

What our patients think of us in 2009 - 2010

The Prostate Centre is now in its fifth year of operation. We continue our efforts to provide patients with access to the best possible comprehensive care, offering a full range of diagnostic tests and consultations. Our surgeons, physicians and specialist nurses are all at the pinnacle of his or her profession, respected nationally and internationally as an authority on a specific area of medicine.

We are committed to providing a unique patient experience, and recognise the value of collecting patient feedback in order to assess and subsequently improve our service. The patient satisfaction survey forms a mandatory part of our overall responsibilities under the regulations of the Health and Social Care Act 2008. Nevertheless, we consider it an essential vehicle to achieving our goal to offer a premier service to our patients.

How do we obtain patient feedback?

Patient satisfaction surveys are kept in the waiting room for patients to complete as they wish. In order to maintain patient confidentiality, a posting box is provided for completed questionnaires.

To gather as much feedback as possible, our receptionist continues to approach patients and their supporters suggesting they might like to fill in a questionnaire.

Each question of the survey relates to different aspects of the “patient journey” at The Prostate Centre, with a section at the end allowing for general comments. A ranking scale ranging from 1 (very poor) to 5 (very good) is used to rate each aspect.

Response rate

Due to the busy nature of our clinics, it has again been challenging to obtain a high number of completed surveys from patients whilst they are at the Centre. We have received 39 completed questionnaires in total. To increase this number for next year, we have uploaded a re-designed survey to the website.

Even so, we receive many, many letters which patients and their families have taken time to write, thanking us at the Centre for everything we have done for them and complementing us on our friendly, welcoming and efficient service. These are kept on file and a number of excerpts from them are posted on our website.

Results

We have compared this year’s findings with the results from last year to see if we are improving (or not) on various aspects of our service:

First impressions

Initial telephone contact

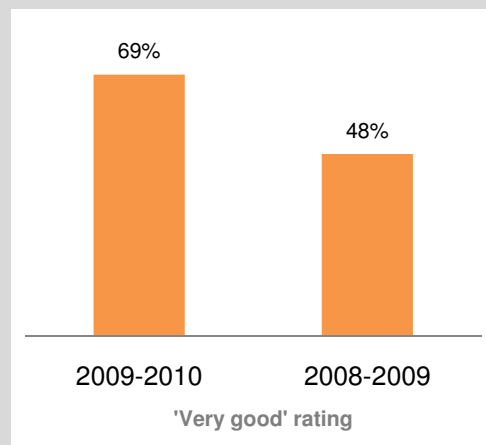


The automatic telephone system continues to direct callers to the most appropriate person in our team.

When a patient calls to arrange an appointment, our experienced Patient Liaison team asks about their symptoms, takes some basic details, explains the procedure for their visit and schedules an appointment with the most appropriate specialist.

For those patients who speak little English, we have recently employed the services of Language Line, an over-the-phone interpretation service.

Quality of information prior to your visit



Last year, we set a target to produce more extensive written information sheets, and we have certainly achieved this.

For those patients who are interested in the da Vinci robot, we provide a comprehensive information booklet. This has been translated into Arabic. Furthermore, the TRUS biopsy and flexible cystoscopy information sheets have been translated into Greek and Arabic.

Our up-to-date website provides advice and information for patients prior to their visit to The Prostate Centre. Recently, we uploaded both a Greek and Arabic information page to the website.

We aim to translate more of our written information over the next year.

Welcome at the Centre



This rating has risen significantly.

We try to make full use of all waiting room areas which reduces crowding in the main reception.

The front door is left unlocked during opening hours allowing patients the freedom to walk in and out as they wish.

Patients are encouraged to spend time at the Centre reading information materials or watching one or more of our specially commissioned patient-focused DVDs in our resources room.

On the days when our massage therapist is available, we urge patients to relax and de-stress with a treatment.

Your appointment

The headline findings are these:

Availability and convenience of appointment



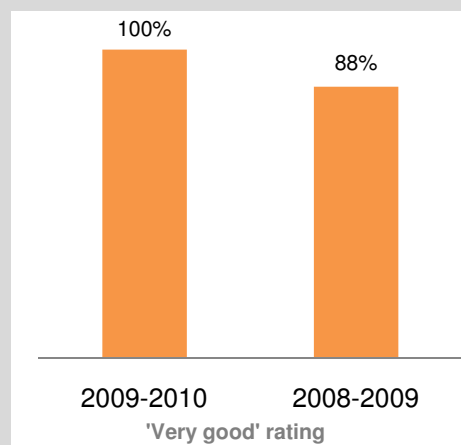
Promptness of appointment time



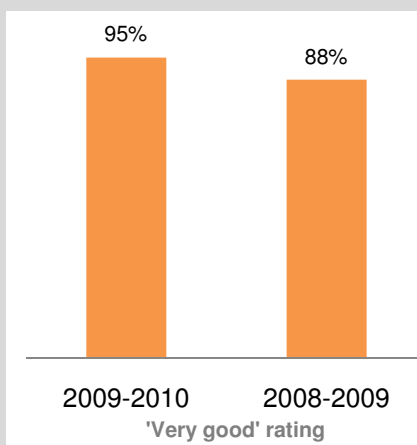
Respect for your privacy and dignity



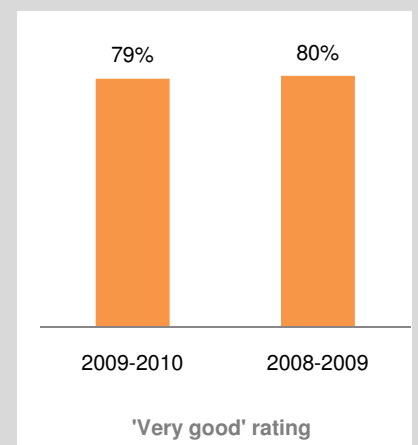
Quality of the information provided by the nurse



Quality of the information provided by your consultant



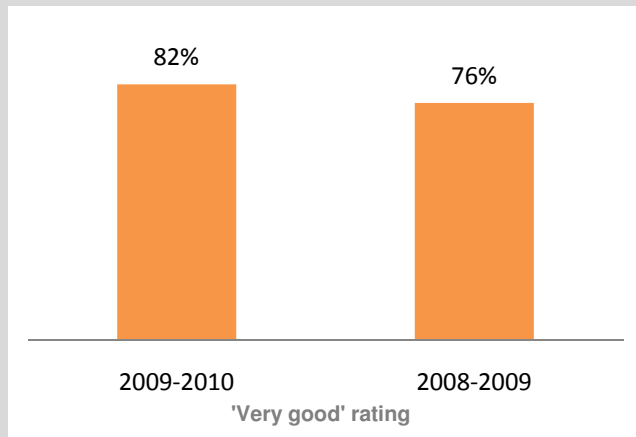
Time given to ask questions



The promptness of appointment times has improved dramatically from last year; however this could be enhanced. To gain information about which doctors are taking longer to see patients, we have included space to write which doctor patients saw on the re-designed patient satisfaction survey.

Our Centre

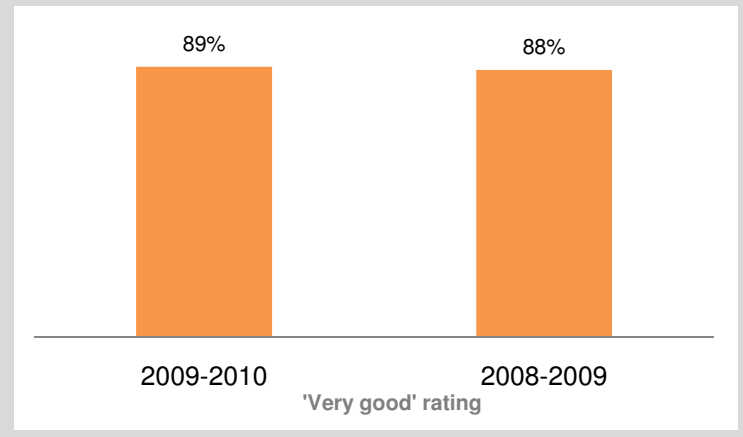
Comfort of our waiting rooms and consulting rooms



Another area of strong improvement in ratings is the comfort of our waiting rooms and consulting rooms.

We have increased our order of newspapers and magazines so the radiology waiting room is well stocked. Our receptionist ensures that the waiting rooms are kept tidy throughout the day.

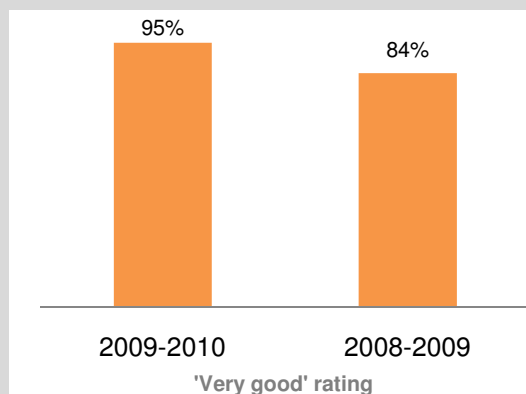
Comfort and cleanliness of our clinical rooms



As a private health centre, it is no surprise that cleanliness and hygiene are high on our list of priorities. Again, we have succeeded in achieving high standards.

Below the surface runs our scrupulous attention to infection control. For example, we routinely screen patients for MRSA infection prior to hospital admission.

Overall satisfaction with our service



We have received an exceptionally high rating for the overall level of care at The Prostate Centre; 95% of responses were 'very good'.

Over the next year we will continue to listen to our patients and their supporters in order to improve our service further.

A selection of the encouraging comments received can be found on our website.

Breakdown of results

Initial telephone contact:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	87%	13%	0%	0%	0%
2008 - 2009	80%	20%	0%	0%	0%

Quality and value of information given in advance of visit:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	69%	31%	0%	0%	0%
2008 - 2009	48%	44%	4%	0%	0%

Availability and convenience of appointment:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	67%	33%	0%	0%	0%
2008 - 2009	60%	40%	0%	0%	0%

Welcome at the Centre:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	92%	8%	0%	0%	0%
2008 - 2009	80%	20%	0%	0%	0%

Promptness of appointment time:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	64%	33%	3%	0%	0%
2008 - 2009	48%	48%	8%	0%	0%

Respect for your privacy and dignity:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	92%	8%	0%	0%	0%
2008 - 2009	80%	20%	0%	0%	0%

Comfort of waiting areas/consulting rooms:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	82%	15%	3%	0%	0%
2008 - 2009	76%	16%	8%	0%	0%

Comfort and cleanliness of clinical rooms:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	89%	11%	0%	0%	0%
2008 - 2009	88%	12%	0%	0%	0%

Quality of information given by the nurse:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	100%	0%	0%	0%	0%
2008 - 2009	88%	8%	0%	0%	0%

Quality of information given by your consultant:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	95%	5%	0%	0%	0%
2008 - 2009	88%	12%	0%	0%	0%

Time given to ask questions:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	79%	21%	0%	0%	0%
2008 - 2009	80%	20%	0%	0%	0%

Care taken to make blood and other tests comfortable:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	89%	11%	0%	0%	0%
2008 - 2009	68%	12%	0%	0%	0%

Care taken to make ultrasound/biopsy comfortable:

	Very Good	Good	Average	Poor	Very Poor	N/A
2009 – 2010	78%	11%	0%	0%	0%	11%
2008 - 2009	44%	12%	0%	0%	0%	44%

Efficiency and courtesy of administration staff:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	90%	10%	0%	0%	0%
2008 - 2009	76%	24%	0%	0%	0%

Explanation of payment procedures:

	Very Good	Good	Average	Poor	Very Poor	N/A
2009 – 2010	64%	25%	0%	0%	0%	11%
2008 - 2009	60%	16%	0%	0%	0%	4%

Overall satisfaction with the quality of the service:

	Very Good	Good	Average	Poor	Very Poor
2009 – 2010	92%	5%	0%	0%	0%
2008 - 2009	84%	16%	0%	0%	0%