

POST PHLEBOTOMY (BLOODS) SERVICES QUESTIONNAIRE RESULTS 2016

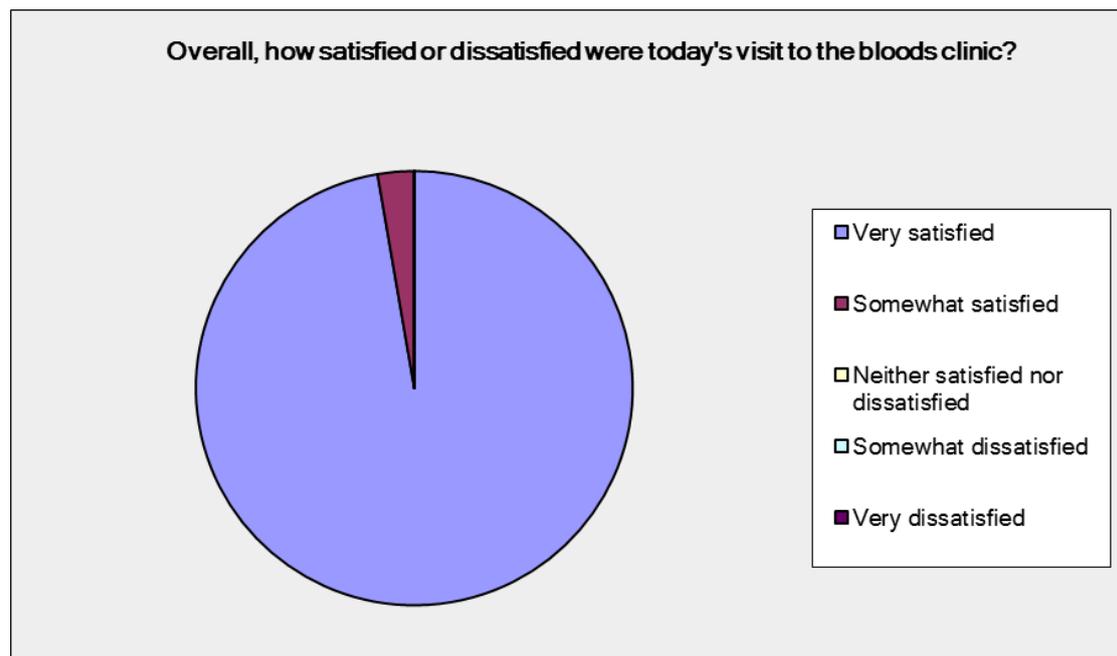
About the service

The practice runs an open access drop in service for bloods between 8.30 and 10.30 am each day. Patients attend on a day convenient to them. The clinic is run by our nurse or hca on a rota basis.

Method

The survey was conducted between 10th May 2016 – 8 June 2016 – each person who attended the bloods services during this period was given a questionnaire to complete. A box was available to submit responses into. All responses were anonymous. These were then inputted in to our Survey Monkey tool to analyse the results.

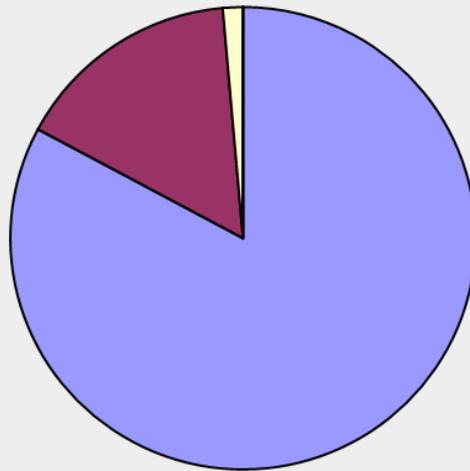
Results



Overall, how satisfied or dissatisfied were today's visit to the bloods clinic?

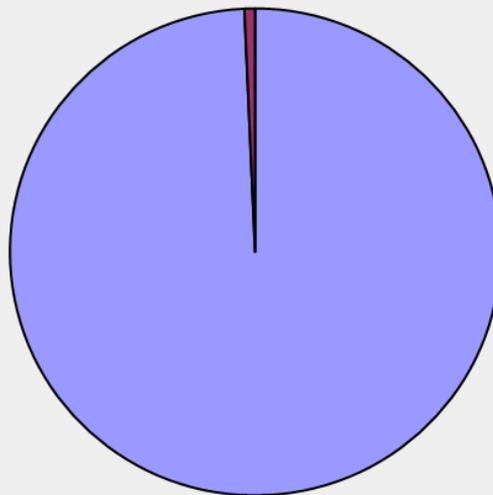
Answer Options	Response Percent	Response Count
Very satisfied	97.3%	144
Somewhat satisfied	2.7%	4
Neither satisfied nor dissatisfied	0.0%	0
Somewhat dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
<i>answered question</i>		148
<i>skipped question</i>		0

How convenient is the drop in clinic for bloods?



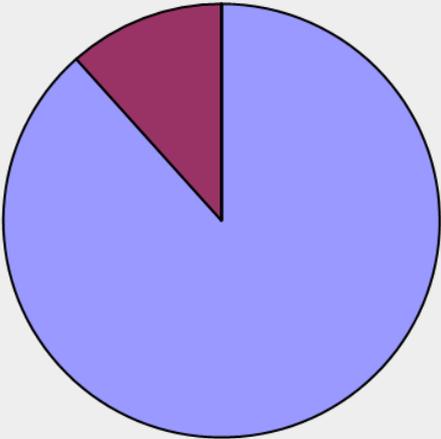
- Extremely convenient
- Very convenient
- Moderately convenient
- Slightly convenient
- Not at all convenient

Did you feel you were seen within a reasonable time for a drop in 'sit and wait' service?



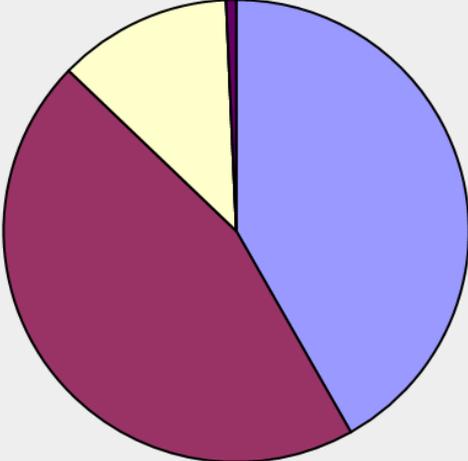
- Yes
- No

Overall, how would you rate the service you received from the staff in the bloods clinic?

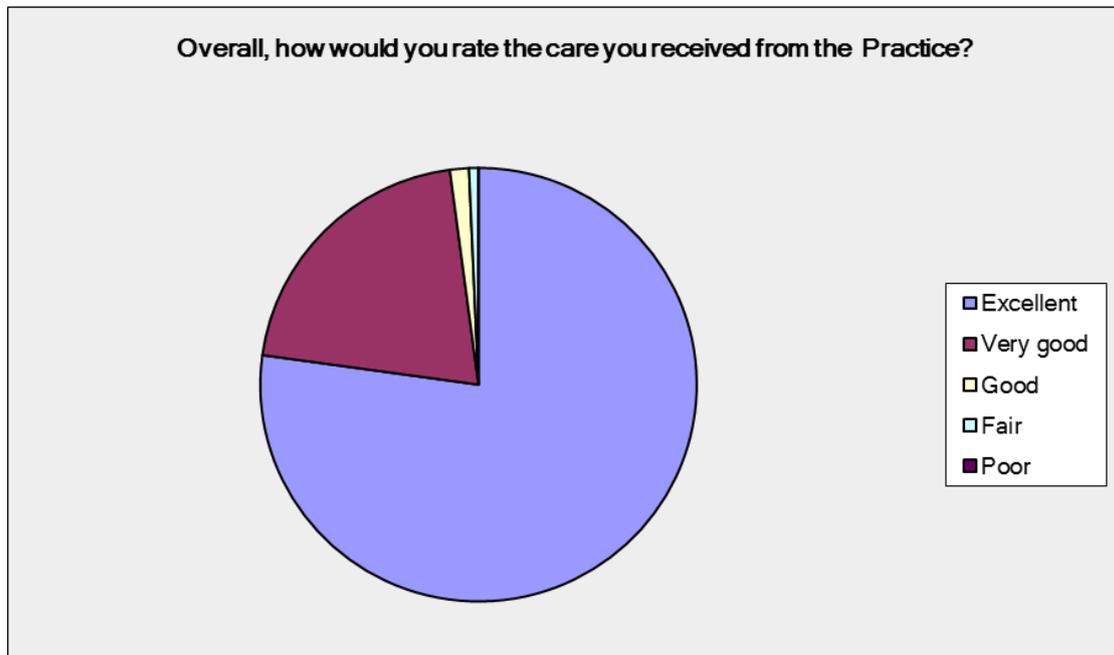


- Excellent
- Very good
- Good
- Fair
- Poor

How comfortable was the waiting area?



- Extremely comfortable
- Very comfortable
- Moderately comfortable
- Slightly comfortable
- Not at all comfortable



We received 148 responses. The majority of patients found the service, convenient and rated it as an excellent service.

97% of patients were likely to recommend the practice to friends and family.

When compared to last year's report most results are stable across both years with a small percentage increase in the number of patients who found the service convenient up from 77.68% Extremely convenient to 82.8% Extremely convenient. Across the board the results are similar and this would indicate that our standard has been maintained.

What you said:

Is there anything we could have done to improve your visit today?

'A queue system in the front reception is required; everyone is hanging over everyone's shoulder when speaking in reception'

What we have done:

The practice will look to install a 'please wait here' board in the waiting area.

Finally:

Thank you to those patients who took part in the questionnaire. The results will be circulated to the team and will be available on our website and in the waiting area.

These surveys allow us to improve our services where necessary and assess how well we are doing.