

SMC

Local Specialist Urology Service

Patient Survey Report

2014/15

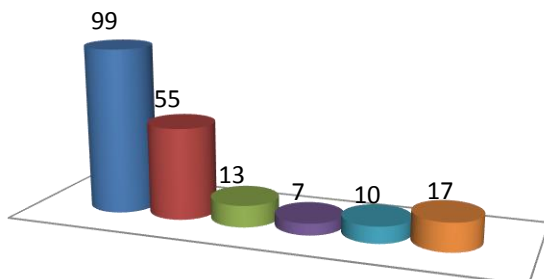
My treatment from day one after I was referred by my doctor has been excellent cannot fault my treatment it has all been super. Thank you.

Outstanding! Your service should be a benchmark for all other clinics in the NHS. Thank you.

How would you rate the overall experience you received from LSUS

100% all round, thank you very much.

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



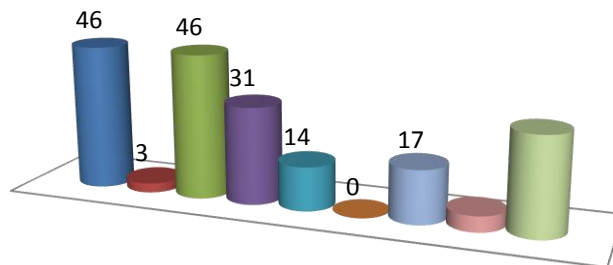
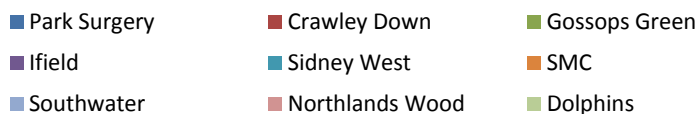
*A first class service.
Consultant was outstanding.
Many thanks.*

This report is compiled from data gathered between April 2014 and March 2015 inclusive. This patient survey was given to all patients that attended any of the LSUS clinics during this period. During this period LSUS accepted ____ new patients. The results below are taken from a responding sample of 194.

It is worth noting that not all respondents completed all of the questions. Numbers within charts are actual numbers of respondents.

Data Summary Charts....

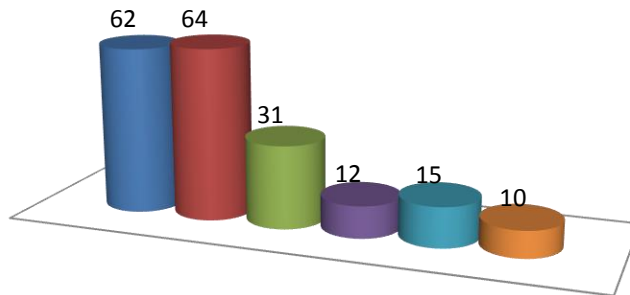
(A) Appointment Location



Location

(1) Greeting on arrival by location staff

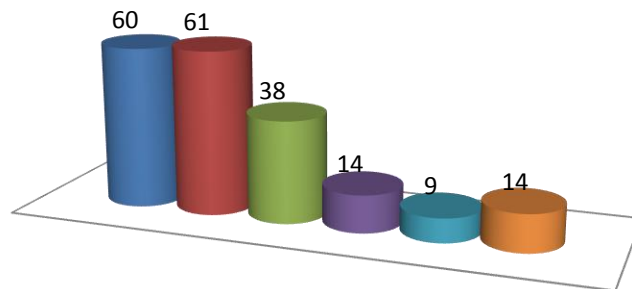
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Location

(2) Helpfulness of the location staff

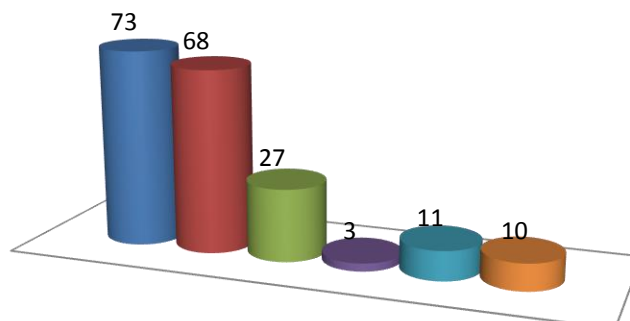
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Location

(3) Presentation and cleanliness of the location

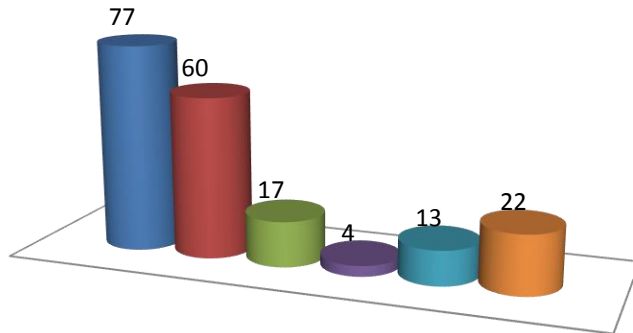
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The LSUS Service

(4) Greeting on arrival by LSUS staff

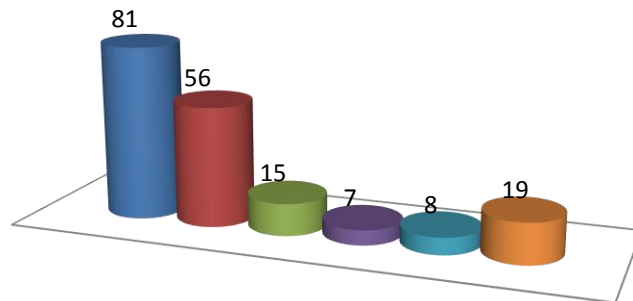
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The LSUS Service

(5) Helpfulness of the LSUS staff

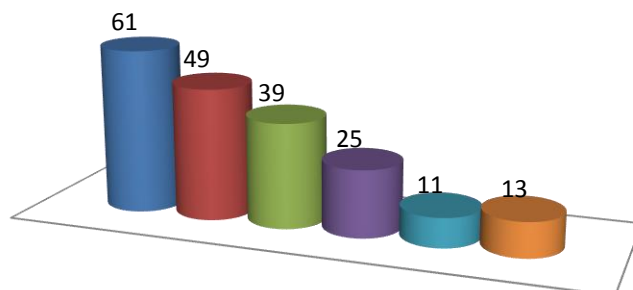
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The LSUS Service

(6) Duration in waiting room

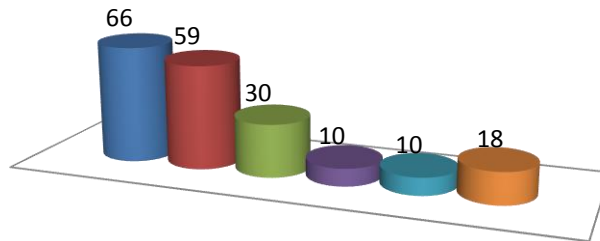
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The LSUS Service

(7) Quality of correspondence received from admin staff

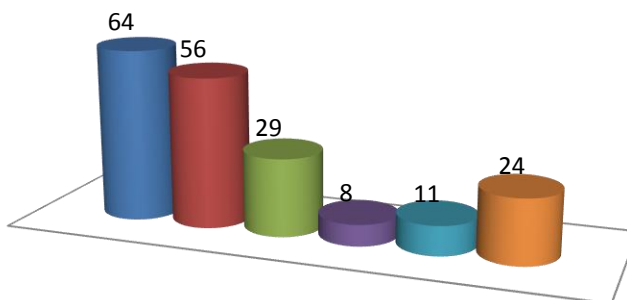
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The LSUS Service

(8) Helpfulness of admin staff

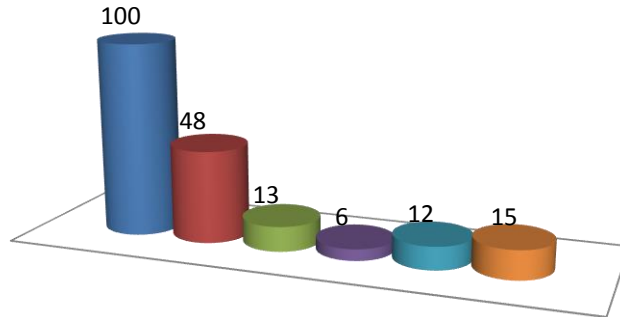
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The Consultant

(9) The way your course of treatment was explained

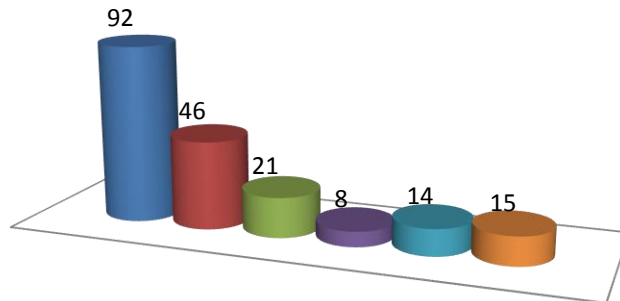
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The Consultant

(10) The way the expected outcome was explained

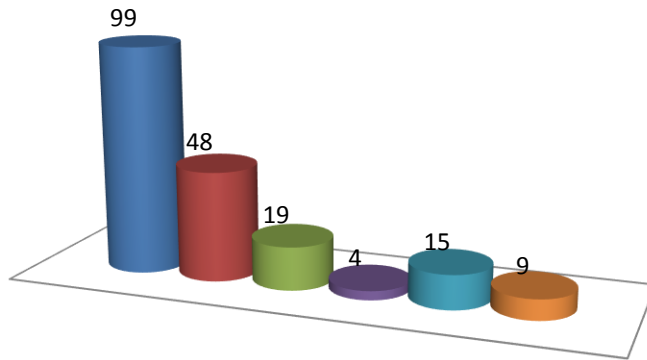
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The Consultant

(11) The way your questions were answered

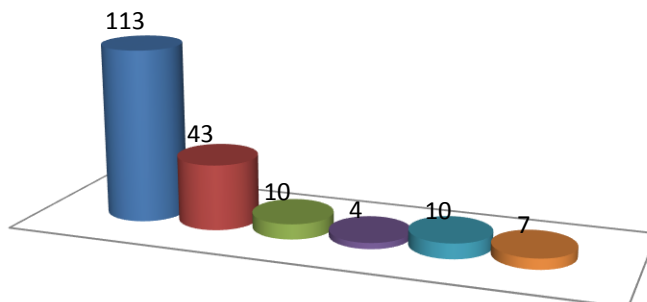
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



The Consultant

(12) Your overall impression of the consultant

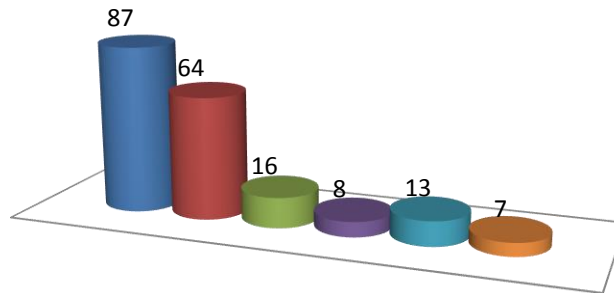
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Your care and treatment

(13) Length of time given to discuss your condition with the consultant

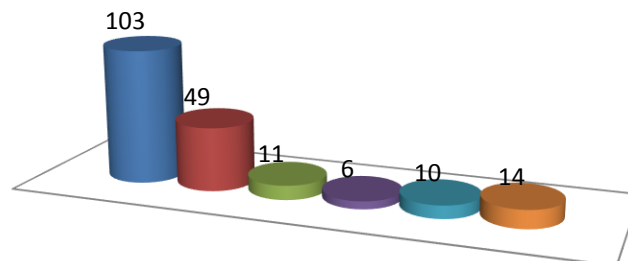
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Your care and treatment

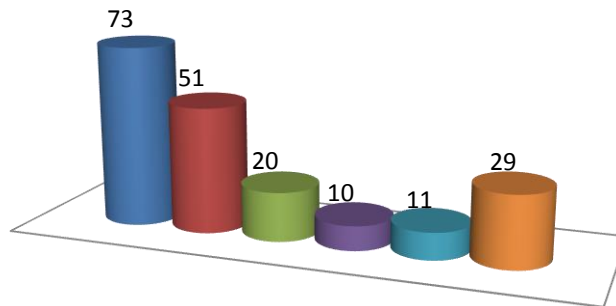
(14) Respect for your privacy and dignity during the examination

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



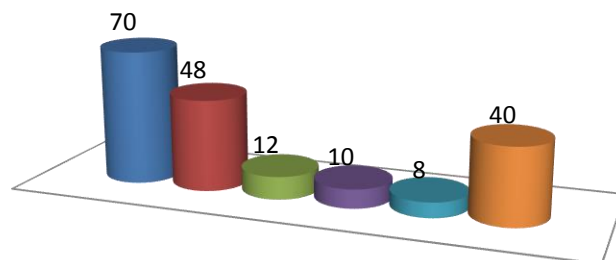
Your care and treatment ***(15) The way the purpose of the medication/side effects were explained***

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Your care and treatment ***(16) The way the procedures/post operative care was explained***

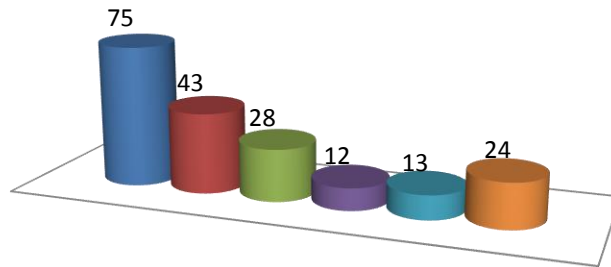
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Your care and treatment

(17) Your involvement in decisions about your care and treatment

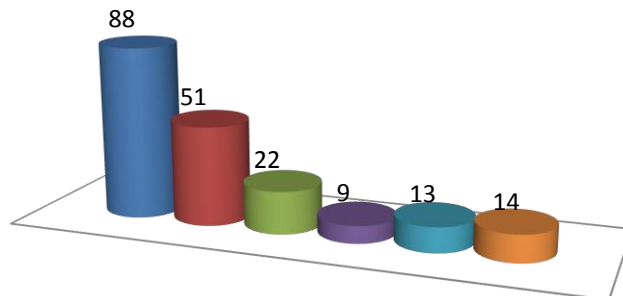
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Your care and treatment

(18) Information provided about your condition/treatment

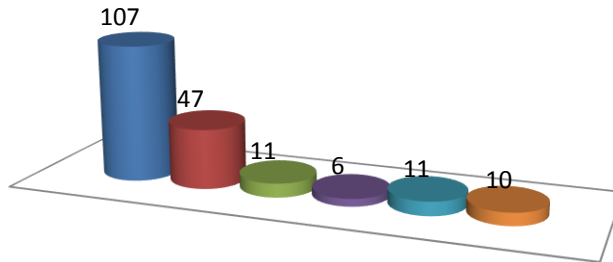
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



Your care and treatment

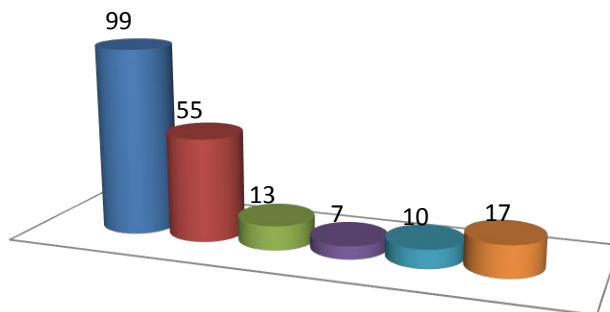
(19) Confidence and trust in the consultant treating you

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



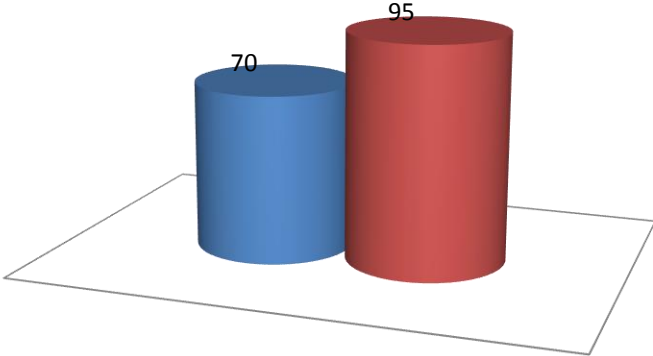
(20) How would you rate the overall experience you received from LSUS

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ N/A / No Comment



(C) Additional Comments

■ Commented ■ Did not comment



Patient Comments and Feedback....

I was treated with utmost respect and have high praise for all persons concerned.
The pre-op information sheets needs rewriting. The suggested healing and pain free times are absurdly optimistic - confirmed by my son in law who had the same op.
Very satisfied with all aspects of my treatment
No comments
Mr Al-Singary gave me confidence that the procedure would solve my condition highly professional approach attitude but personable.
I would have no hesitation in recommending your services. Thank you for my consultation
I have ticked items which applied to me as no treatment was necessary. Excellent surroundings and the staff spent time to explain my condition without rushing the time spent in the room.
the service provided at my gp's surgery instead of a hospital environment was excellent and much appreciated.
I was very impressed to get my appointment on Saturday! Which I had to call in to make sure that the day and date were right! Well done keep up the good work. Thank you very much.
I was expecting the treatment to be carried out on the day of arrival as the consultant already had scans of my condition a waste of an appointment for someone else
very pleased with service and advice.
No one on reception desk but staff in back office who finally ended her conversation with a colleague and came to front desk to take my enquiry
100% All round thank you, terry
As I do not drive or have no transport I find it very difficult to get to surgery's around the local area so I have to really on my daughter to taxi me about yours sincerely-----[PID removed]
Nice people
Thank you very much for explaining everything to me and not rushing my appointment. Another thank you to Lisa for being so efficient and helpful.
Post operative advice was not good, particularly after my wound became infected.
medication via consultant, GP, hospital not clear follow up to me as patient.
wish every surgery was like this one. Friendly and made me feel safe and in good hands
My only query is that I have not received my appointment for cancer follow up camera test which I was told was urgent
was feeling very anxious and vulnerable when first entering the building but all of those feelings disappeared with in seconds of speaking to my consultant, I knew I was in safe hands. Thank you!
None!! Excellent Mr Al-Singary all the best
* Unable to comment on these questions as it was only an update on my 6 monthly discussion with consultant
I wasn't sure if I was sat in the right waiting room. I was directed to the right part of the building but when I reached a waiting room there wasn't any signage to confirm that it was door Urology patients. Two other patients commented on the same issue to me whilst i was sat down,
My copy of the GP letter was not enclosed as stated.
I am unfamiliar with this area and had to get map off internet to find it I had to do 8 point turn to turn around my car as I do not know I should have gone straight in LSUS Car park. Therefore better directions required this is common fault with NHS.
couldn't be improved excellent.

The service provided was excellent throughout my surgery wish the NHS could provide this service I wish to thank my surgeon Mr Al-Singary very pleasant, Kind and caring, Many thanks to you all.

Also used BH facility why different venues? Both were above NHS Average

As this was very new to me I thank you.

Special thank you to Mr Al-Singary for providing excellent care and advise and for solving this difficult case!

your process for making and sticking to dares agreed has room for improvement

the treatment I had was first class I am so much better many thanks

No improvement required

The only minor problem (for me but more difficult for your staff) was the lack of ventilation/air con in the operating room - which was around 40c they coped really well under the circumstances.

A first class service. Consultant was outstanding. Many Thanks.

Very good nothing else needed

very happy with the excellent service and the warmth shown to me by Mr Hussain and his assistant nurse whos smile made me feel wanted.

I really can't find the words to express my gratitude for the tender hearted care I received from Mr Al-Singary and also his assistant nurse. In all my 67 years I have never been treated with such kindness and I am truly grateful to you all. God bless you all.

A follow up letter explaining my condition and treatment would be good.

I felt very relaxed with the consultant and he put my mind at rest

I had a very poor experience in my dealings with Goring Hall Hospital - I would never go there again, very bad admin dates wrong admission time wrong very stressful. All the clinical side was fine.

There were no LSUS staff present except the consultant

very confident consultant made me feel very secure answered all my questions and took time to explain

My treatment from day one after I was referred by my doctor has been excellent cannot fault my treatment it has all been super. Thank you.

When a prescription is requested it seems wasteful in time and energy to prescribe only 1 month when the treatment is 3 months or longer.

No complaints whatsoever excellent overall experience.

Urology staff were very good and polite

completely satisfied with the service I received.

Excellent service all round helpful, understanding and felt at ease the whole time listened to my concerns understood my worries and dealt with them I wish I had the same faith with my gp as that feels like a bit of a cattle market.

My Appointment was at 12 noon on a Saturday not unsurprisingly there was one receptionist and one nurse who were helpful.

Very pleased with treatment and the result of treatment

the waiting time from the gp to you was a bit long (nearly a month) other wise I had a very good experience.

Excellent service.

Both Ifield and Goring were fine locations but might I deviate and respectfully suggest that when convenient you include your full post address on all of your correspondence which must include road number and post code. When you live 35 miles away Goring Hospital proved difficult to locate.

Could not ask for anyone better Mr Al-Singary bedside manner, care and concern was truly excellent need more like him. Very happy with the outcome.

Keep up the good work.

This is the second time I have seen Mr Al-Singary in a year I find him most helpful polite and knowledgeable.

a very helpful and reassuring experience.

the reception staff were too interested in talking to each other than attending then patient, consultant was 10 mins late arriving 1st visit waited 20-25 mins on both visits.

very well cared for overall

I would recommend the service to anyone contemplating prostate treatment there was some delay in my recent appointment on 13/12/2015 for which communications could have been better but the overall service was still very good

the parking is very bad and I had to park way up the road outside someones house.

a very good service - well done

They could have let people in out of the cold, grumpy about computer problems. I do not understand the distinction between location staff, Isus staff and admin staff. You seem to be asking the same questions. Far too long (next to duration in waiting room) - 15 mins for first patient of the day. On this occasion there was no examination but there was the unexplained presence of a women in the room which prevented me from relaxing and discussing the full details of my condition was she a medical professional? patients should be asked if they minded?

I found a very good service all round. Thank you. [PID removed]

Thank you so much for dealing with what was a traumatic experience in such a kind and supportive way

Following my referral to LSUS I have pleased with the level of service provided. I was seen very promptly and I am happy with the consultation/follow up meeting overall a very satisfactory service.

well done! I have recommended same treatment to a peer group relative.

Just a massive thank you to Mr Al-Singary and every one else involved for turning my life around. Life is so much better now I am no longer on medication thank you, thank you

Exemplary in every way

FEEDBACK ON THIS SERVICE

Thank you for taking the time to review this report. We would welcome any feedback relating to this report or if you have used the service at any point. In particular, we are looking to discuss in detail your experience of the service and listen to any ideas which you may feel could improve the experience for any future patients. If you feel you would like to contribute please contact us on 01903 503447.