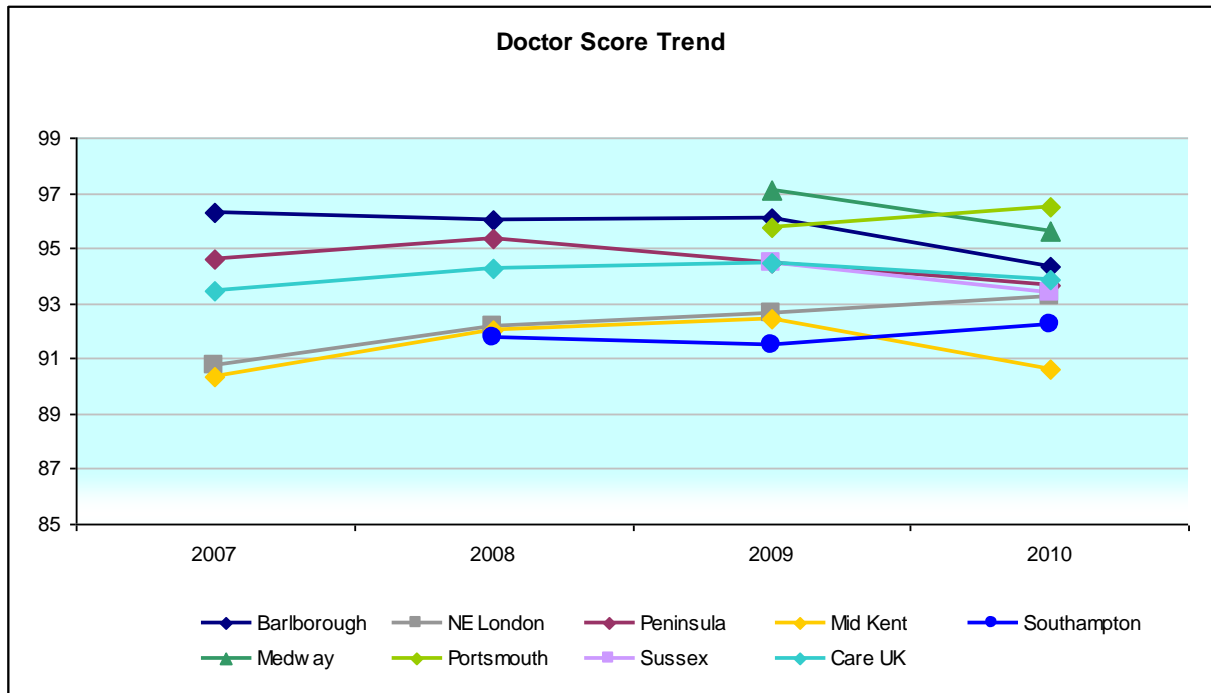
Medway's *Operations and Procedures* score has decreased slightly by one point this year. Once again, Medway is out in front with Portsmouth on this measure, and is a comfortable five points ahead of the Care UK mean.



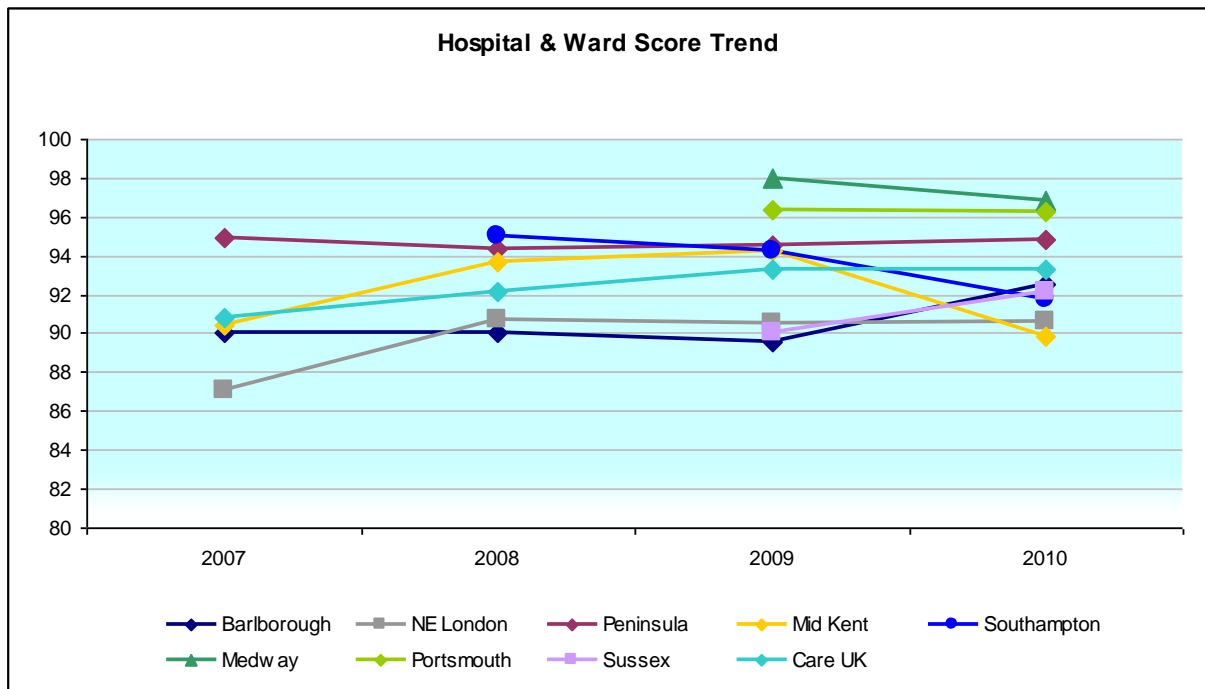
The *Treatment and Care* score has decreased by two points this year, falling from 95 to 93. This puts Medway just behind Portsmouth for 2010, but still three points above the Care UK mean for this measure.



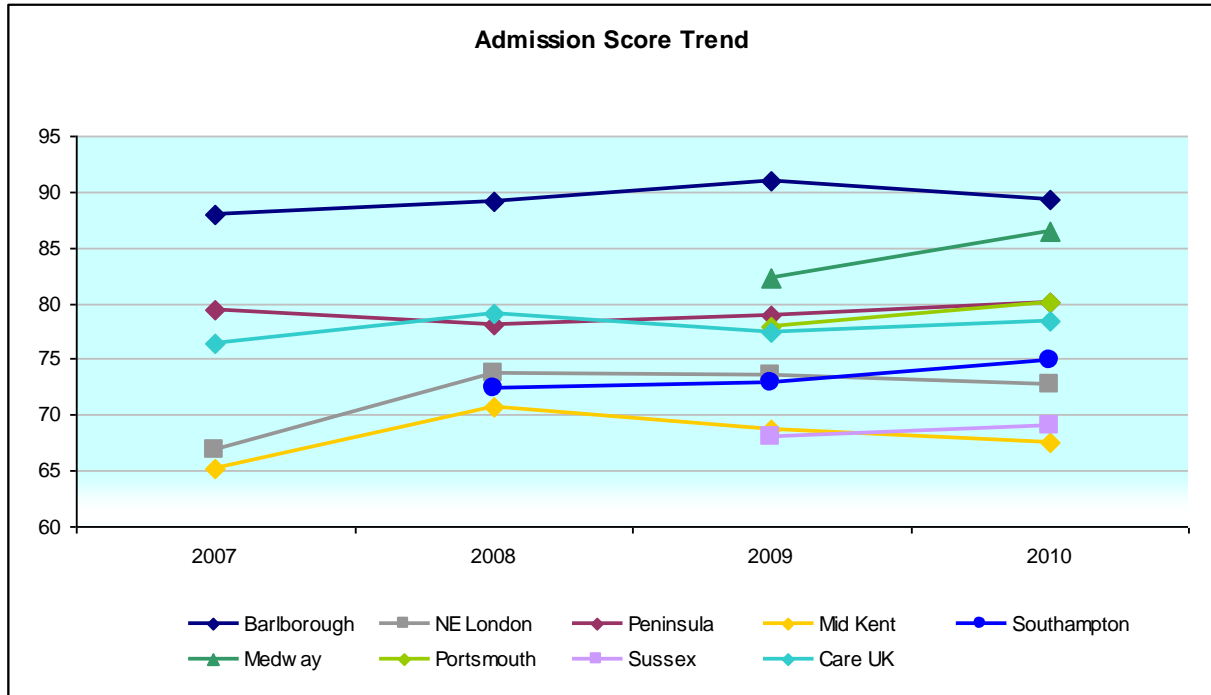
Medway's *Nurse* score remains at 97 for 2010, a score shared with Portsmouth. Both Medway and Portsmouth lead on this measure, three points ahead of the Care UK mean.



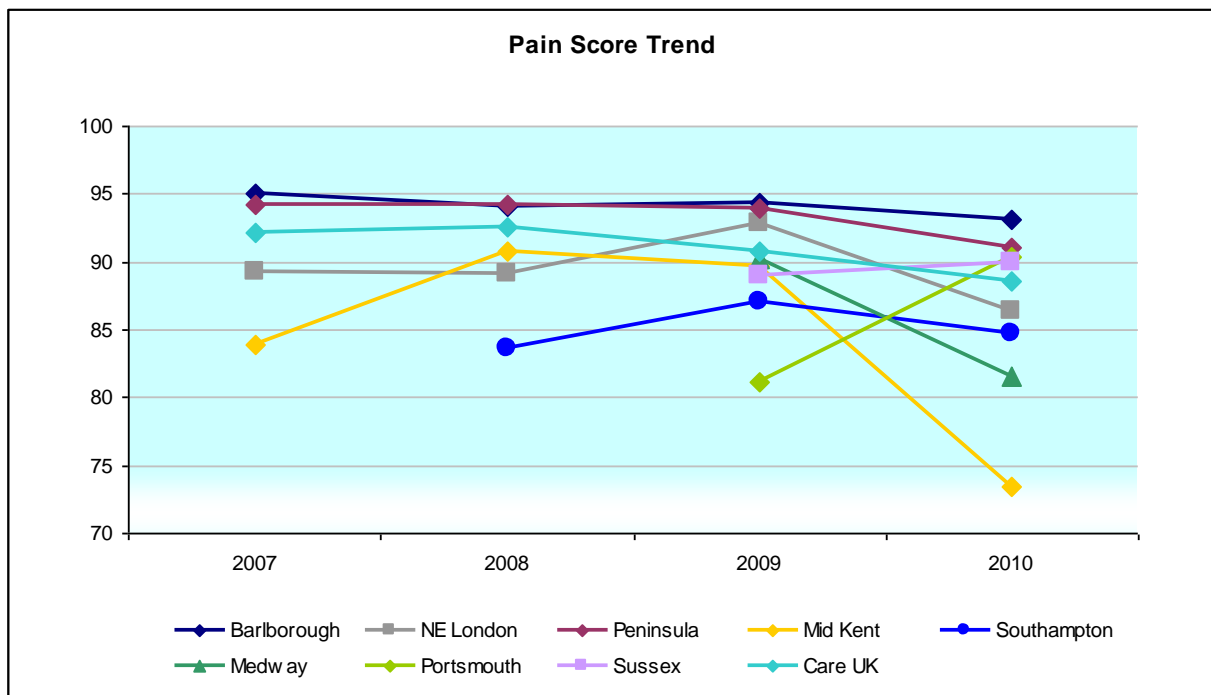
Medway's *Doctor* score has fallen by just one point this year, putting it level with Portsmouth for 2010.



Similarly, *Hospital and Ward* score has fallen by just one point this year. Medway continues to lead on this measure, one point ahead of Portsmouth, and four points ahead of the Care UK mean.



Medway's Admission score jumped from 82 to 86 in 2010, putting it just three points behind Barlborough, and a comfortable eight points clear of the Care UK mean.



A sharp fall in Medway's Pain score has been recorded for 2010, with an eight point decrease from 90 to 82. Medway is now the second from the bottom on this measure, behind only Mid Kent.

Medway 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	100	N/A
12	Were you ever bothered by noise at night from staff ?	N/A	100	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?	95	N/A	N/A
2	Were you given a choice of admission dates?	67	60	7
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?	77	71	7
46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	88	81	6
4	How do you feel about the length of time you were on the waiting list before your admission to hospital?	96	91	5
1	Were you given a choice about which hospital you went to?	82	78	5
31	How many minutes after you used the call button did it usually take before you got the help you needed?	85	82	3
45	Since you had your treatment, have you had to be admitted to any hospital unexpectedly, because of a problem with that treatment?	99	98	1
44	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	96	95	1
39	On the day you left hospital, was your discharge delayed for any reason?	99	98	1
21	Did you have confidence and trust in the nurses treating you?	98	98	0
35	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	96	96	0
41	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	98	97	0
49	Would you recommend this hospital to friends and family?	96	96	0
6	If you arrived by car, how easy was it to find a place to park?	99	99	0
23	In your opinion, were there enough nurses on duty to care for you in hospital?	98	98	0
20	When you had important questions to ask a nurse, did you get answers that you could understand?	97	97	0
40	How long was the delay?	98	99	0
15	How clean were the toilets and bathrooms that you used in hospital?	99	99	0
14	In your opinion, how clean was the room or ward that you were in?	98	99	0

30	Were you given enough privacy when being examined or treated?	98	98	0
5	Was your admission date changed by the hospital?	95	96	0
47	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	98	99	-1
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?	97	98	-1
42	Did a member of staff tell you about medication side effects to watch for when you went home?	85	86	-1
19	As far as you know, did doctors wash or clean their hands between touching patients?	98	99	-1
24	As far as you know, did nurses wash or clean their hands between touching patients?	98	99	-1
48	Overall, how would you rate the care you received?	93	94	-1
17	Did you have confidence and trust in the doctors treating you?	97	98	-1
43	Did a member of staff tell you about any danger signals you should watch for after you went home?	87	88	-1
36	Beforehand, did a member of staff explain what would be done during the operation or procedure?	95	97	-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?	91	92	-1
16	When you had important questions to ask a doctor, did you get answers that you could understand?	95	97	-2
22	Did nurses talk in front of you as if you weren't there?	94	96	-2
18	Did doctors talk in front of you as if you weren't there?	94	96	-2
7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	94	96	-2
26	Were you involved as much as you wanted to be in decisions about your care and treatment?	89	92	-3
27	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	87	92	-5
33	Do you think the hospital staff did everything they could to help control your pain?	82	90	-9

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.

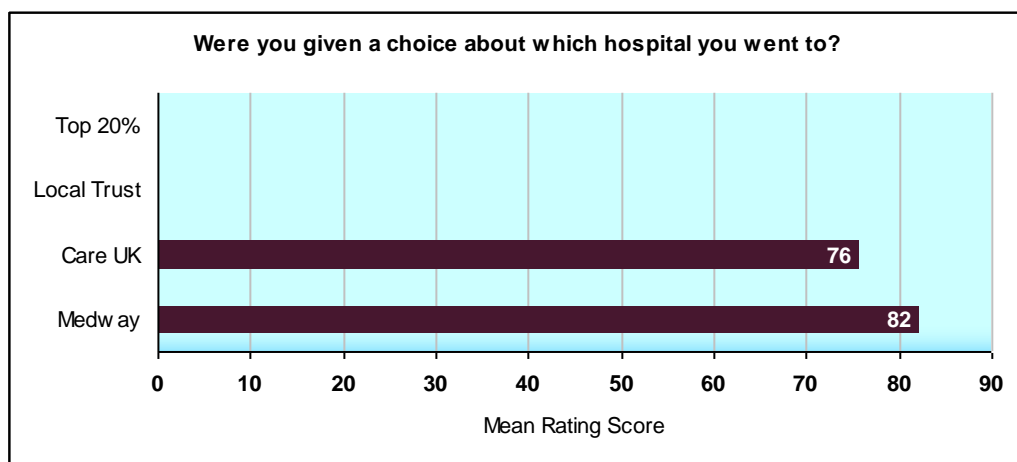
Mean Rating Scores are particularly useful for comparisons. For each item in this section the score for MEDWAY is compared to the average score for all Care UK treatment centres.

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.

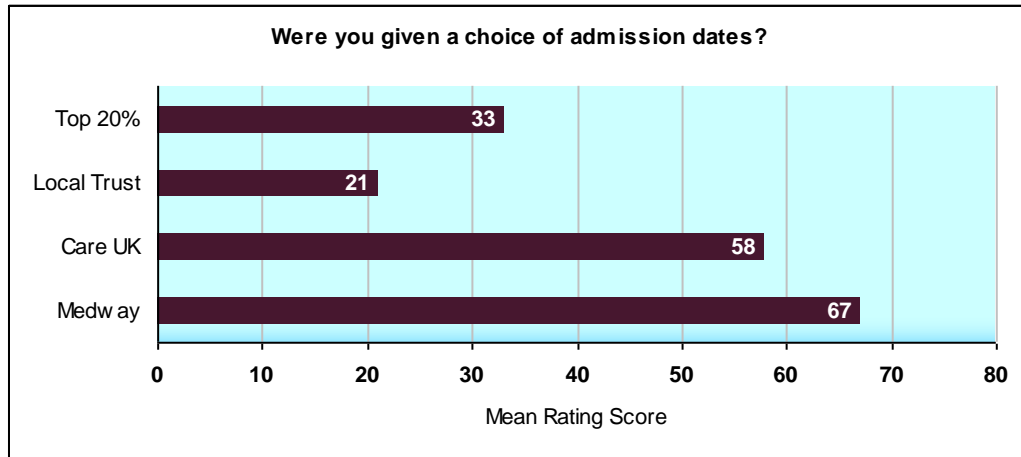
Many (although not all) questions are identical to questions that are asked on the NHS Inpatient Survey. Where this is the case, we also show the mean rating score of your local NHS trust, and for further comparison, the threshold score for the Top 20% of all NHS Trusts on that item. The local comparison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

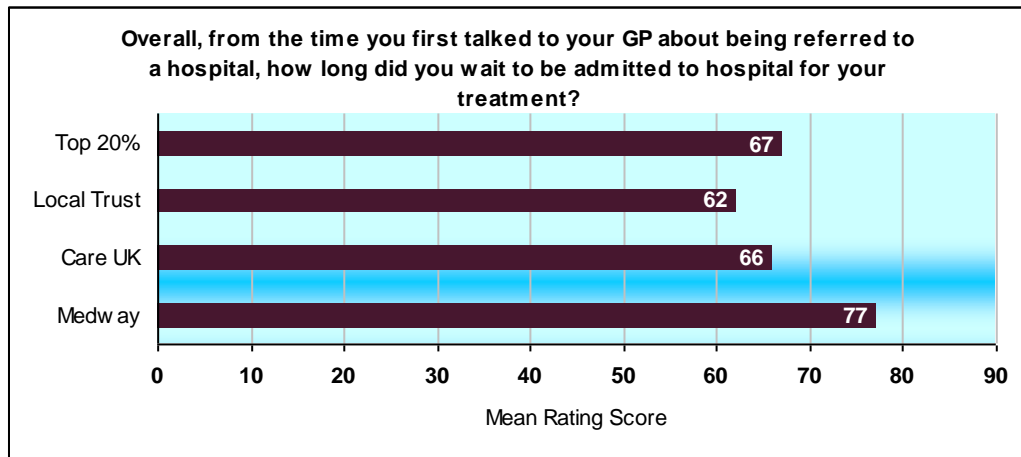
Q1



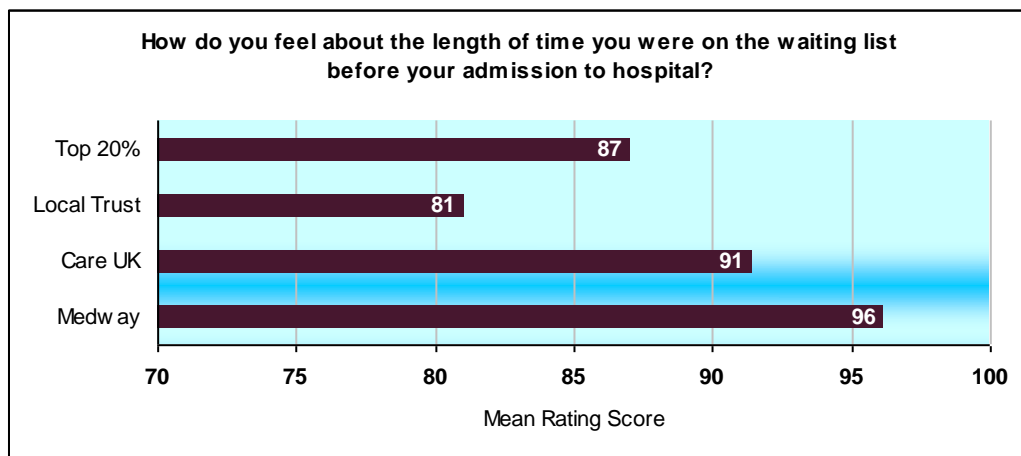
Q2



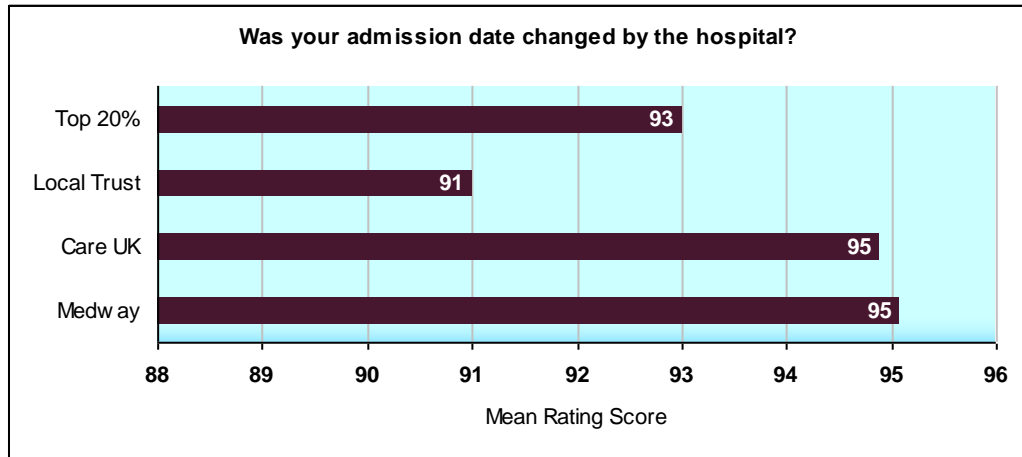
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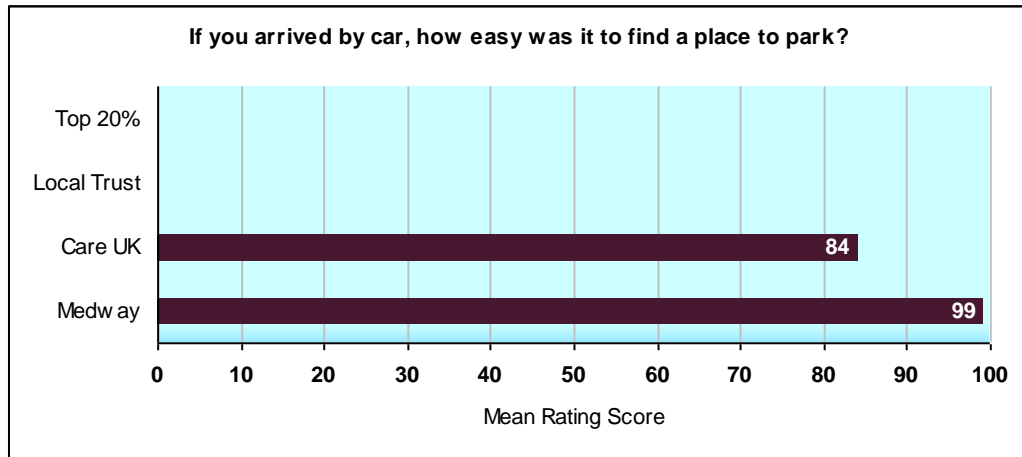
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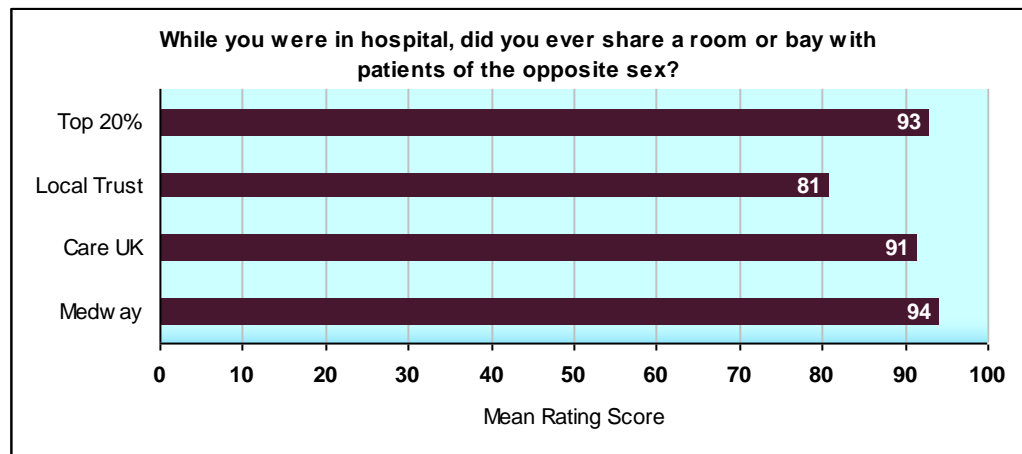
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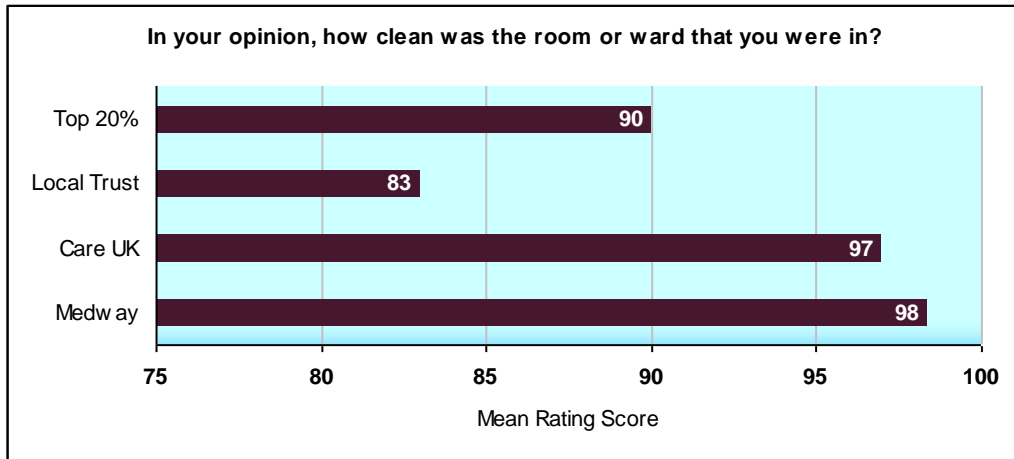
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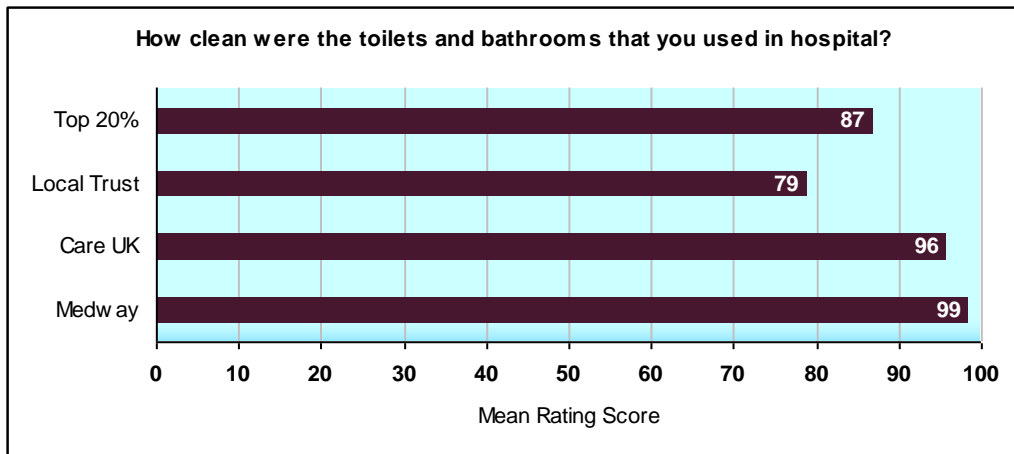
Q7 & Q8



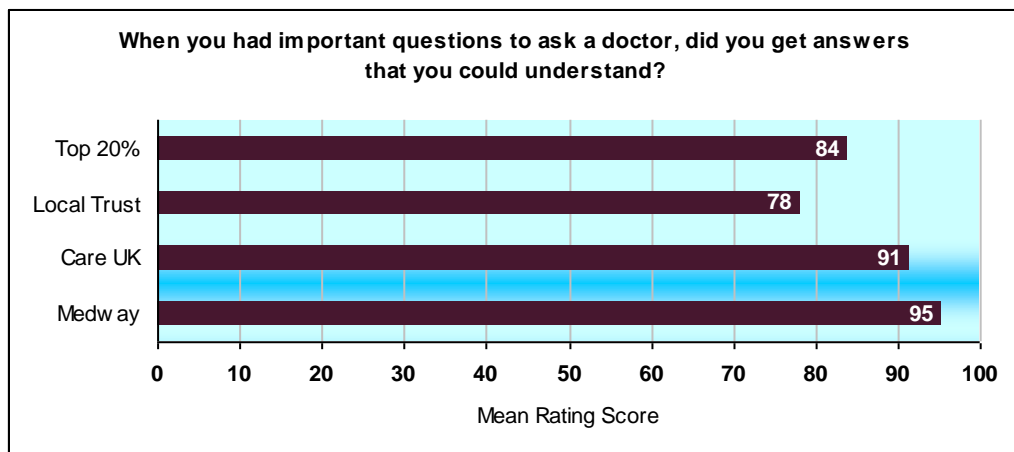
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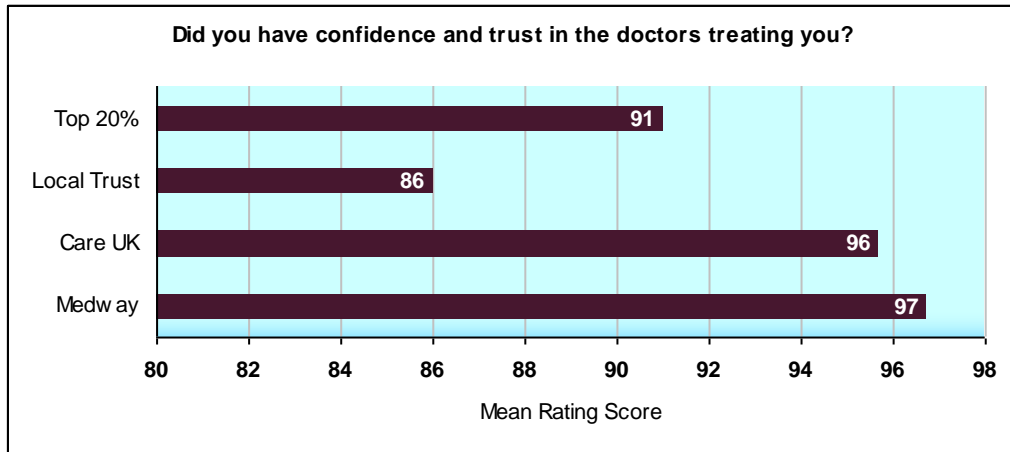
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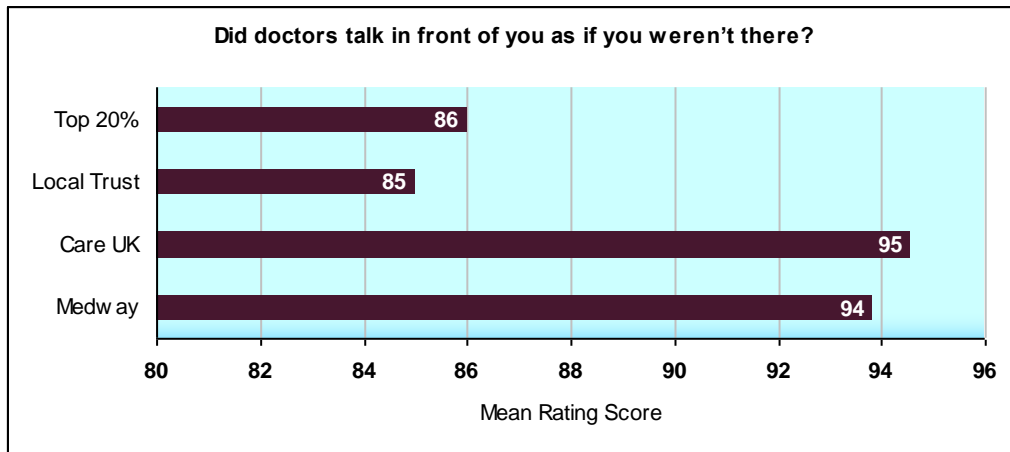
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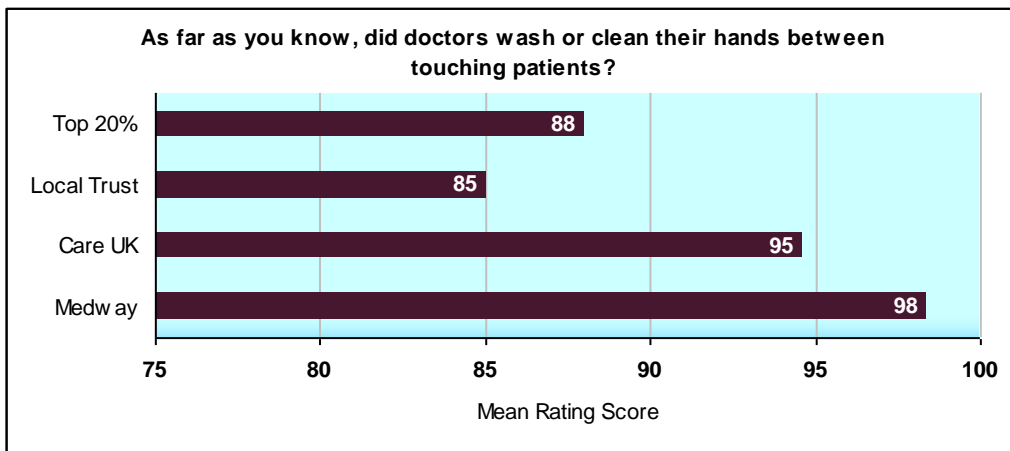
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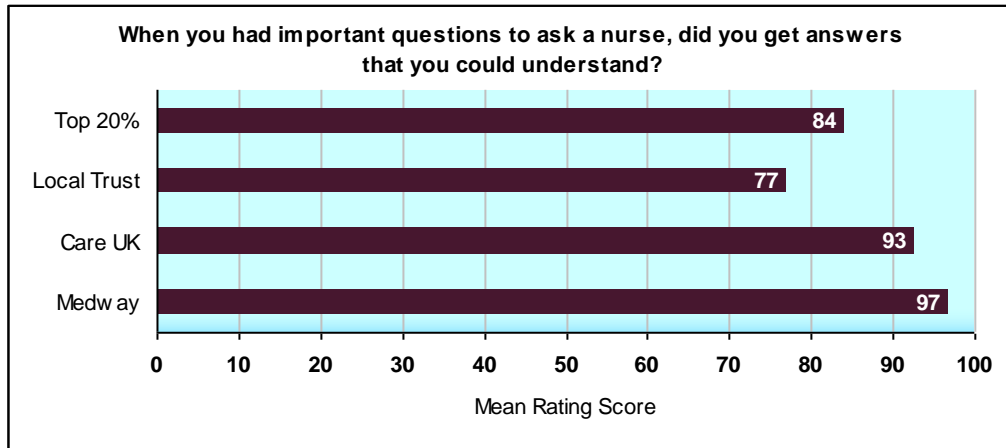
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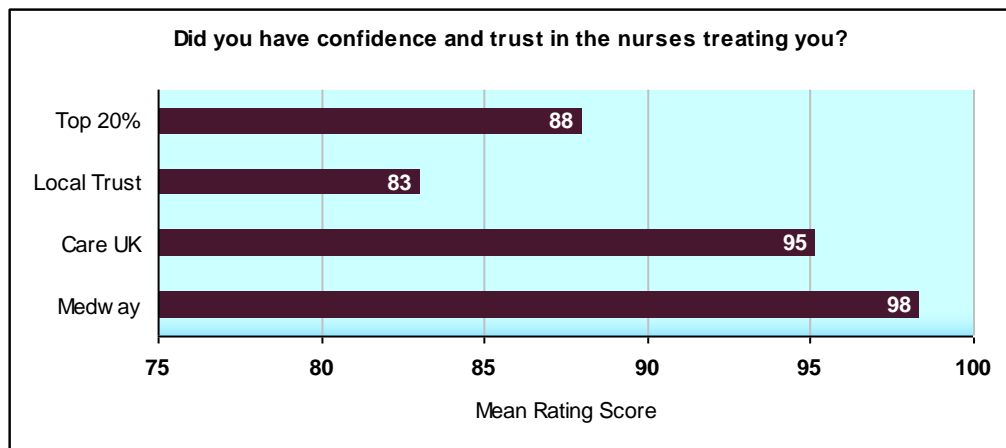
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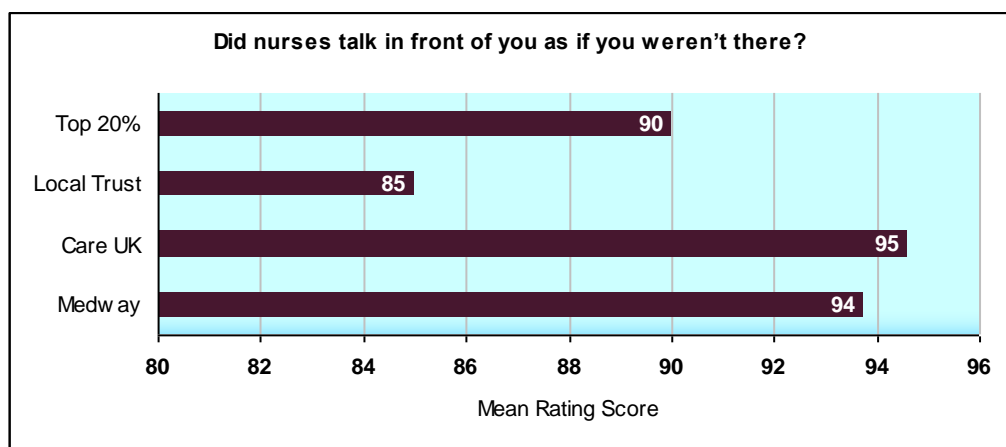
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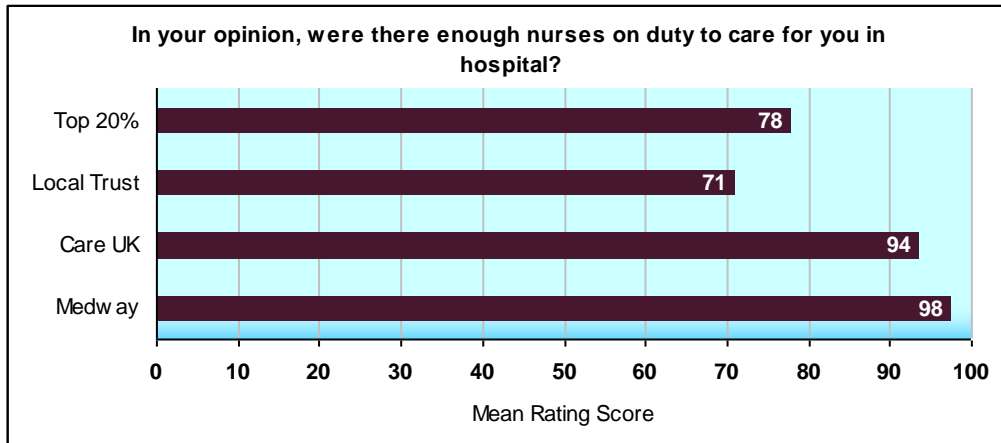
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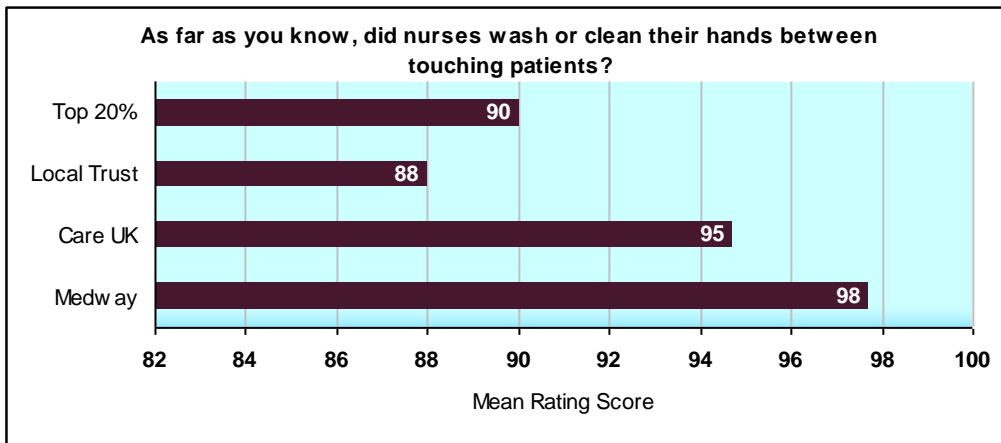
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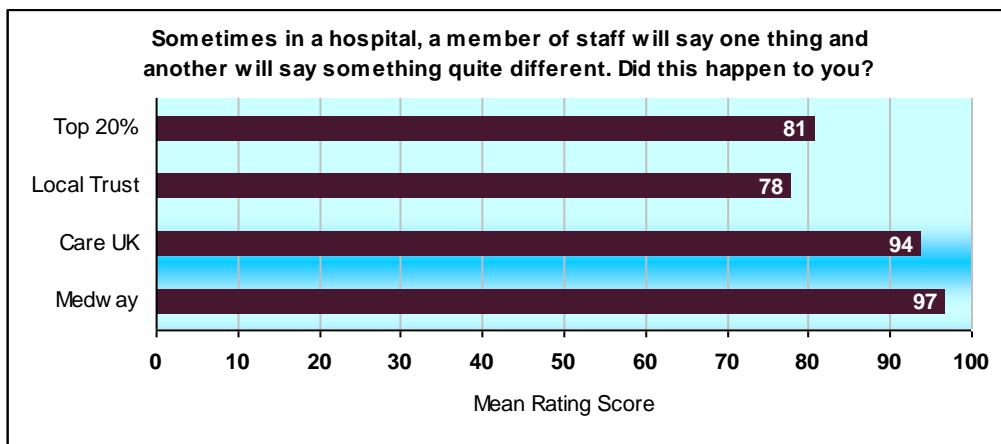
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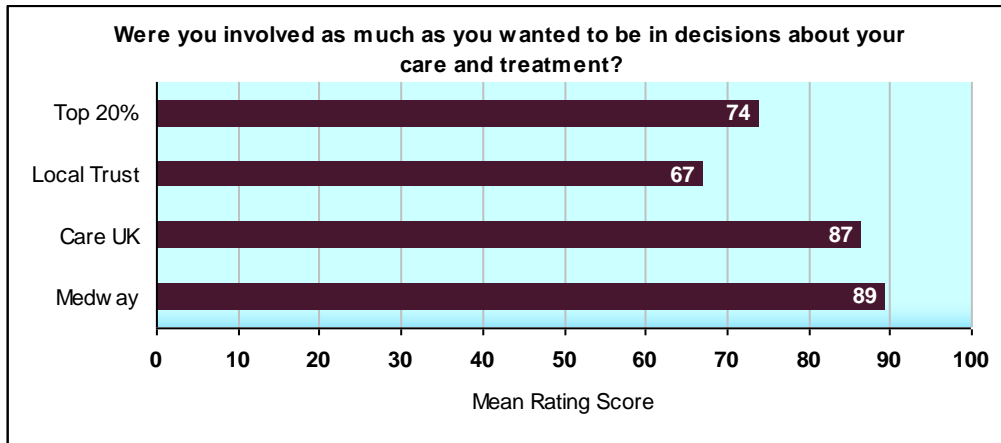
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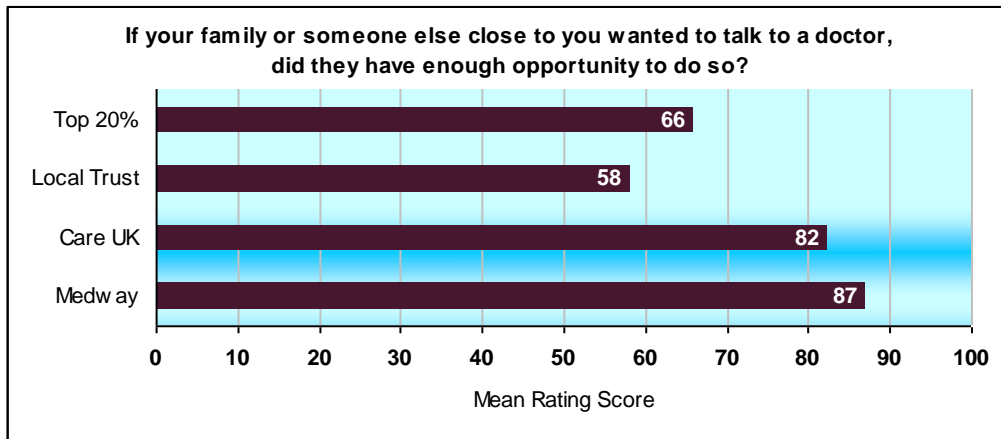
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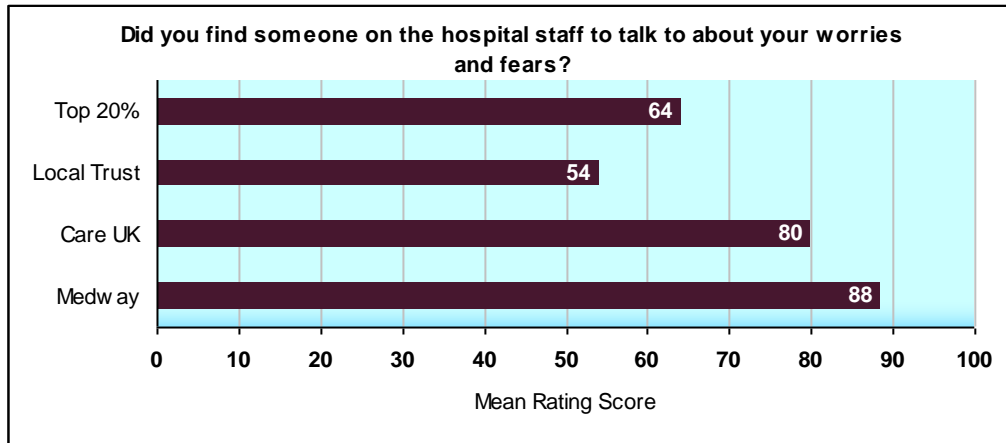
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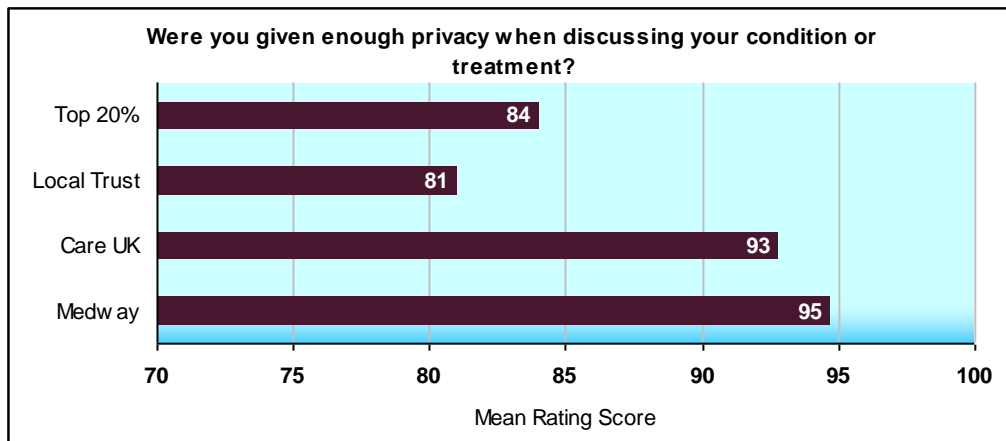
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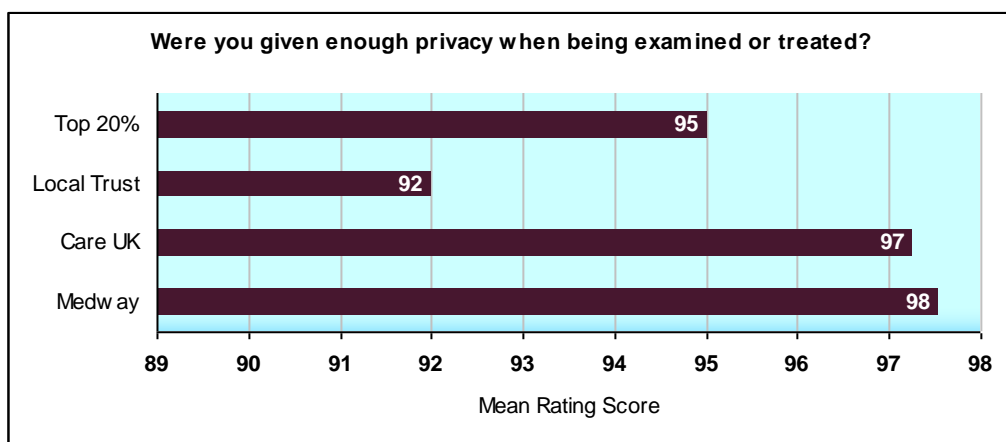
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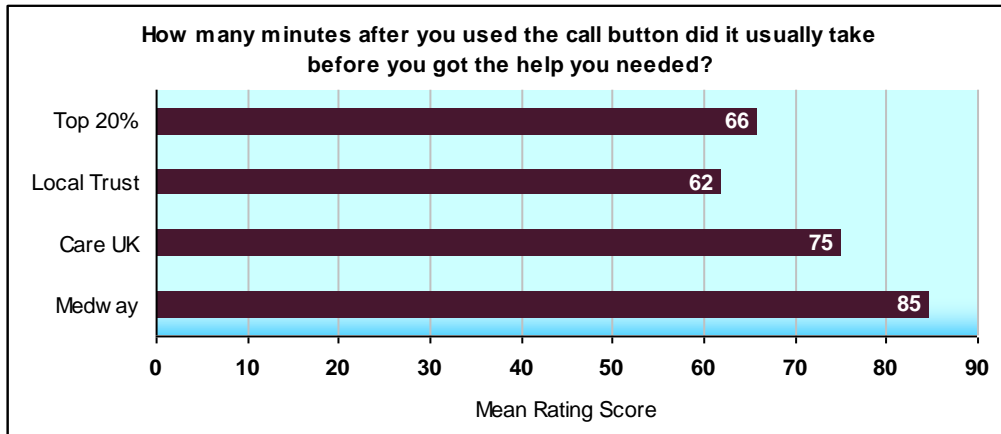
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Q30



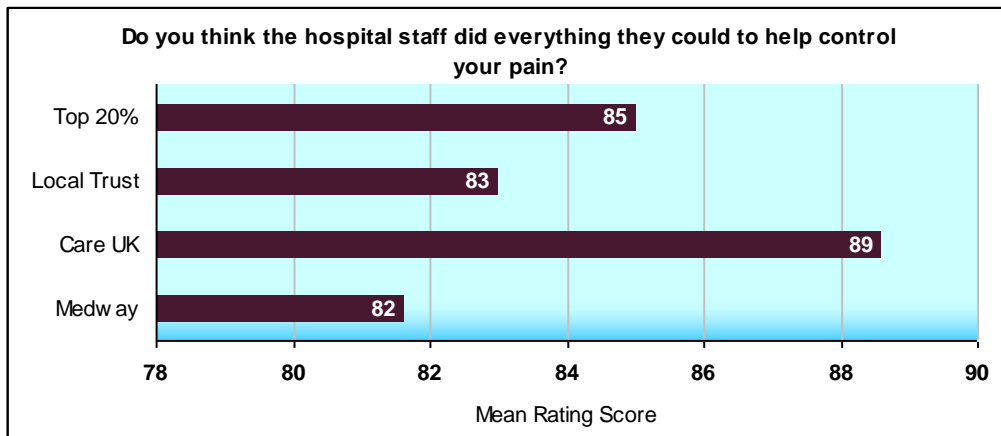
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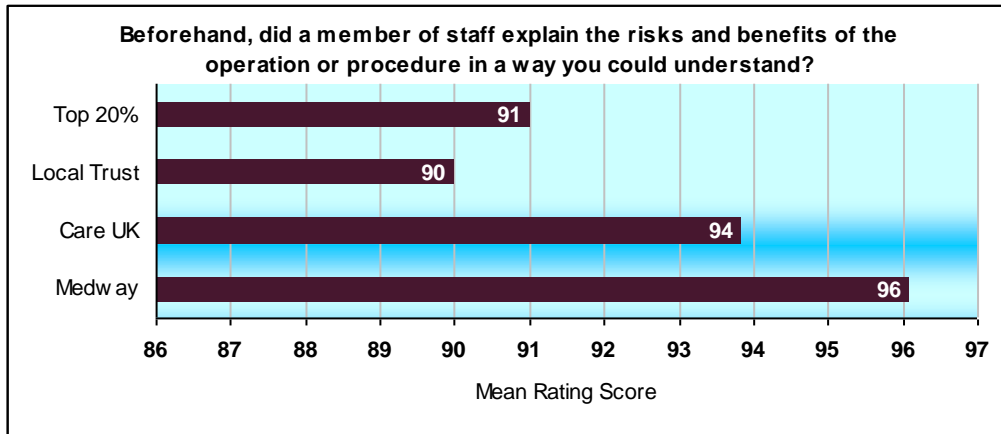
Interpretation Guide

- 92.9% did not use the call button.
- 3.5% were attended immediately.
- 3.0% were attended in 1 to 2 minutes.
- 0.3% were attended in 3 to 5 minutes.
- 0.3% were attended in more than 5 minutes.
- 0.0% never got help when they used the call button.

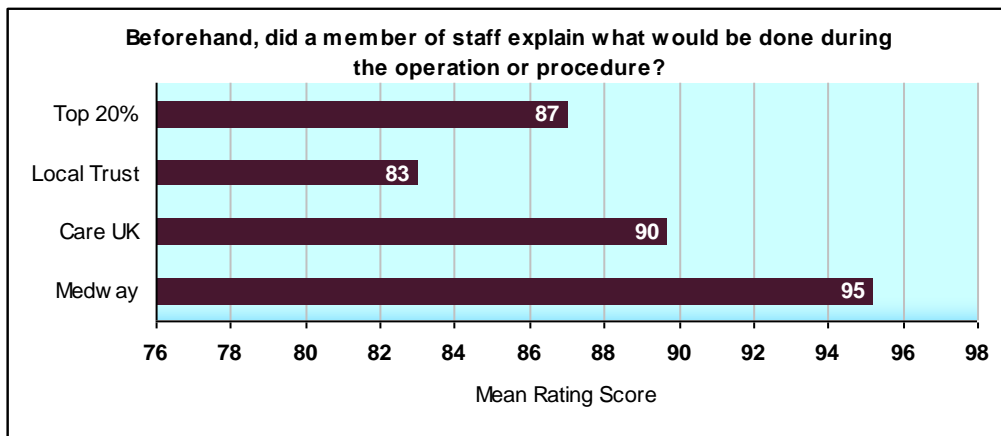
Q32 & 33



Q35

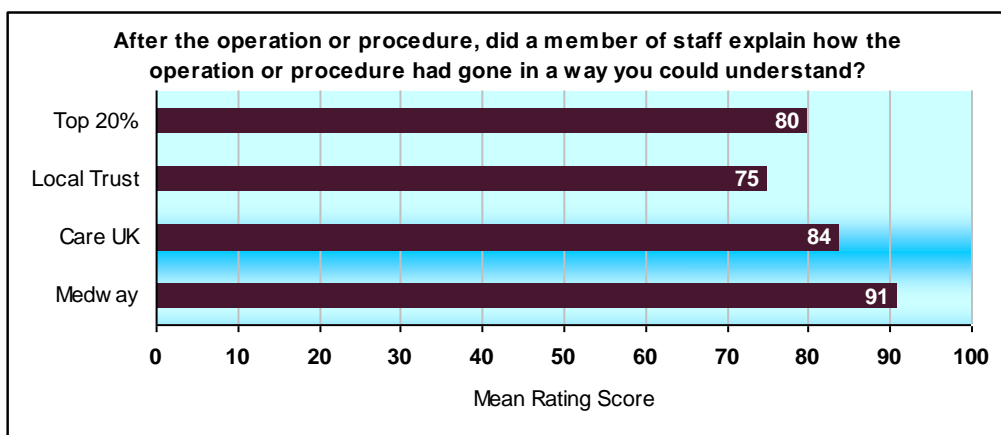


Q36



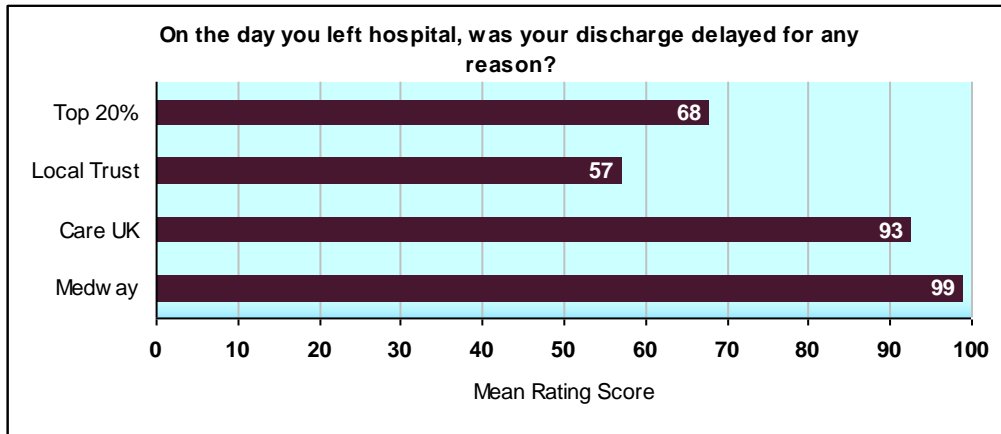
Rated only by those who had an operation or procedure

Q37



Rated only by those who had an operation or procedure

Q38 & Q39



Rated only by those who had an operation or procedure

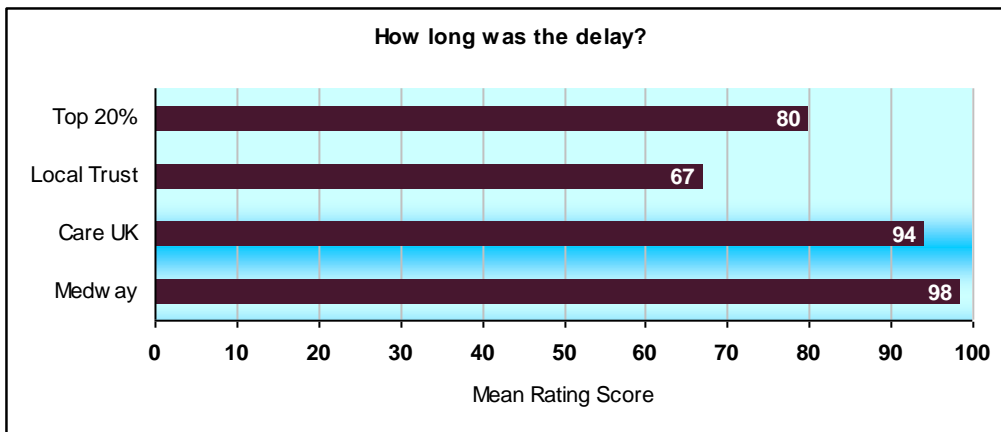
Interpretation Guide

96.8% were not delayed.

Of those that were delayed, the reasons were:

- 21.4% Wait for medicines
- 7.1% Wait to see doctor or nurse
- 0.0% Wait for ambulance
- 71.4% Something else

Q40

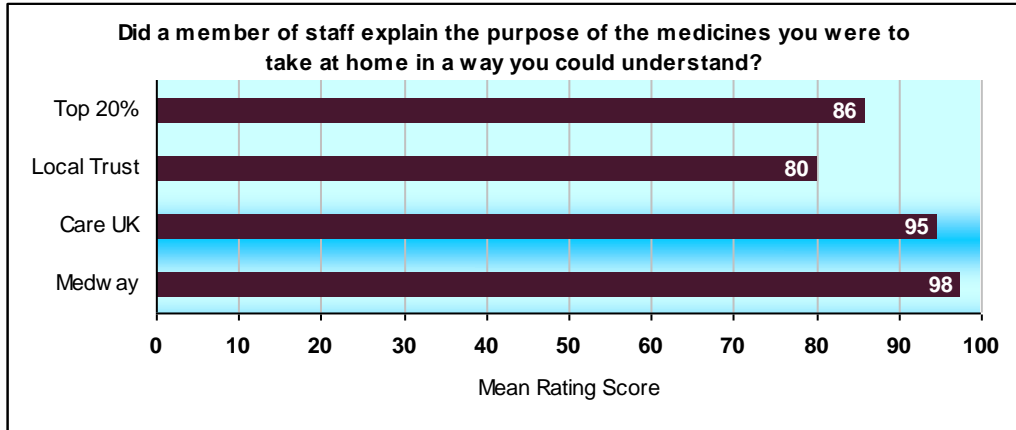


Rated only by those who were delayed

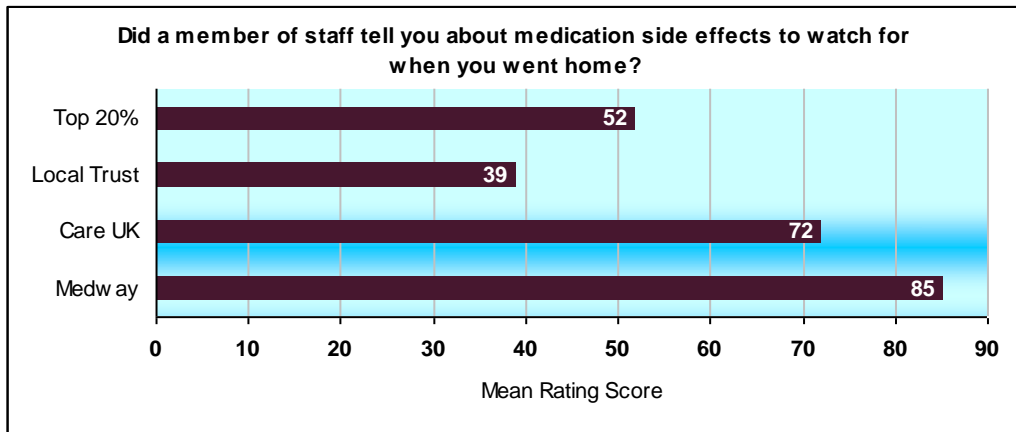
Interpretation Guide

- 50.0% Up to 1 hour
- 14.3% Between 1 and 2 hours
- 28.6% Between 2 and 4 hours
- 7.1% Over 4 hours

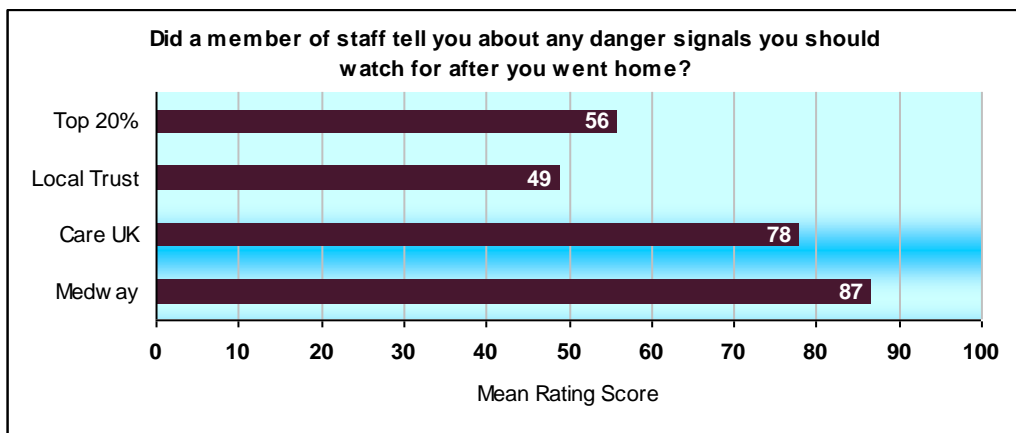
Q41



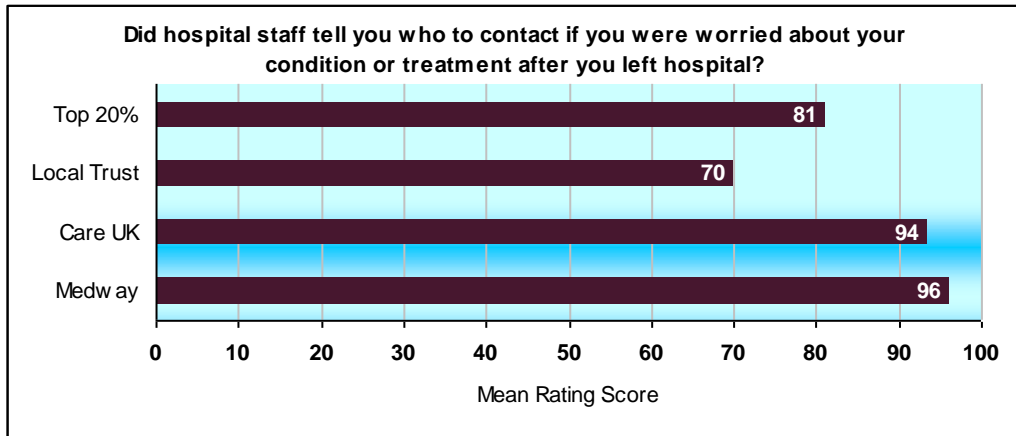
Q42



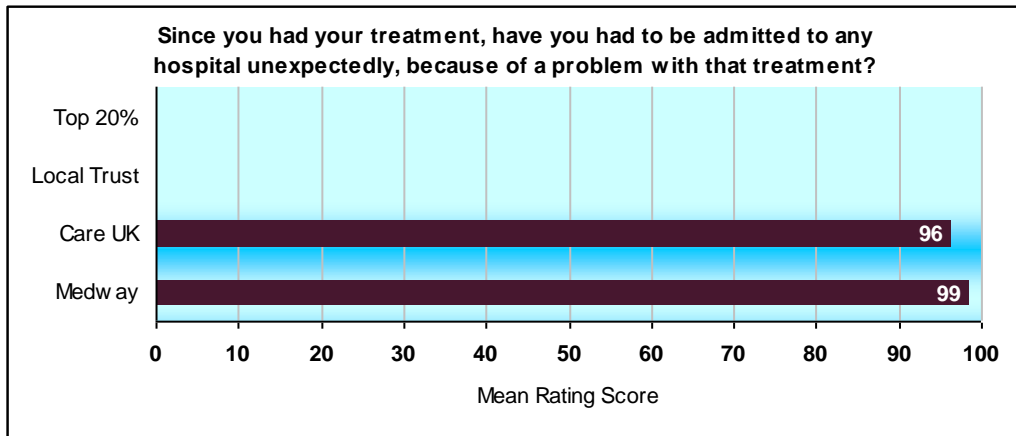
Q43



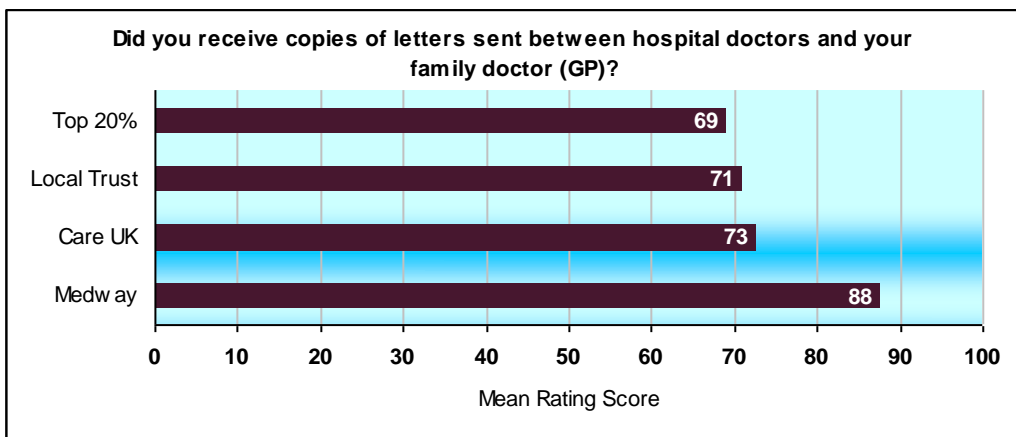
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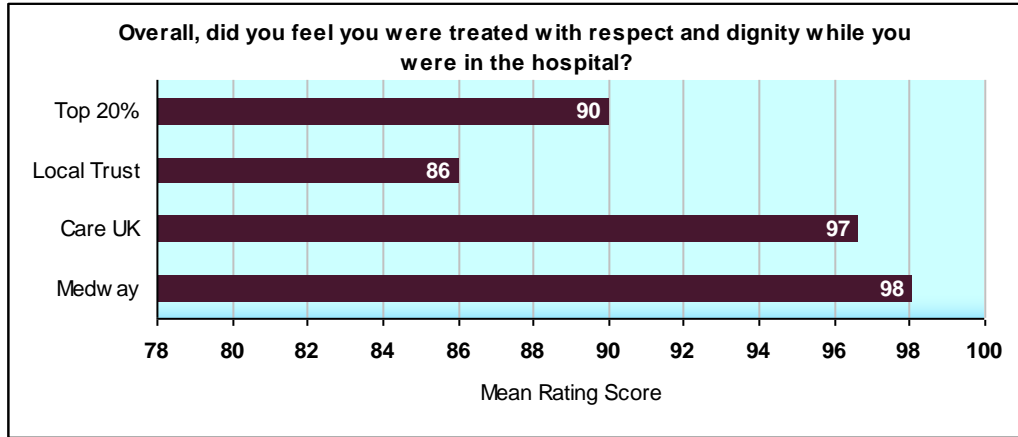
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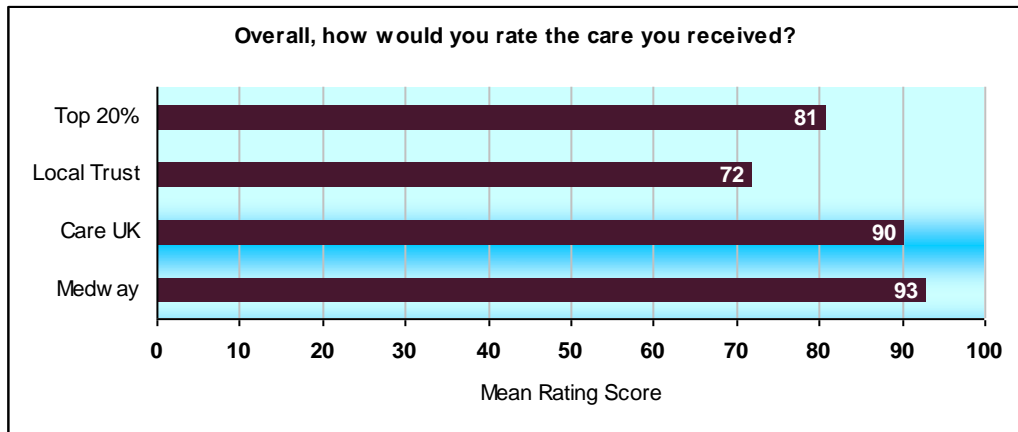
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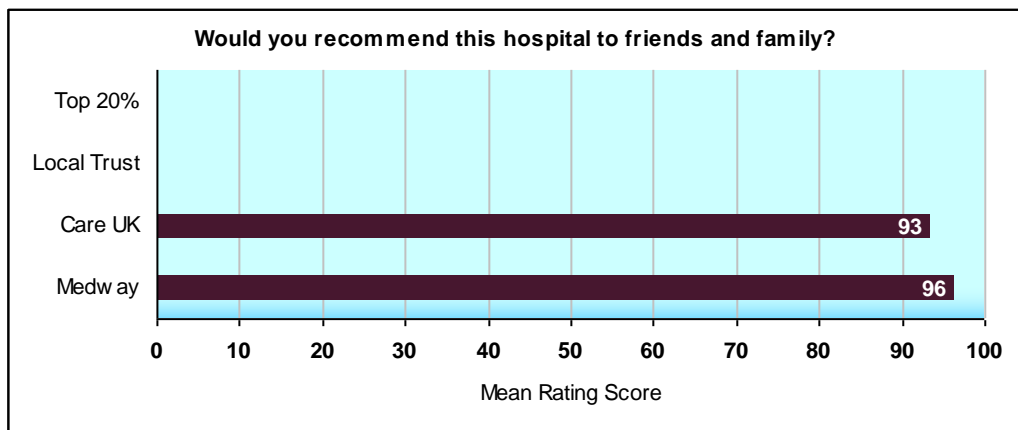
Q47



Q48



Q49



Interpretation Guide

- 94.2% Yes definitely
- 4.5% Yes probably
- 1.3% No

Comments

Was there anything particularly good about your health care?

- 1 Friendliness and caring expertise of all staff
- 2 Everything from cleaning ladies, to DR's, Nurses & those at the top. The operations were (lasted approx 30 minutes) all carried out with kindness + thoughtfulness. Nothing I (personally felt) absolutely marvellous. If I had been the Queen herself she would not have had any better treatment or care. Both my eyes were operated on + I have not had such sight in them for years marvellous. (my age is 82 yrs)
- 3 A brilliant surgeon backed up by a team of nurses and admin. Staff who know their work thoroughly, were helpful and informative consistently, and were really good company too. Between them, they made my cataract surgery easy and in a way, agreeable.
- 4 I found everything excellent
- 5 From arrival to departure I was treated with respect and kindness
- 6 Excellent from start to finish. Everybody so helpful
- 7 Kind caring and relaxing
- 8 The care was good nursing
- 9 Staff were all very nice and very helpful at all times
- 10 Everyone was very nice and caring. Very nice hospital
- 11 Everything was excellent
- 12 The treatment was excellent
- 13 Out Patient. Yes Doctor fully frank when explaining about operation for cataract and friendly nurses and staff also friendly and considerate cheerful.
- 14 Staff very friendly always willing to answer questions or concerns
- 15 Very clean modern and light, Very happy with my treatment
- 16 The standard of healthcare offered by medical nursing and administrative staff reflected a high level of efficiency associated with a courteous attitude.
- 17 Thought the staff were great
- 18 The nurses at Will Adams were wonderful
- 19 Everything was perfect from start to finish
- 20 Staff were all very friendly and concerned.
- 21 Waiting area very good. Parking very easy
- 22 All staff were friendly. I felt relaxed and at ease,
- 23 Everyone was very friendly & helpful & had time to talk
- 24 Very pleased with everything
- 25 Great staff.
- 26 I had two appointments before my operation - on all three occasions I received a telephone to confirm that I would be attending. After the operation I received a telephone call asking if I was well and had arranged to have the stitches removed at all times the service I received was excellent.
- 27 Though the hospital & staff was very welcoming but still professional.
- 28 No, at my pre-op assessment I was not given any documentation. All information lack had to be delivered to me by hand, after I phones up, with the pre-op instructions, just before the procedure. After the procedure I was not given any anti inflammatory medication or exercise instructions. I only got these later when a friend drive me there and requested them.
- 29 The care was excellent
- 30 From start to finish I was treated in friendly caring respectful way
- 31 Everyone was extremely friendly and helpful

- 32 Staff were always polite and helpful
- 33 The care I received in the Will Adams was excellent.
- 34 Relaxed atmosphere. Cleanliness. Polite staff. Brilliant
- 35 I was treated like a private patient
- 36 Everyone was so kind and friendly
- 37 High standard of care and hygiene at all times.
- 38 Yes. I was in for one day, to see if I had problems with bowels. The Doctors + nurses looked after me very well.
- 39 My procedure was booked for pm, I ad a call at around 10am and asked if I could go in now, which I did. Everybody was very helpful, understanding and explained everything in detail.
- 40 Staff put me at ease. Whole experience made easy by care received
- 41 Everything from start to finish was great
- 42 Staff were polite and friendly and made me feel comfortable
- 43 The staff were chatting and made me feel very at ease.
- 44 The nurse with me during the procedure was fantastic & reassuring
- 45 Very pleased with all aspects of treatment
- 46 Overall staff friendliness.
- 47 The whole experience at the Will Adams centre eye clinic Gillingham Kent was second to none. I could not fault anything, i.e. receptionist, nurses and doctors all were excellent. I rate the centre 10/10.
- 48 Excellent care
- 49 I was very well looked after at Will Adams treatment centre. I was very happy with all staff, Doctors - nurses ect.
- 50 Lovely nurses we had a good laugh, best medicine of all
- 51 Every member of staff was helpful, friendly and very efficient
- 52 Efficiency and friendliness of most staff members
- 53 Excellent in every way. Everyone was very kind. High standards
- 54 Whole ambiance of the Adams Centre was excellent
- 55 Everything was excellent.
- 56 The staff made me at ease and were very friendly.
- 57 Everything was good. Really nice hospital
- 58 Very good service
- 59 I was very impressed
- 60 All very efficient. Very impressed
- 61 Being a smaller hospital, I didn't have to trek large areas for tests
- 62 Phone call next morning to see how I was
- 63 I had complete confidence in doctors and nurses
- 64 Nice small hospital. Polite friendly & well trained staff
- 65 At the Will Adams treatment Centre Gillingham my treatment lasted about 30 minutes.
- 66 Very pleased with treatment and staff at all times
- 67 Excellent hospital
- 68 Nursing staff work as an effective and efficient team.
- 69 Friendly and welcoming staff put you at ease straightaway
- 70 The care and attention I received could not have been better
- 71 Really relaxed yet efficient at all times. Really nice atmosphere
- 72 All I can say is that everything was excellent
- 73 Whole process was managed professionally by caring staff
- 74 Very pleased with all my care. I felt safe.
- 75 Nurses and doctors were very kind and thoughtful
- 76 Staff in all sections were nice and very obliging
- 77 Nurses and doctors were excellent, and hospital so clean

- 78 Everything explained
- 79 The nurse was really lovely and really caring
- 80 The care and attention of all the staff was excellent
- 81 First class. All staff were polite and very helpful
- 82 The care I received was exemplary
- 83 The all round care was excellent
- 84 I was very pleased with all aspects of treatment and care at the Will Adams treatment centre. Cleanliness and all aspects of organisation were of a high standard.
- 85 Clean efficient and caring.
- 86 Good communication during the day of my procedure
- 87 Good advice as to what was about to happen and how to respond to Nurse instructions during the operation, i.e. not moving at all during the surgeon's actual operation on one's eyes.
- 88 Nurses were kind friendly and helpful
- 89 All staff were kind and helpful. Nice quiet environment
- 90 They treated me very well, and were all very nice
- 91 1st class all round
- 92 The surgeon was friendly and pleasant and put me at ease. (Mr Mark Stewart). The nurse (?) who took me back out of the operating theatre was very pleasant and friendly.
- 93 The care I received was excellent, I was treated like a person
- 94 Attitude of doctors and nurses was excellent
- 95 The care I was given was excellent
- 96 The nurses reassured me and were most helpful
- 97 The attention given by nurses, doctors and consultants
- 98 Doctors and staff take such good care of the patients
- 99 Visits are generally pleasant. TC is reasonably quiet and calm
- 100 Would like to thank my surgeon and all nurses involved
- 101 The treatment, hospital and staff are fantastically good
- 102 All members of staff were very kind and caring at all times
- 103 Looked after very well
- 104 I was highly impressed by efficiency and friendliness of staff
- 105 From walking in the front entrance I was put at ease, treated as a person by people who cared. I would and have told people how good I was treated by everyone. It was like or even better than a private hospital or a top hotel.
- 106 Nurses spoke very caringly. Hospital very very clean (no MRSA etc) which was a great importance to me.
- 107 I have had some experience of visiting my husband during treatment and care for cancer in the last year both as an overnight stay and day patient. My own treatment in a purpose built "day care" centre was somewhat more personal, less hurried and more "comfortable" than his (in my view as observer).
- 108 I hadn't had an operation for over 40 years and I was absolutely amazed at the quality and efficiency at the staff at the Will Adams Centre. Care starts with the comfort of exception and the good humour of staff, making complete comfort to the ?? Are ?? about. The whole expectations was a breath of fresh air where any fears were quickly dispersed.
- 109 The care, cleanliness and friendliness of all the staff was exemplary. I felt very well cared for and would have no qualms about returning and recommending this centre to others.
- 110 Very impressed. Staff were efficient and friendly
- 111 All the staff were helpful & professional and gave me confidence

- 112 Everything. I was very nervous, but they soon put me at ease. I felt I was paralyzed. Everybody was so helpful and friendly.
- 113 The nurses were very kind & attentive at all times.
- 114 Treatment with all doctors and nurses was excellent
- 115 Everything was good
- 116 They made you feel very comfortable and relaxed
- 117 It was completely free from stress & anxiety - the staff were exceptionally kind.
- 118 Your nurses put me at ease with their kind banter
- 119 Surgeon and team put you at ease. Reception staff are efficient
- 120 From start to finish, the hospital staff were excellent. The receptionists were very well dressed, spoke very good English with command of grammar & style. The doctor was excellent; the nurses were faultless. Thanks for taking care of me so well.
- 121 Everything was excellent. All hospitals should be like this
- 122 Will Adams Treatment centre was excellent
- 123 Total satisfaction.
- 124 Very satisfied with the treatment I received
- 125 I always felt safe
- 126 All preparation by staff was marked each time
- 127 All the Doctors, nurses and staff were most helpful and kind.
- 128 Definitely I have Meneires disease so my balance is often not good. They were aware of this, so they didn't move me too quickly, when getting up from laying down to sitting up. Which I was very grateful for.
- 129 Staff very friendly and helpful
- 130 Very pleased with the care from nursing and counter staff
- 131 Yes, to be treated as a person and not a number on a list. All the staff working together as a team, creating a feeling of trust and friendliness, helping to calm the nerves.
- 132 The care I received was exceptional. Felt like I was a private patient
- 133 I only went for an eye operation and was in and out within a few hours. During that time I had no cause for complaint.
- 134 All staff were very friendly, explained it all so well. Very clean
- 135 Doctors and nurses were great. Spoke to them during my eye op.
- 136 The care at Will Adams was excellent. The wait for my particular procedure was a long wait, but I could understand that more important patients that would need longer for recovery were first.
- 137 Made to feel completely at ease
- 138 Everything explained clearly. Consultant was extremely patient
- 139 No car parking fees. Very professional approach from all staff
- 140 I was treated well everyone put me at ease
- 141 Cataract removal period was relatively brief and Will Adam's experience minimal.
- 142 The nursing staff at the Will Adams Centre were amazing
- 143 Free parking. Friendly nursing staff. Short waiting time on day of op
- 144 They did my good case
- 145 Was very happy at all visits to the hospital very clean, well run did not have to wait upon my appointment. Very pleased.
- 146 Please note that I was given an appointment at "Will Adams Centre" via Maidstone hospital. I attended a day clinic & had a cataract procedure done on my left eye. I am still waiting to have the right eye done. But, unfortunately I have to have regular I.N.R (weekly) appointments as I have 2 metal heart valves. So I have to wait until the INR is stable. Also I have just been discharged from

"Medway General" after having my 2nd session of blood transfusion. As I became so anaemic, I am still under investigation for this. So as you can see I have only had the one experience of being treated at your clinic, which I found to be so very helpful and the staff so very kind. I do hope that at some time the second procedure I need for removal of a cataract will be done. I know that this is a survey but I felt I had to tell you that the "Will Adams" staff are the kindest I have had to communicate with. Thank you so much.

147 Nurses surgeon and anaesthetist talked to me which helped

148 Taken care of throughout, excellent friendly helpful staff

149 All staff were polite, happy and very caring.

150 I found all the nurses and doctors very kind and helpful

151 All staff made me feel at ease. They were friendly and caring

152 Everything was explained clearly. I was in and out in a day

153 Received a phone call next day to ask if I was OK and not in pain

154 Yes, I wasn't made to feel as if I was just a number, in a queue waiting to be seen.

155 Very impressed at the speed and efficiently during my operation

156 The doctors and nurses were brilliant. They put me at ease, explained everything and smiled a lot! The tea and biscuits after my procedure was a real bonus. No plastic cups and paper plates but real china and my husband was well looked after too which I was very grateful to the nurses as he had been extremely worried. The whole experience was marvellous. I would defiantly choose this hospital over any others.

157 Care I received as excellent at all times, things were explained well

158 I was particularly scared, particularly because of my fear of needles. The hospital nurses and surgery team were fantastic and helped me with my phobia brilliantly being really patient. My nurse even came into my op with me as I was so scared. Fantastic Care. Thank you.

159 All staff were very polite and pleasant. The hospital is very clean and professionally run.

160 Very good doctors and nurses, very caring for all patients

161 A good light clean atmosphere

162 If I had to go into the Will Adams TC again I would not worry at all

163 The care I received was excellent

164 You after hear that Doctors/nurses attitude in the private sector is a lot better than the NHS that I don't know but I know that the care that I had could not be bettered. Thank you.

165 Everything went according to plan

166 I was treated very well

167 Procedure was carried out promptly

168 Extremely pleased with my experience with fantastic results

169 Was well looked after, everything was explained clearly

170 Excellent. Nurses were always cheerful but extremely busy

171 Informed friendly service dedicated motivated staff.

172 The hospital was extremely efficient, friendly and clean. I was very nervous on the day of my procedure, but was put at ease straight away. The staff were excellent in every respect.

173 The best of treatment at all visits

174 The care and way in which the operation was done was very good

175 Friendly down to earth staff. Clear explanations by all staff

176 Care and treatment was of a high standard

177 The whole treatment I received was excellent

178 Everything organised well. Very pleasant and clean

179 Everybody was ready to help you

180 First class in all respects

181 I found Will Adams hosp exceptional in their care and in the cleanliness of the building. All the staff. From admin to doctors were friendly caring & helpful on both visits I made there. They also take a pride in their achievements and are happy (quite rightly) to display their positive results. Many people are grateful for their care as is proved by the amount of thank - you cards and letters around the hospital - well done to them.

182 Nursing staff were kind and friendly. Senior staff were a nightmare

183 Good all round service

184 Doctors & nurses worked well together, helped me feel at ease

185 I came in to have intraocular eyes surgery and had the most beautiful care and the operation on both eyes only took 15 minutes. The staff were brilliant and very caring. It was truly miraculous, perfect vision right eye and normal vision in the left.

186 Friendly efficient hospital, very good atmosphere about it

Was there anything that could be improved?

- 1 Bright lighting in reception area rather uncomfortable
- 2 Everybody that came from there were laughing telling others not to worry it's fine such a very feeling of warmth and calmness, attended to once signed in, it works like a clock and it does not stop. You have to go there to see how well it works. Pity there are not more places around the country like this. Everything so spic + span + clean. Nothing I can find fault with (it's magic) after half an hour or so from operation to going back home (longer if necessary).
- 3 Maybe waiting times.
- 4 More staff
- 5 Doctor who did my op never spoke to me which was very rude
- 6 Confusing instructions re fasting, and poor photocopy of forms
- 7 More nurses
- 8 The waiting room & time I waited in waiting room.
- 9 The only complaint I would have was they my 1st appt was 9.05 but I didn't get to see the doctor until gone 10. Then I had to wait again to see the nurse. I didn't leave until gone 11am. I hadn't been advised that it would take that long. & I had only told my employer that would be a little late for work and they weren't very happy. But all in all I am very pleased with my treatment.
- 10 The bandage was put on so tightly that my foot swelled up like a balloon. I relieved the pressure myself by re-doing the bandage - this solved the problem. The anti-embolism stockings were the wrong size and kept slipping down from the knee. I changed to the ones I was given in the previous procedure and they fitted perfectly. The centre has my DOB as 30/08/30 on correspondence to me. My DOB is 14/10/36. I could not understand miss stable at the initial consultation with her. She spoke so rapidly and softly although I pointed out I am deaf.
- 11 Should have been sedated but wasn't. Very painful and distressing
- 12 Foam slippers didn't fit, but I do have big feet!
- 13 Surgeon should explain what he had done after the operation
- 14 Still waiting for Doctors report on procedure I had done on 15 July
- 15 Nothing
- 16 No improvement. Would be impossible - absolute brilliant service.
- 17 The procedure was on my bunion - and easily walked out of the centre, the day after I noticed quite a lot of bleeding, this was then a problem as nobody seemed to want to know. I couldn't even get into the ward clinic for 2 days. By the time I attended my toe was a mess and all stitches gone. I don't think the boot helped either. I was advised to go to A & E - but I wouldn't for a dressing.
- 18 No.
- 19 Waited over 2 hours to see doctor.
- 20 Rudeness of one staff member who told us to stop talking
- 21 Had cataract op on my right eye & have been blind in that eye ever since
- 22 Block booking times for large number of patients leads to long waiting
- 23 Waiting time. I spent 4 hrs there. I felt I could have spent less time there as the procedure only took 20 minutes.
- 24 Have to go to larger Medway next because don't have facilities here
- 25 Waiting time. You have an appointment time but still have to wait
- 26 Everyone at the treatment Centre I found to be friendly, efficient. I was completely satisfied with the treatment.
- 27 Should have been told about healing process. Had no follow up appt
- 28 Nursing staff to be more personable

- 29 Yes. I am diabetic I had to fast before procedure there was a short delay of about 1 - 2 hours. In total I had nothing to eat. Nearly 9 hours and was feeling quiet ill. In my opinion diabetics should be seen at start of appointments.
- 30 Doctor did not receive result of my biopsy for many weeks. I chased it up
- 31 The need for more skilled Doctors like the one I had both in Will Adams Centre and at most of our hospitals.
- 32 Staff are overstretched and things done hurriedly.
- 33 The main nurse who I saw first when I arrived for the operation was brusque and unfriendly and did not put me at ease at all. I was very nervous and she made this worse.
- 34 Carry out the intended procedure!
- 35 Waited over an hour without explanation as why there was a delay
- 36 Try and let more people know about the treatment centre.
- 37 Referral back to consultant if passed across to another department for further investigations.
- 38 The consultant request an indicate your vote on hospital response at each stage was totally overdue and unnecessary. To be requested to push buttons when you first walk up to reception as its how you have been treated is ridiculous. If the trust deems it necessary, then make it through a small questionnaire on leaving.
- 39 Nothing at all.
- 40 More privacy required. Could hear what was said in other cubicles
- 41 Waiting time
- 42 No.
- 43 More aftercare. I had the wire taken out of my toe after five weeks but I was expecting another few appointments just to check that it was mended properly and that I can bend and move the toes properly. I got an infection in my scar and had to go to the doctors. I phoned up and the centre and they said they didn't do follow up appointments (at least after 3 months to check everything is ok).
- 44 In cubicle person with me answered questions. I'm not senile. Staff should have addressed this
- 45 Not that I was aware of.
- 46 Surgeon should explain what he had done and what recovery to expect
- 47 Sign on gate entrance & on side of building at high level
- 48 Can't think of anything even the cup of tea and biscuits were perfect.
- 49 It would save time if the 'Will Adams' had scanning facilities, as the only downside of my experience was waiting for an appointment, for a scan, at the Medway hospital.
- 50 Delay in waiting to be seen by one nurse or another
- 51 Sorry I hadn't read the letter properly and the answers I put was for the hospital treatment and other dates. Will Adams the nurses were great. The manager made us welcome and the registrar who done the procedure was great. Well done Will Adams. Ps and very clean.
- 52 My admission time was brought forward by 4 hours on the day
- 53 Not have ops on Wed/Thu/Fri so problems are resolved before weekend
- 54 Nothing, care was 100%
- 55 I found it frustrating having to keep answering your electrical survey every time I arrived.
- 56 Waiting times to see surgeon. No follow-up appointment after operation
- 57 When I had my 1st arthroscopy Dr Shetti treated me. Both of my cartridges were shredded. He told me not to worry if treatment didn't work. I wouldn't be left. However, 2nd arthroscopy was done by another surgeon I wasn't

given an appointment for after the procedure. Neither procedure worked and I have been left. I am in constant pain and don't know which way to turn. My G.P didn't receive 8 page report did however when I requested it but I wasn't given a copy. I was told by consultant that my knee had severe advanced arthritis and needed replacing. My G.P however has told me it's only mild therefore I don't receive adequate medication. I am rarely able to go out because I often fall over. I have no faith in anybody.

58 Reception. On first visit reported to receptionist. My arrival, she made a note and their requested I might like to use her electronic customer survey, what's that all about? Second visit same thing happened reported my arrival to receptionist on right who told me to go to receptionist on left, which I did who told me to take a seat and as soon as I sat within seconds called my name.

59 Communication between staff carrying out the procedures

60 More nurses needed

61 Waiting times in clinics

62 Staff training on computer competence, meet and greet skills

63 When you scream with pain during operation, the doctor should stop

64 I don't believe anything could be improved as it was already perfect.

65 I found the hospital very well organised and was very happy with the treatment.

Any other Comments?

1 My 1st operation was on 2 June 2010 and the 2nd one 28th July 2010. I have not used or worn glasses to see with since and I read at night. I'm not good at putting writing together, but it's obvious what a very special place it is. I do hope this answers the questions you needed. They were rather awkward for me, because this is not like a hospital.

2 I'd recommend Will Adams to anyone needing day care surgery. The Centre is absolutely excellent, and gives patients every confidence. My surgery had incidentally been highly successful.

3 Should have received letter with next appointment but did not get one

4 I found this very difficult to answer as the questions to me seemed to relate to a hospital rather than a treatment centre.

5 Very satisfied with hospital

6 Hospital was very clean

7 Staff were first class. I felt comfortable and confident in the team

8 Treatment centre was clean and modern

9 Sorry for delay as this questionnaire came when I had gone on holiday.

10 Thanks for all staff.

11 That was my only issue, my treatment etc was as good as private and I was very pleased. Just my aftercare wasn't very clear.

12 After care was equally good. Building was clean and tidy

13 Centre was clean and tidy

14 No.

15 I was only in the centre for 3 or 4 hours and was very satisfied with the care and attention I received.

16 When I arrived for my treatment I was settled on to ward fairly promptly. The surgeon had forgotten he was due to work so we had to wait for over an hour for him to arrive. I felt because he was late my procedure was rushed and I do not feel he gave me full attention - my scar is lumpy and uneven. I also then had an infection which I was not warned about.

17 Some questions seem irrelevant, as my procedure was just one afternoon

18 I attended for a yearly check procedure for the second time at the Will Adams centre. Slightly longer waiting time this year.

19 Don't see point of questionnaires on entry, exit and by post. One is enough

20 Easy parking. Free tea and biscuits

21 I like mixed wards because women are chatty & friendlier than men

22 I received and I would have no qualms whatsoever in recommending this service & treatment to anybody.

23 Have answered questions but was only in for half a day

24 Everything was clean and warm

25 Light music in the waiting area would be welcome to offset nerves

26 Should have been offered physio. After 12 weeks the foot is still weak

27 Cleanest and most pleasant hospital I've ever been to

28 Treatment Centres are a good idea. Not as daunting as hospitals

29 It would help if there was a local bus service to the hospital, or at the least one passing near, from the Rainham area. I do appreciate of course the need to return home with someone after the eye surgery.

30 Nice to be looked after by staff who want to look after you

31 After 3 procedures I gave up and went private. Successful first time

32 Lovely clean environment

33 It was wonderful not to worry about where to park our car. The car park was easy with plenty of empty spaces at no cost. It was good not to have it on our minds that our ticket could run out.

34 First consultant I saw at the the hospital said that I did not have any internal piles - only skin tags & discharged me to another department. After a colonoscopy I was never referred back to the original consultant regarding why I was passing blood. Second consultant who performed said procedure probably wouldn't work as I had too many internal piles. It didn't. If I wish to go ahead with an operation, have to go through G.P. again.

35 I had a problem wit obtaining an appropriate medical certificate, as I was issued with and "old" style one on discharge, and it took some time (several weeks) before I received a replacement. Luckily I have an understanding HR Dept.

36 I must say that if anybody was daft enough x ray that going into hospital was a pleasure - then will Adam Treatment Centre would get they vote! That's a complement!

37 I would like to say I never thought there were places like 'will adams). Where you were made to feel so at home. The doctors and nurses were such lovely people, very caring and friendly. I would recommend anyone to go there.

38 More treatment centres like the Will Adams should be opened to patients so that they do not have to travel a distance involving sometimes several visits using taxis etc. to the large hospitals. We are fortunate to have one here in the Medway towns & one with wonderful staff!

39 Building and facilities are as good as they get

40 Great experience. I am privileged. Will Adams is rated as excellent, Benchmark Hospital. If only the other hospitals could come 40% close to the high standards of Will Adams.

41 I was treated very professionally, from the time I arrived until I left. Cant thank them enough.

42 No.

43 I rushed to get in early then waited 4 hours for op. Complete waste of time

44 Pulse machine malfunctioned so nurse put 50. Different nurse reset machine it read 99!

45 It would have been nice to have had the results. Last time I rang my doctor he didn't have results either. Time has now passed so I have given up receiving them.

46 I only went in for Cystoscopy so some questions were irrelevant.

47 Felt like private healthcare, without the fee

48 Staff on reception were very helpful.

49 If I had to have any procedure, I would opt for it at the Will Adams Centre. All staff were helpful and caring, also put you at ease.

50 Still waiting to hear when other eye can be done, six months later

51 The hospital didn't feel daunting or impersonal. The décor was like a private hospital. Everything was so clean. Congratulations!

52 Different strength lenses were implanted so a 3rd op was necessary

53 This is the 3rd questionnaire I have filled in

54 Instead of extending hospital until they spiral out of control there should be more smaller local hosp. Our local large hosp (Medway) is filthy. Nobody knows where the staff are and the majority are uncaring.

55 Hospital is new with a clean environment

56 Yes. Thank you from the bottom of my heart.