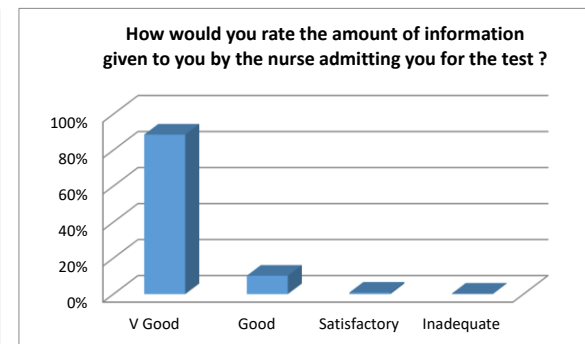
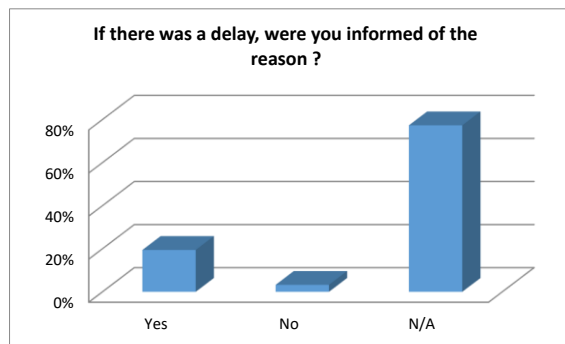
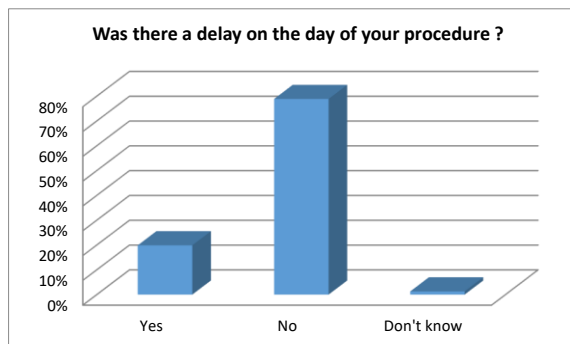
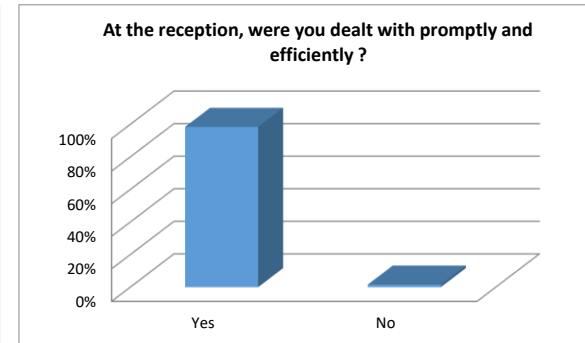
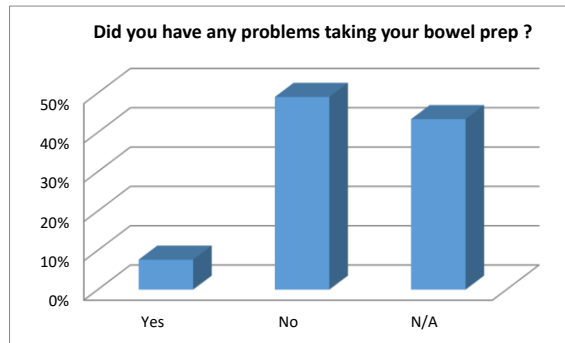
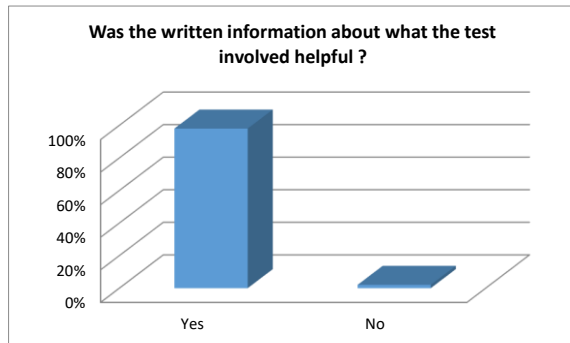
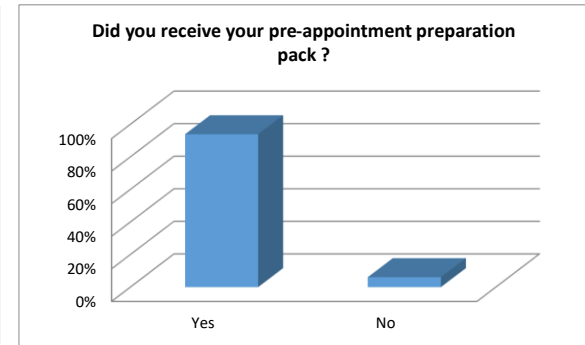
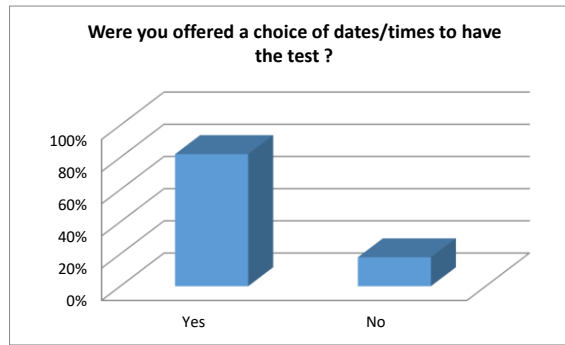
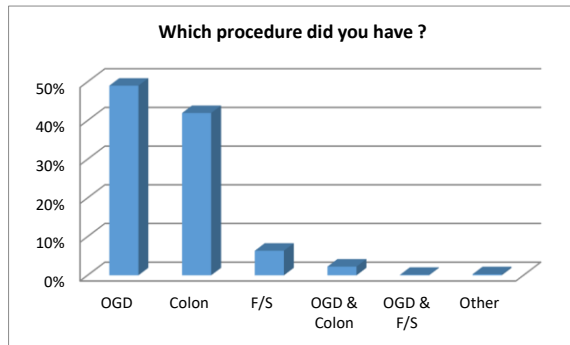


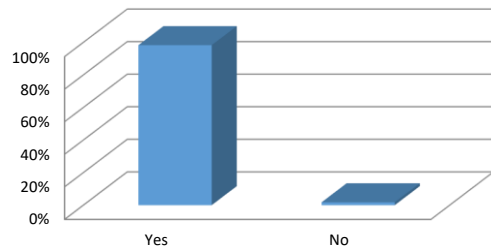
ANNUAL PATIENT SURVEY RESULTS

InHealth Endoscopy

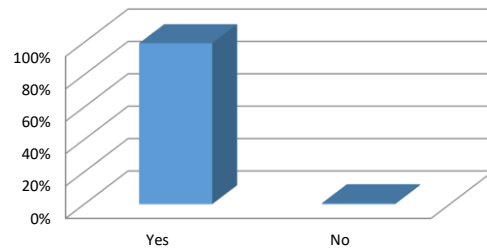
2022



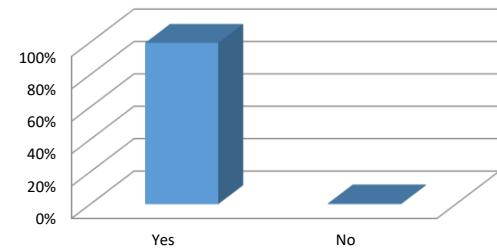
Did the nurse explain that there might be risks/complications associated with doing the test ?



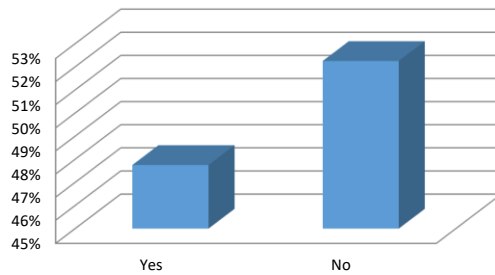
Were you given the opportunity to ask questions before signing the consent form ?



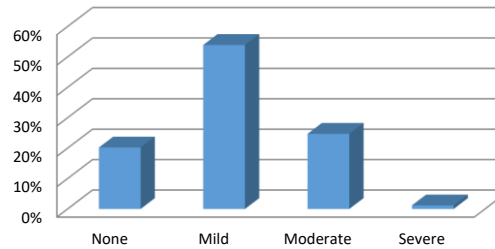
Did the staff involved in your care introduce themselves to you ?



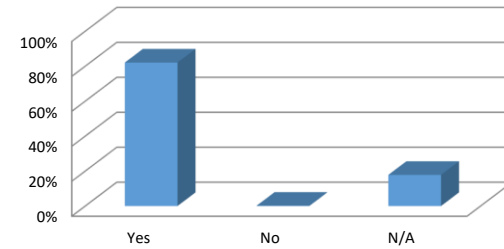
Did you opt for sedation on this occasion ?



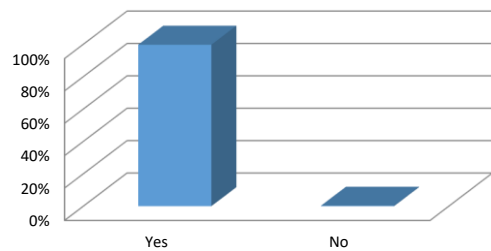
How would you describe, if any, your pain during the procedure ?



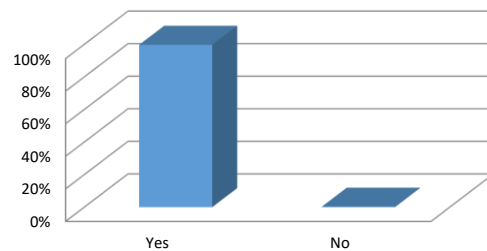
Were you given enough privacy when changing or being prepared for your procedure ?



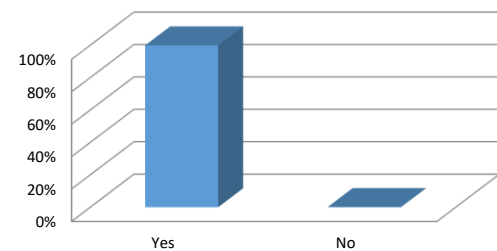
Did you feel that your privacy/dignity was respected during the procedure ?



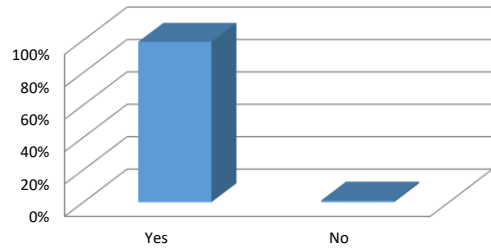
Did you feel that your privacy/dignity was respected whilst in recovery ?



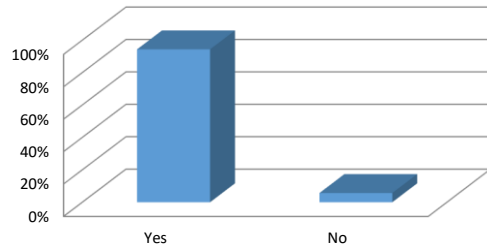
Were the results to the test explained to you afterwards ?



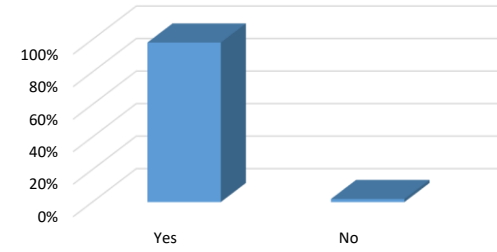
Were you provided with a copy of the examination report ?



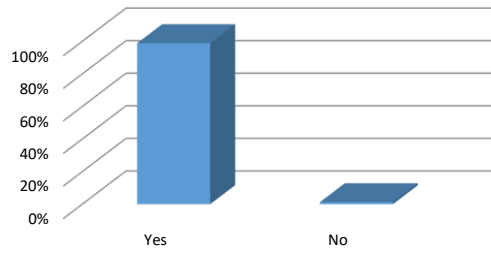
If you need to wait for histology results, was it made clear to you how you would get the results ?



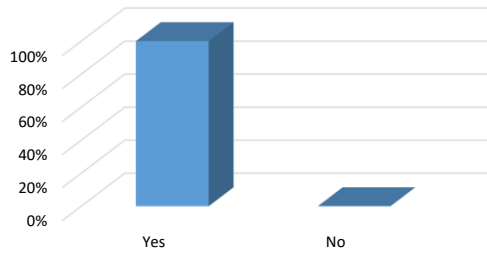
Do you feel your confidentiality was maintained throughout your experience with InHealth?



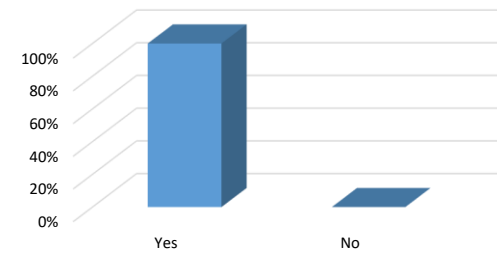
Were you spoken to and treated by staff in a way you felt was appropriate?



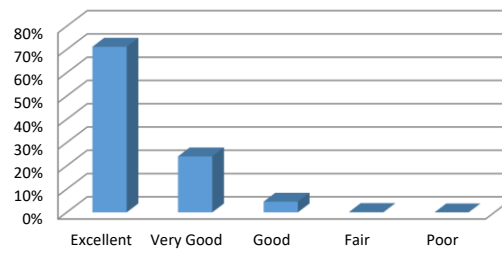
Did the staff appear kind, compassionate, caring and patient?



Was the endoscopy environment clean and welcoming?



How would you rate your overall experience in the endoscopy unit ?



Patient Satisfaction Survey - Summary of Results

		OGD	Colon	F/S	OGD & Colon	OGD & F/S	Other
1	Which procedure did you have	49%	42%	6%	2%	0%	0%
2	Were you offered a choice of dates/times ?	Yes	No				
		82%	18%				
3	Did you receive your pre-appointment pack ?	Yes	No				
		94%	6%				
4	Was the written information about the test helpful ?	Yes	No				
		98%	2%				
5	Did you have any problems taking your bowel prep ?	Yes	No	N/A			
		8%	49%	43%			
6	At the reception, were you dealt with promptly and efficiently ?	Yes	No				
		98%	2%				
7	Was there a delay on the day of your procedure ?	Yes	No	Don't know			
		20%	79%	1%			
8	If yes, were you informed of the reason ?	Yes	No	N/A			
		19%	3%	77%			
9	How would you rate the amount of information given to you by the nurse admitting you for the test ?	✓ Good	Good	Satisfactory	Inadequate		
		89%	10%	1%	0%		
10	Did the nurse explain that there might be risks/complications associated with doing the test ?	Yes	No				
		98%	2%				
11	Were you given an opportunity to ask questions before signing the consent form ?	Yes	No				
		99%	1%				
12	Did the staff involved in your care introduce themselves to you ?	Yes	No				
		100%	0%				
13	Did you opt for sedation on this occasion ?	Yes	No				
		48%	52%				
14	How would you describe, if any, your pain during the procedure ?	None	Mild	Moderate	Severe		
		20%	54%	25%	1%		
15	Were you given enough privacy when changing or being prepared for your procedure ?	Yes	No	N/A			
		82%	0%	18%			
16	Did you feel that your privacy & dignity was respected during the procedure ?	Yes	No				
		100%	0%				
17	Did you feel that your privacy & dignity was respected whilst in recovery ?	Yes	No				
		100%	0%				
18	Were the results of the test explained to you afterwards ?	Yes	No				
		100%	0%				
19	Were you provided with a copy of the examination reports ?	Yes	No				
		99%	1%				
20	If you need to wait for histology results, was it made clear to you how you would get the results ?	Yes	No				
		94%	6%				
21	Are there any ways in which your visit to the endoscopy unit could have been improved ?	See comments below					
22	Is there anything you think the endoscopy unit is doing particularly well ?	See comments below					
23	Do you feel your confidentiality was maintained throughout your experience with InHealth?	Yes	No				
		98%	2%				
24	Were you spoken to and treated by staff in a way you felt was appropriate?	Yes	No				
		99%	1%				
25	Did the staff appear kind, compassionate, caring and patient?	Yes	No				
		100%	0%				
26	Was the endoscopy environment clean and welcoming?	Yes	No				
		100%	0%				
27	How would you rate your overall experience in the endoscopy unit ?	Excellent	Very Good	Good	Fair	Poor	
		71%	24%	5%	0%	0%	
28	Has the patient indicated they would like feedback ?	Feedback					
		7%					

Patient Satisfaction Survey - Top Level Summary of Feedback

		Comments	Unit (if unit specific)	Actions taken
4	Was the written information helpful	NO - I Didn't receive a pre-appointment pack	General	Patients to be reminded to check junk email.
		The written information said it is ok to drink clear fluids right up to the procedure but nurse said I was supposed to have nothing 2 hours before - you may need to amend your written advice (Flexi)	General	Patient information packs to be reviewed
		Needs clarity on how long to stop apixaban and why	General	Patient information packs to be reviewed
		All very easy to understand and to carry out	General	
5	Did you have any problems taking bowel prep	eat and drank at 7 am, 6 hrs before test was told At the hospital that the drink should not be milk as it can tke longer to exit the stomach.	General	Patient information pack advises clear fluids only; updated to specify that milk should be avoided.
		Have trouble consuming that amount of liquid	General	Amounts are as per manufacturer's guidelines
		I found the written advice to cool the prep, once mixed, very helpful	General	
		Why can they not improve the taste / flavour	General	Alternative flavours are available if required
		No help sought - tastes awful. Lemon made me feel sick. Different flavour maybe needed if possible	General	Alternative flavours are available if required
21	Are there any ways in which your visit to the endoscopy unit could have been improved ?	Did not work well	General	This can happen occasionally due to various factors. Alternative preparation is available for follow up procedures.
		Multiple - Everything was perfect / Excellent	Romford	
		Waiting times for Procedures	General	Staff to provide clearer communication with patients around delays on the day and expected waiting times, where applicable
		Better preparation which didn't make me sick. Less waiting time	General	Alternative preparation is available where required
		More precise directions and map details, parking choices.	Bicester	Unit to review map/signage
		No, I was made to feel very comfortable and at ease	Braintree	
		Offered an even earlier appointment due to diabetes	General	Patient Care Team to be reminded of booking protocol for diabetic patients.
		Led to believe they would go through the nose and went through mouth	Ravenswood	Unit team to be reminded to manage patient expectations on the call aheads where endoscopist is unable to perform transnasals
		Partner to be allowed in building for me but understand with covid etc	Ravenswood	Covid restrictions have since been lifted in line with government guidance
		I have no printer to print out forms, could have sent paper copy	Ravenswood	Paper copies available at the unit, patients to be informed to arrive 15 mins earlier to complete paperwork
		No excellent service	Peterborough	
22	Is there anything you think the endoscopy unit is doing particularly well ?	Up to date car park hours on map.	Peterborough	Operational team to review map details
		Better tasting prep please	General	Alternative flavours are available if required
		Everyone is friendly and made me feel valued and looked after. I felt faint before procedure and staff were fantastic.	General	
		Communicating during endoscopy and explaining what was happening. Very reassuring. Regularly checking I was ok	General	
		Good communication , informative and supportive.	General	
23	Do you feel your confidentiality was maintained throughout your experience with InHealth?	The unit is spotlessly clean and calm. All the staff were charming.	General	
		Polite, friendly staff. Dignity maintained throughout	General	
24	Were you spoken to and treated by staff in a way you felt was appropriate?	No comments	General	
25	Did the staff appear kind, compassionate, caring and patient?	Very kind, helpful while I was sick.	Witney	
26	Was the endoscopy environment clean and welcoming?	I saw a container of discoloured liquid and then felt a bit uneasy.	Braintree	This was probably a suction liner which was sealed and in use and necessary for the procedure. Unit will discuss regarding covers for this but it is important to be able to view when this is full to prevent ingress to the suction machine.