



CONSUMER SURVEY FEBRUARY 2017



TOPIC: DAY ADMISSION BOOKLET

DETAILS:

25 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Day Admission Booklet and paperwork. Whilst waiting to be admitted, survey was completed and comments provided regarding their experience.

LAYOUT

At first glance, does the booklet appear interesting to read?	100% answered YES
Did you see the Table of Contents before reading the booklet?	88% answered YES
Did each page have - the right amount of text?	92% answered YES
- too much text	8% answered YES

Comments:

- Very informative
- Clear for me, but perhaps vision poor or people who need glasses may struggle on a couple of pages
- I found all of the information I needed from the book
- Well set out and excellent information
- Cover looks busy. Each section looks as though there is a lot to read. Probably could be reviewed and precise
- The booklet I was given was a photocopy with the pages all over the place. Copy on the reverse of paper was upside down, as a result I only glanced at it.

COLOURS & PICTURES

Were the use of colours and pictures appealing?	100% answered YES
Were the pictures helping in explaining 'The Day Surgery Experience'? (pages 8-9)	100% answered YES

INFORMATION & DETAIL

Was the information on each page clear, concise and easy to read?	96% answered YES 1 response NO
Were all aspects of your procedure covered with appropriate information?	100% answered YES
Did you find this information useful and informative?	100% answered YES
Did you have a better understanding of your procedure and what it involves after reading this Booklet?	100% answered YES
Did you see the Glossary at the back of the Booklet?	80% answered YES 5 responses NO
Was this helpful in understanding any medical terms used in the Booklet?	100% answered YES

Comments:

- I liked the set-up and everything I needed to know was well explained
- Very good understanding of procedure
- Didn't see Glossary
- Each page no concise, not clear. Already knew the terms (*in the Glossary*) but generally would be useful

TURN OVER PAGE

LOOSE PAPERWORK

Admission and Consent forms were included along with this Booklet. Were these forms:
Easy to understand and complete

100% answered YES

Comments:

- I received these via email and the way they were attached meant I couldn't print them out
- Cannot recall specifics but generally seemed OK
- A mixture of both. There was a lot of info. But pretty clear once you read through

WHAT DID YOU LIKE ABOUT THE BOOKLET?

- ✓ Page 8 & 9 were great for simplifying everything (*Understanding the Day Surgery Experience*)
- ✓ I could find the information I was unsure of
- ✓ Size and information
- ✓ At home information to refer to
- ✓ It was very informative
- ✓ All necessary information provided. Not too much to read
- ✓ Easy to read – colourful
- ✓ Very informative
- ✓ That it explained everything
- ✓ Simple and easy to read
- ✓ Easy to follow
- ✓ Informative & easy to read
- ✓ I just felt that this showed me the Endoscopy Centre was efficient and ready to explain any questions
- ✓ Easy to read

WAS THERE ANYTHING YOU DISLIKED? HOW CAN WE IMPROVE THE BOOKLET FOR PATIENTS?

- ✗ When patients make a booking, do you ask if they would prefer their Booklet (& paperwork) in a language other than English? How diverse is this provision?
- ✗ Make sure you have enough Booklets for patients
- ✗ 1. Review the amount of information – consult/focus group of new users – is it on interface between you and the patient 2. Need a separate section on separate document on the Gastroscopy if patient is having both – none provided but I was familiar with process anyway.

RESULTS OVERVIEW

Overall a high satisfaction with the Day Admission Booklet.

1. Results to be discussed at Management and Consumer Meeting, and look at areas for improvement as outlined in this survey by patients.
2. Circulate results to staff, consumers and make available on our website, and in waiting room.