



CONSUMER SURVEY JANUARY 2017



TOPIC: PREPARATION INSTRUCTIONS

DETAILS:

25 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Preparation Kit Instructions. These have recently been updated with a new format and information.

19 Surveys were returned.

LAYOUT

Was the layout easy to follow on both pages?	100% answered YES
Was the use of Step 1, Step 2, Step 3 etc. helpful?	100% answered YES
For the liquid diet, there are two columns – What you can/cannot eat. Was this information easy to read and understand?	100% answered YES
Was the text size and font - the right size and easy to read?	100% answered YES
Was the use of colours and images appropriate/helpful?	100% answered YES

Comments on layout:

- Very helpful
- This new white sheet is better
- New layout is clearer. Good use of colour, diagrams and symbols
- Include 'Nuts' on the foods you cannot eat
- Much better
- Easier on new sheet
- Very easy to read and follow. Instructions were clear
- New ones with Step 1-5 better
- Easy to follow

INFORMATION

Starting at Step 1, and your Liquid diet, were the instructions clear?	100% answered YES
Did you understand what food you could/could not eat from those listed?	100% answered YES
Step 2 – clear fluids only. Was this information sufficient/easy to understand?	100% answered YES
With each step, did the use of day and date/time make this easy to follow?	100% answered YES
Did you understand how to mix and when to take each Prep drink?	100% answered YES
Was the 'Don't Forget' information (at the bottom of the page) helpful?	100% answered YES
Did you feel there was adequate instructions and information given for each Step?	98% answered YES 1 response No

Comments on information:

- Information/instructions were easy to follow
- Perhaps use bold print for measurements
- A simple list of day and date and time which refers to the written information would be useful
- Step 3: drink at least 1 litre – glass every 45-60 mins for the next 4 hours
- The form could use a place to indicate what to do about ongoing medications being used

Please turn over page

EASE OF UNDERSTANDING

Were the instructions easy to understand throughout each Step?	100% answered YES
Is there any other information that you would like included on these instructions?	NIL Suggestions to add

OVERALL

Overall were you satisfied with these instructions given to you today?	100% answered YES
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When comparing these instructions to the previous handout given (see second piece of paper attached), do you think these are:

- Easier to understand and follow 78% answered
- More confusing and difficult to follow NIL
- No different 22% answered

Comments:

- The stepwise approach was a real improvement
- I would like to see "Appointment details" included on this instruction sheet
- In the 'Don't Forget' – 4 hours between 1st and 2nd Pico should be between Step 3 & Step 4. I missed it and only had 3 hours!
- Perhaps details for the actual procedure time and when to arrive – that way all the details are on the one form.
- White background definitely easier to read than old green background

RESULTS OVERVIEW

Overall a high satisfaction with the new Preparation Instructions.

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