

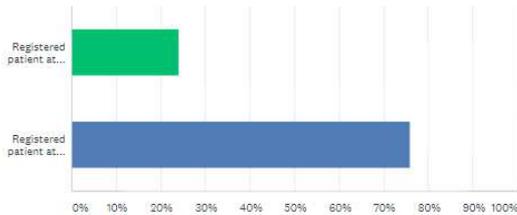
Cross Deep Surgery Ultrasound Patient Satisfaction Survey 2018-2019

During August 2018 Cross Deep Surgery surveyed patients who were seen in the Ultrasound Service. Surveys were completed anonymously and in total we received 100 responses. The results of the survey are summarised below:

Q1: Are you a registered patient of Cross Deep Surgery or are you registered at another local GP Surgery.

Are you a registered patient of Cross Deep Surgery or are you registered at another local GP Surgery?

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES
Registered patient at Cross Deep Surgery	24.00% 24
Registered patient at another GP surgery	76.00% 76
Total Respondents: 100	

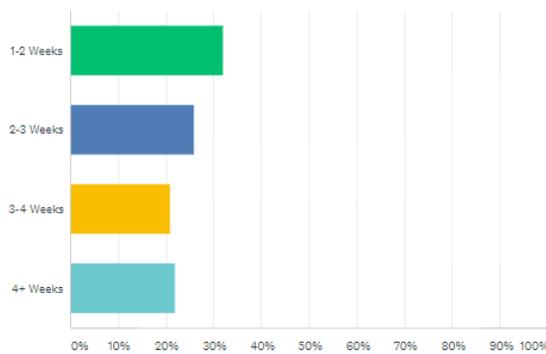
76% of patients who were seen within this period were registered patients at another GP Surgery. When surveyed in 2016 75% of patients seen in the service.

With new systems such as DXS and the practice widely advertising the services to other local GPs we are pleased to see that this has increased since 2016.

Q2: How quickly did you obtain an appointment for your scan?

How quickly did you obtain an Appointment for your Scan?

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES
1-2 Weeks	32.00% 32
2-3 Weeks	26.00% 26
3-4 Weeks	21.00% 21
4+ Weeks	22.00% 22
Total Respondents: 100	

The practice aims to book an appointment within 2-3 weeks of receipt of their referral however sometimes this is not always possible. 58% of patients were seen within 3 weeks. This compares to 75% back in 2016.

Reasons for patients not being seen within 2-3 could be:

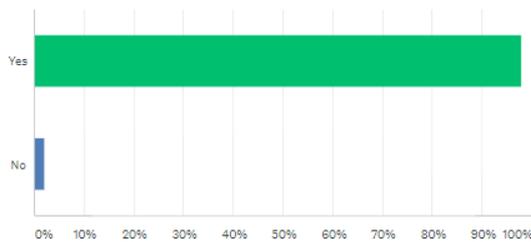
- Certain scans can only be booked at certain times of the month – as we are receiving more referrals the need for these types of appointments has increased.
- Patients have a preference to book their appointment further in advance to ensure they can attend.
- We have also seen an increase in patients cancelling and rescheduling for a later date - Especially during Holiday periods.

We are hoping to bring this wait time down therefore we have registered with a Sonographer agency therefore increased capacity at times when demand is high.

Q3: Did you feel you received enough information prior to your scan?

Did you feel you received enough information prior to the scan?

Answered: 100 Skipped: 0



The practice feels that we provide adequate information prior to the scan and 98% of patients agree.

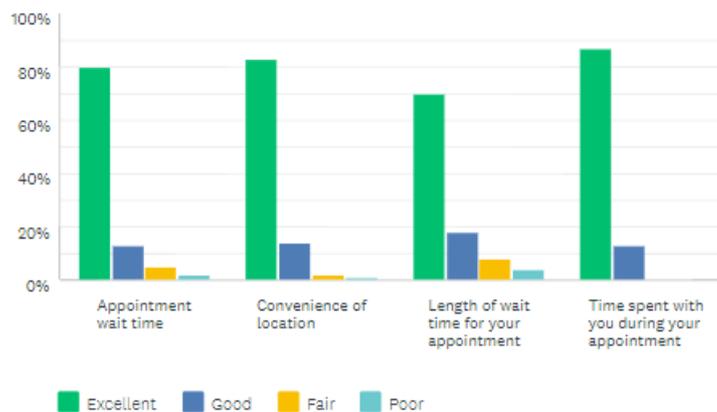
We have recently reviewed our leaflet and appointment letters which we feel have clear and accurate information to ensure patients are informed before their scan.

ANSWER CHOICES	RESPONSES
Yes	98.00% 98
No	2.00% 2
Total Respondents: 100	

Q4: Please rate the following from Poor to Excellent:

Please rate the following from Poor to Excellent

Answered: 100 Skipped: 0



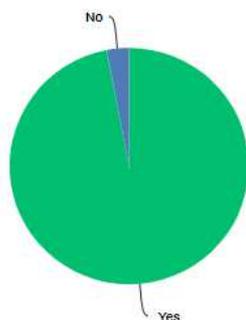
	EXCELLENT	GOOD	FAIR	POOR	TOTAL RESPONDENTS
Appointment wait time	80.00% 80	13.00% 13	5.00% 5	2.00% 2	100
Convenience of location	83.00% 83	14.00% 14	2.00% 2	1.00% 1	100
Length of wait time for your appointment	70.00% 70	18.00% 18	8.00% 8	4.00% 4	100
Time spent with you during your appointment	87.00% 87	13.00% 13	0.00% 0	0.00% 0	100

In all 3 out of the 4 areas were marked 93% or above as Good or Excellent.

Q5: Did you feel the Sonographers explained the scan procedure to you?

Did you feel the Sonographer explained the scan procedure to you?

Answered: 100 Skipped: 0



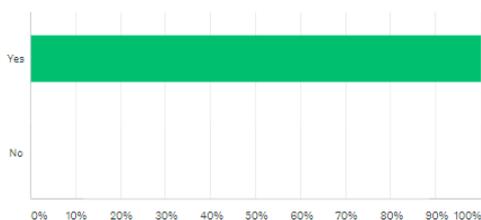
97% of patients felt that their scan procedures were explained to them before it was carried out. This is the same result when we surveyed patients back in 2016.

ANSWER CHOICES	RESPONSES	
Yes	97.00%	97
No	3.00%	3
TOTAL		100

Q6: Were you satisfied with the overall experience of the practice facilities, waiting area and scanning room?

Were you satisfied with the overall appearance of the practice Facilities, waiting area and scanning rooms?

Answered: 100 Skipped: 0



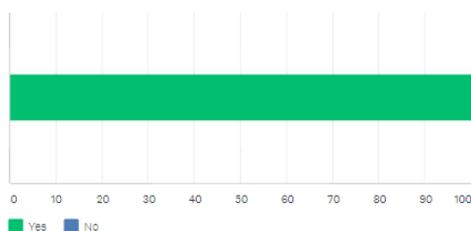
100% of patients were satisfied with the practice facilities.

ANSWER CHOICES	RESPONSES	
Yes	100.00%	100
No	0.00%	0
Total Respondents: 100		

Q7: If you needed to, would you use the ultrasound service at Cross Deep Surgery again?

If you needed to, would you use the Ultrasound Service at Cross Deep Surgery again?

Answered: 100 Skipped: 0



100% of patients surveyed said they would use the ultrasound service again if they needed too.

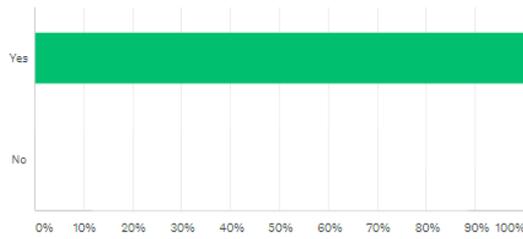
This has improved from 98% in 2016.

ANSWER CHOICES	RESPONSES	
Yes	100.00%	100
No	0.00%	0
Total Respondents: 100		

Q8: Would you recommend the Ultrasound Service?

Would you recommend the Ultrasound Service?

Answered: 100 Skipped: 0



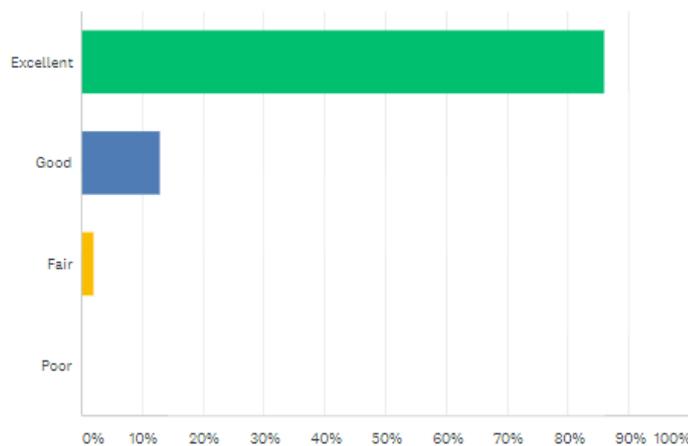
100% of patient said they would recommend the Ultrasound Service.

ANSWER CHOICES	RESPONSES
Yes	100.00% 100
No	0.00% 0
Total Respondents: 100	

Q9: Overall, how would you rate the Ultrasound Service?

Overall, How would you rate the Ultrasound Service?

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	86.00% 86
Good	13.00% 13
Fair	2.00% 2
Poor	0.00% 0
Total Respondents: 100	

Overall, 99% of patient rated the Ultrasound Service Good or Excellent.

Q10: Have you any recommendations for the practice as a result of your Visit.

We received 25 Additional Comments:

Out of the 25 Comments we received:

18 Comments were extremely complimentary to the service – These are listed below:

- Thanks
- Very good
- Excellent local facility
- No. Great service.
- I hope this valuable service continues. Thank you.
- No. All good. Thank you!
- Very good and preferred rather than going to hospital. Thank you! :)
- No. Just nice and easy!
- None. Very good
- The Lady was kind and made me feel relaxed. She was Brilliant.
- I got the appointment within 1 day! Very good service. Thank you
- No. Many thanks!
- Very helpful sufficient service. Great local facility to have.
- No, everything excellent.
- Excellent overall service
- Excellent
- The lady was kind and made me feel relaxed. Thank you
- Big thank you

7 Comments are deemed as neutral/negative:

- Little less stern. More relaxed.
- To make sure we are told to book in at reception. I thought I had to go upstairs and ultrasound ladies did not know I had arrived.
- I was referred almost 2 months ago and I was in the dark about it and when I would be seen which did give me some anxiety.
- Better parking facilities
- Reception staff to smile.
- Quicker appointment if possible.
- LBC on the radio