

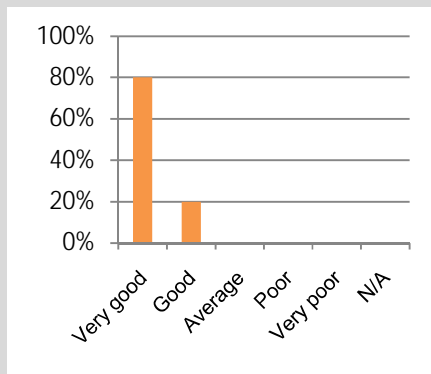
# How do our patients think we are doing in 2008 – 2009?

We consider ourselves dedicated to attaining the highest possible standards of care for our patients and their supporters. In order to achieve this goal, we strongly emphasise the importance of regular and continuing review of all aspects of our service. A major part of this is patient feedback. Our patients here at The Prostate Centre are encouraged to comment both positively and negatively, freely and confidentially via our patient satisfaction survey.

Below are a few examples of our findings between 2008 and 2009:

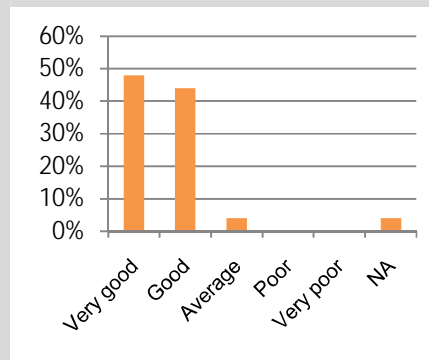
## First impressions

### Initial telephone contact



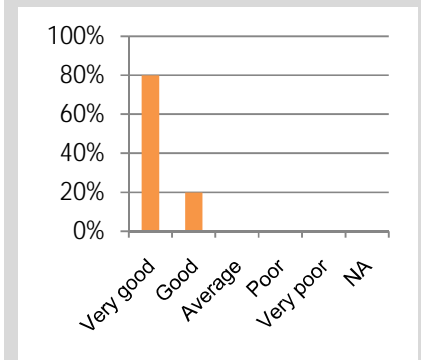
We have installed a new telephone system to enhance efficiency. Patients are asked to choose options 1 – 4 depending on their enquiry. Our phones are manned throughout the day from 9am to 5pm, and when the Centre is closed, we leave a telephone message giving a number to call in an emergency.

### Quality of information prior to your visit



Our dedicated Patient Liaison team is always at hand to answer any questions. We encourage patients and their supporters to visit our comprehensive website for more information about our services and what to expect before they attend. Our target for the oncoming year is to produce more extensive written information sheets.

### Welcome at The Centre

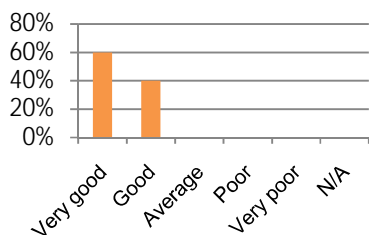


We ensure that a receptionist is always available at the front desk ready to welcome patients to our Centre. Each new patient is booked in to see the Nurse Manager before their consultation with one of our specialists, to explain what to expect and to take notes on medical history.

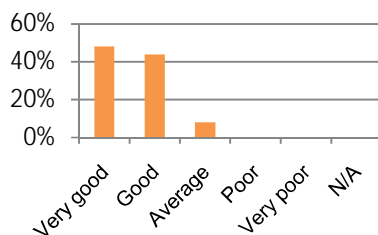
# Your appointment

The headline findings are these:

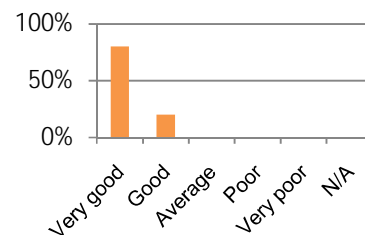
## Availability and convenience of appointment



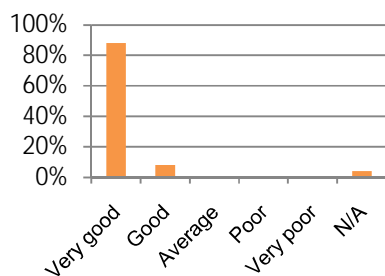
## Promptness of appointment time



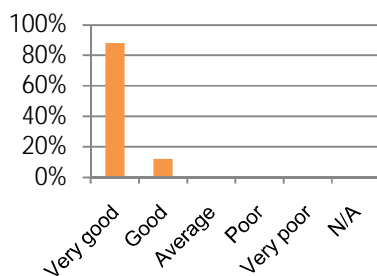
## Respect for your privacy and dignity



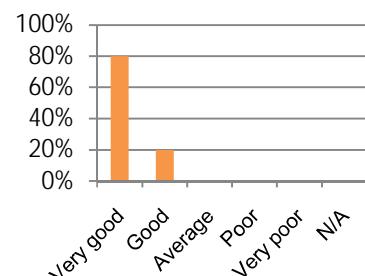
## Quality of information given by the nurse



## Quality of information given by your consultant



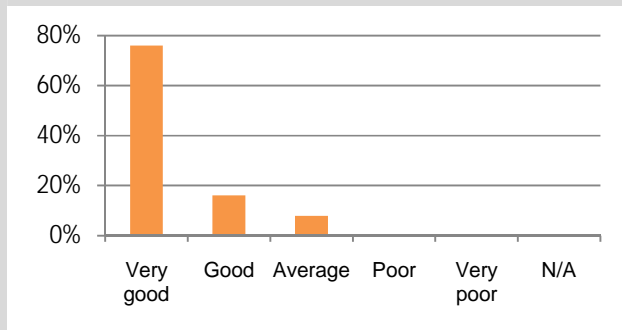
## Time given to ask questions



It is clear from this information that we should try and improve the promptness of our appointment times, which has proven the most difficult target to improve year on year. Since we have kept the patient satisfaction questionnaires anonymous so to ensure confidentiality, it is difficult to analyse exactly why delays occurred during these patient visits. We may consider amending the survey to support the analysis of this information in the future.

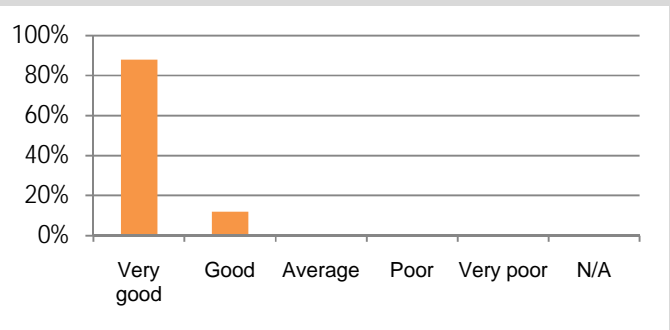
## Our Centre

### Comfort of our waiting areas and consulting rooms



Some patients considered the comfort of our waiting areas and consulting rooms to be “average”. When patients are accompanied by large family groups, there is often a lack of chairs. Recognising this, we have purchased another 15 visitor chairs and distributed them among our consulting and waiting rooms.

### Comfort and cleanliness of our clinical rooms



We believe that our clinical floor, where tests, nursing and radiology take place, is clean and airy. Patient feedback suggests we are not wrong; 88% of responses were “very good”.

## Overall satisfaction with our service

We have received an outstanding positive score for our overall level of care with 84% of responses as “very good”. This has motivated us to not only continue providing patients and their supporters with these high standards, but to improve them year upon year.

## What have we learnt from our patients?

The results of our surveys for the year 2008 – 2009 have been encouraging. We are pleased to have achieved such a high number of rankings of either “very good” or “good”, in addition to receiving many, many personal comments thanking us and applauding our Centre. Not one considered any aspect of our service as “poor” or “very poor”.

However, there are some clear areas in which improvements could be made. Identifying these is imperative in our endeavor to achieve the highest standards of care. Over the next year we will aim to lower patient waiting times, and work on improving our written information. Moreover, gathering an increased number of completed surveys from patients and their supporters in the coming year will be valuable in helping us to continue to improve and develop our service.