

ENHANCED COMMUNITY GYNAECOLOGY SERVICE

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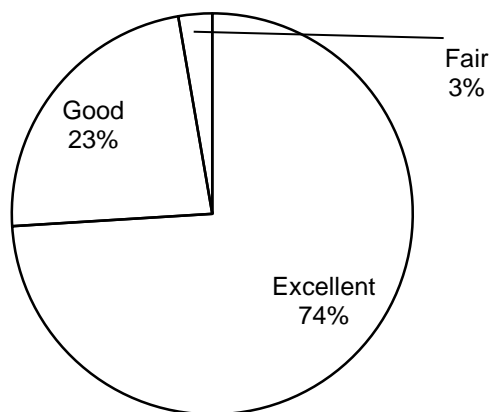
www.hertfordshirecommunitygynae.org.uk

ECGS Quarter 1 18 patient feedback summary & analysis

Questionnaires were given to all new patients in the first quarter of 2018.

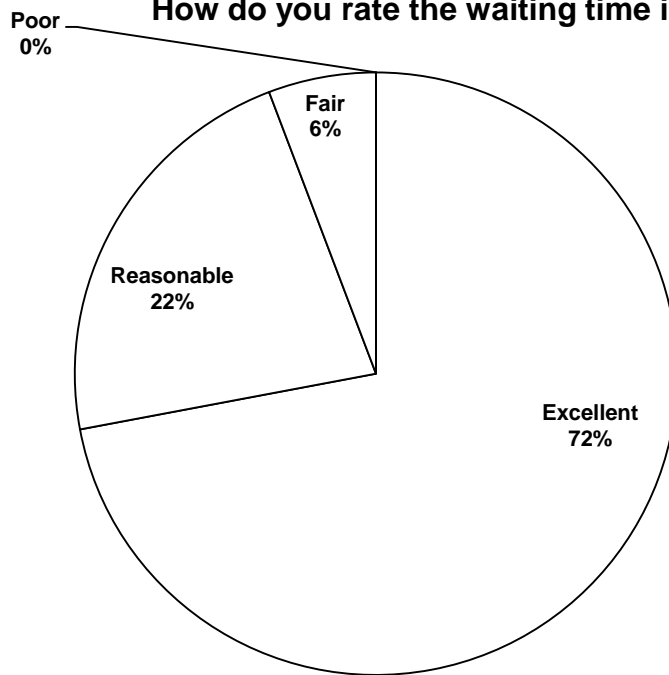
A sample of 331 questionnaires were analysed where all the questionnaires were complete.

How do you rate the time you waited for your appointment to come through?



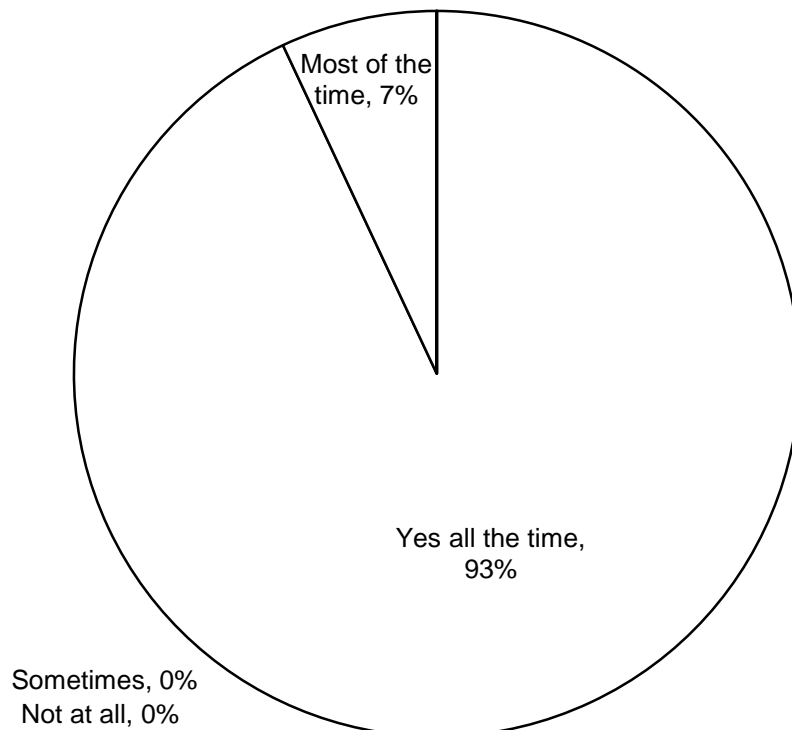
97% of patients rated the time they waited for the appointment to come through as excellent or good.

How do you rate the waiting time in the clinic today?



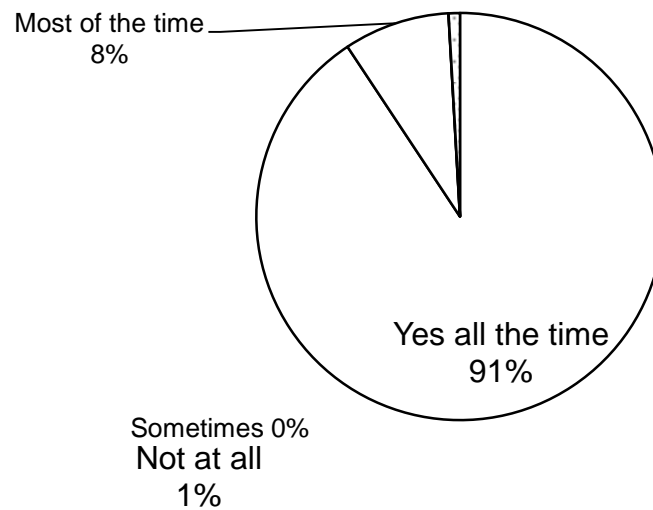
94% of patients rated the time they waited at the clinic excellent or reasonable.

Did you have confidence and trust in the staff involved in your care?



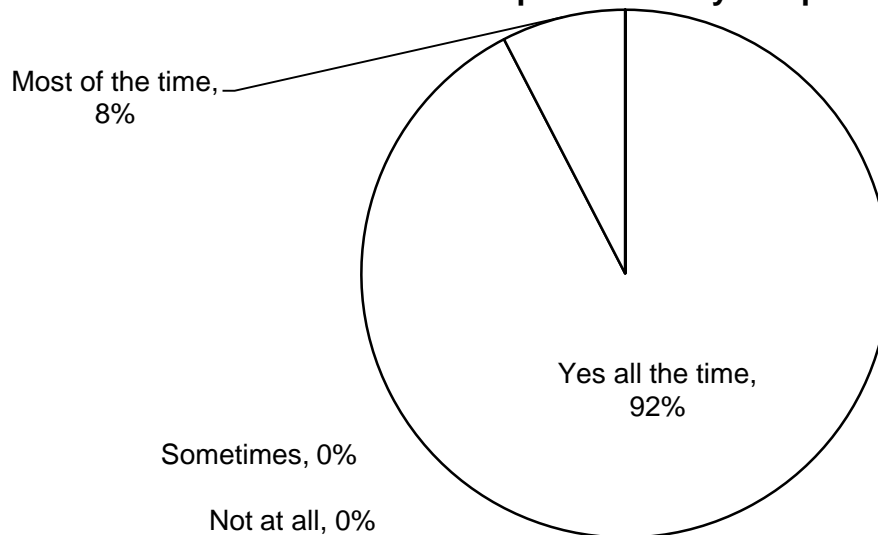
100% of patients had confidence and trust in the staff involved in their care for most of the time if not all of the time.

Did the doctor/consultant make you feel at ease while you were at the clinic?



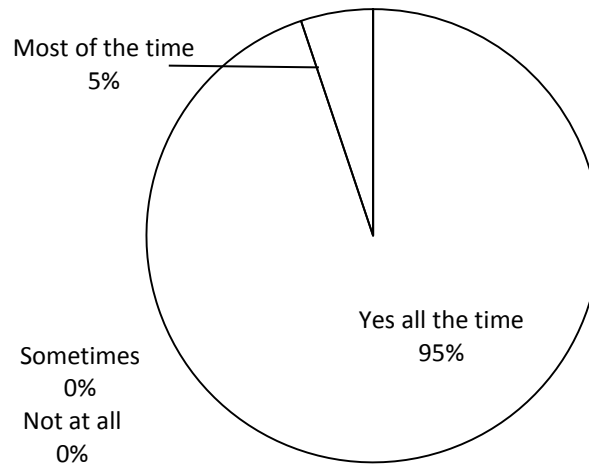
99% of patients felt that the consultant/doctor made them feel at ease for most if not all of the time they were at the clinic.

Did the clinician pay close attention to what you were saying and respond well to your questions?



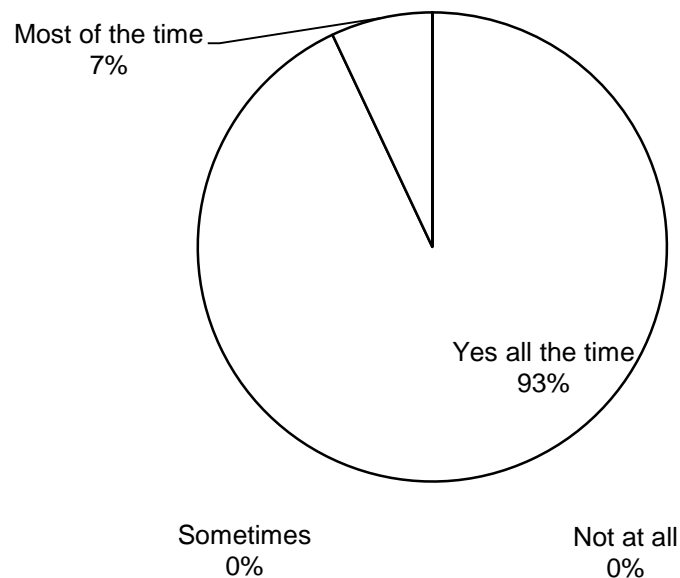
100% of patients felt the clinician paid close attention to them most of the time if not all of the time.

Did the clinician discuss your treatment options with you to help make the best decision for your care?



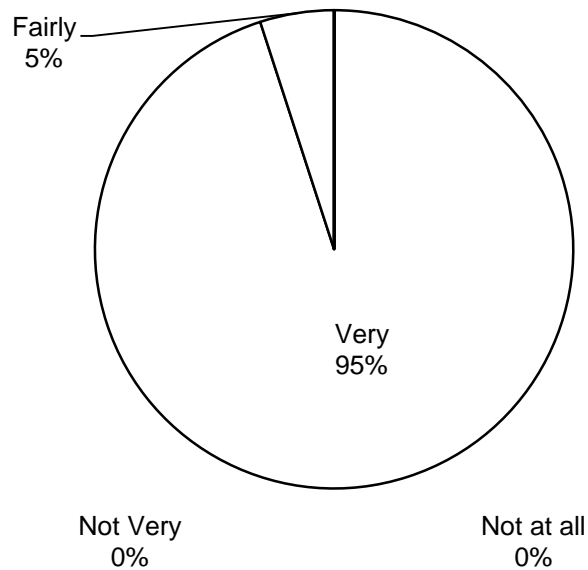
100% felt that treatment options were discussed with them to make the best decision for their care most of the time if not all of the time.

How did you rate the courtesy of the staff?



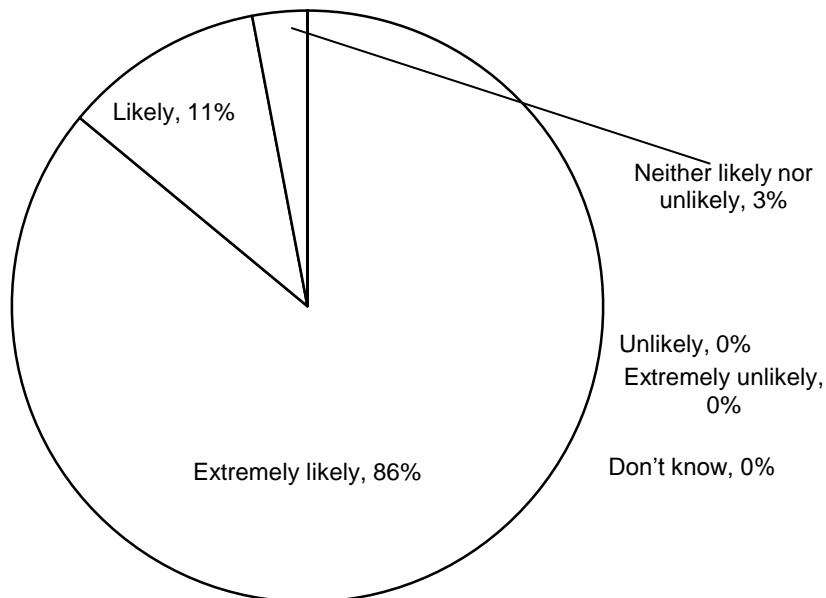
100% of patients rated the courtesy of the staff as excellent or good.

Overall, how satisfied are you with your experience of this service?



Overall, 95% of patients were very satisfied with their experience of this service

How likely are you to recommend The Enhanced Community Gynaecology Service to friends and family if they needed similar care or treatment?



97% of patients are extremely likely or likely to recommend the Enhanced Community Gynaecology Service to friends and family if they needed similar care or treatment.

Comments from patients

'Very pleasant, quick and helpful staff'

'All doctors and nurses and staff are very friendly'

'Very welcoming, friendly and thorough throughout'

'Quick referral and clinic near to home'

'Prompt response time'

'Good efficient service'

'Better than having to go to the hospital'

'Easy, short wait. Nice atmosphere away from a hospital'

'Good service and friendly staff + nice environment'

'The staff are very friendly and made me feel comfortable in an uncomfortable situation'

'I feel I was given great advice on what my next options are and that made me feel very positive about my personal self'

'Best service I have received I would recommend this clinic to friends and family for future'

'Quick to be seen and professional. Better than I expected'

'First rate service from consummate professionals'

'Very efficient and ideal not to have to go to a hospital, very convenient'

'Relaxed atmosphere – reassuring'

'Appreciate care and time taken for me'

'Got seen quickly, doctor was informative and friendly'

'Very thorough and friendly service, felt comfortable throughout'