

Urology Patient Experience Survey

Undertaken between January and February 2016
with members of PROSPECT the Bristol and
district prostate cancer support group

NOTES

Survey reasons and procedures

- Requested at the October 2015 meeting of the SWAG Network Urology SSG.
- Questions based upon a survey undertaken in 2013 at Southmead Hospital modified by review.
- Hard copy of survey issued to 40 + patients at the January Prospect members meeting.
- Email copy of survey circulated to 80 + patients in February.
- 34 completed surveys received.

Survey questionnaire

- For simplicity limited to one side of an A4 sheet.
- Heading of survey gives its reasons.
- Requested to give hospital, month, year treated and if answering as a patient or carer.
- Patients simply asked to score each question where 1 is poor 2 satisfactory 3 good and 4 excellent.
- 21 questions asked. See survey sheet enclosed.

Survey division

Survey results divided into hospitals, treatment dates and a comparison category as follows:

1. Southmead Hospital 2014 and 2015.
2. Southmead Hospital 2007 to 2013.
3. BRI & BHOC 2011 to 2015.
4. Bath & WSM Hospitals 2003 to 2015.
5. Other Hospitals (Glasgow, UCLH & BUA) 2007 to 2009.
6. Hospital comparisons.

Survey results

The number of surveys received for each hospital category was as follows:

1. Southmead 2007 to 2013 – 11
2. Southmead 2014 and 2015 – 8
3. BRI & BHOC 2011 to 2015 – 8
4. Bath & WSM 2003 to 2015 – 4
5. Other Hospitals 2007 to 2009 – 3
6. All hospitals combined – 34

Survey results

- Only 1 patient failed to understand how to return the emailed document.
- There were no spoiled survey returns.
- Question 21 asking for general comments was scored 1 to 4 by the assessor.
- The score breakdown for each question has been listed with a coloured graphical analysis where red is poor, yellow satisfactory, green good and blue excellent.

Highlight of results

- The graphs speak for themselves so consult the hard copies for specific results.
- BRI & BHOC scored best.
- Bath & WSM scored worst.
- 75 % of patients rated good to excellent the urology care they received.
- 88% rated good to excellent for appointment privacy.
- 64% were not aware of the urology services provided outside of Southmead Hospital.
- 38% were dissatisfied with the efficiency of the CNS's.

Conclusions from a lay perspective

- The difference in patient satisfaction between Southmead and the BRI & BHOC is significant.
- There is a clear improvement in patient satisfaction at Southmead during the 2014 and 2015 years coinciding with the new hospital.
- Only 4 surveys were received from Bath & WSM patients but the results were disappointing.
- It would be helpful if conclusions made by the clinical team could be presented at the next meeting of the SWAG Network Urology SSG.

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
1 How easy was it for you to find and access the urology service in your hospital		6	13	15		
2 How impressed were you about your first visit to the urology department		2	8	12	10	
3 How aware were you that you could bring someone with you when you went to your appointment to receive your diagnosis		5	2	10	15	
4 How convenient was it for you to select an appointment time that suited your availability		4	8	11	7	
5 How acceptable were the waiting times in the outpatient appointment clinics		4	8	14	8	
6 How easy was it for you to change appointments		3	5	7	4	
7 How adequately was it explained to you about accessing the services if you had any problems between appointments		7	6	11	8	
8 How much privacy were you given at appointments		4	11	19		
9 How sensitive was the manner in which you were informed of your diagnosis		8	3	8	13	
10 How detailed were the alternative options for your treatment explained to you		4	6	12	10	
11 How sufficiently were the side effects of your treatment explained to you		8	9	6	11	
12 How adequately was the information provided to you so that you could make decisions about the treatment received		6	9	8	10	

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
13 If you were an inpatient how adequately did you feel that the staff looked after your personal needs			6	6	7	
14 If you were an inpatient how adequately was your pain managed			3	5	10	
15 How confident were you in the care given to you by the urology service		5	5	9	14	
16 How aware are you of the different urology services that are provided outside of Southmead Hospital in the community		20	4	3	4	
17 If you had metastatic disease and are being treated by a urologist and not an oncologist how satisfied are you with that situation		2	1	2	1	
18 If you are receiving treatment from both the urology and oncology services how satisfied are you with communications between both		4	7	9	1	
19 Overall how would you rate the care you received from the urology service		5	3	11	15	
20 If you had a named clinical nurse specialist allocated to you how efficient was this service		8	4	10	9	
21 Please give any additional comments below about the care and treatment you received		4	2	3	4	

Urology patient survey

Hospital comparisons

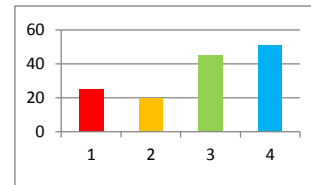
34 Responses

Score of all questions

1 2 3 4 (1 poor, 2 satisfactory, 3 good, 4 excellent)

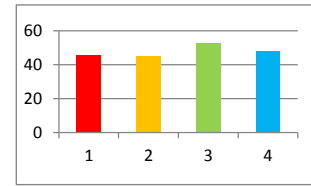
1 Southmead Hospital 2014-2015

25 20 45 51



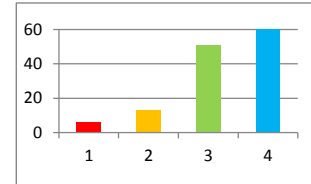
2 Southmead Hospital 2007-2013

46 45 53 48



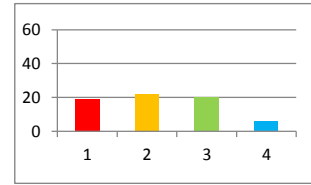
3 BRI & BHOC 2011-2015

6 13 51 60



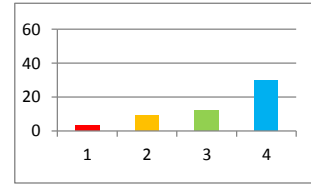
4 Bath & WSM Hospitals 2003-2015

19 22 20 6

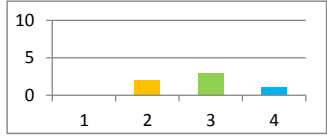
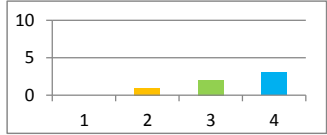
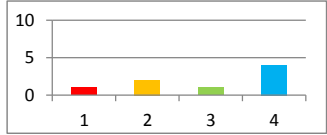
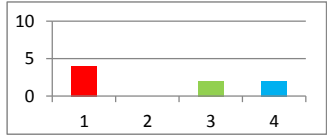
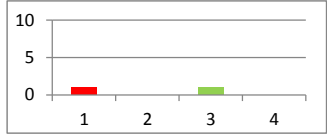
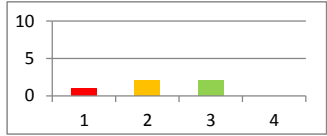
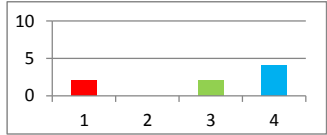
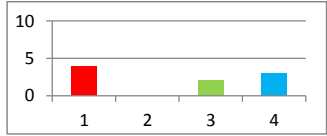


5 Other Hospitals 2007-2009

3 9 12 30



Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
1 How easy was it for you to find and access the urology service in your hospital			2	1	5	
2 How impressed were you about your first visit to the urology department			2	2	3	
3 How aware were you that you could bring someone with you when you went to your appointment to receive your diagnosis		1		2	4	
4 How convenient was it for you to select an appointment time that suited your availability		1	1	4	1	
5 How acceptable were the waiting times in the outpatient appointment clinics		1	1	4	2	
6 How easy was it for you to change appointments		1	1	1	3	
7 How adequately was it explained to you about accessing the services if you had any problems between appointments		1	2	4	1	
8 How much privacy were you given at appointments				3	5	
9 How sensitive was the manner in which you were informed of your diagnosis		2		1	4	
10 How detailed were the alternative options for your treatment explained to you		1	1	4	1	
11 How sufficiently were the side effects of your treatment explained to you		2	1	2	3	
12 How adequately was the information provided to you so that you could make decisions about the treatment received		2	2	2	2	

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
13 If you were an inpatient how adequately did you feel that the staff looked after your personal needs			2	3	1	
14 If you were an inpatient how adequately was your pain managed			1	2	3	
15 How confident were you in the care given to you by the urology service		1	2	1	4	
16 How aware are you of the different urology services that are provided outside of Southmead Hospital in the community		4		2	2	
17 If you had metastatic disease and are being treated by a urologist and not an oncologist how satisfied are you with that situation		1		1		
18 If you are receiving treatment from both the urology and oncology services how satisfied are you with communications between both		1	2	2		
19 Overall how would you rate the care you received from the urology service		2		2	4	
20 If you had a named clinical nurse specialist allocated to you how efficient was this service		4	0	2	3	
21 Please give any additional comments below about the care and treatment you received						No comments received

Urology patient survey

Southmead Hospital 2007-13

11 Responses

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
1 How easy was it for you to find and access the urology service in your hospital			2	7	2	
2 How impressed were you about your first visit to the urology department		2	3	4	2	
3 How aware were you that you could bring someone with you when you went to your appointment to receive your diagnosis		2	1	3	4	
4 How convenient was it for you to select an appointment time that suited your availability		2	4	2	1	
5 How acceptable were the waiting times in the outpatient appointment clinics		2	3	5	1	
6 How easy was it for you to change appointments		2	1	3		
7 How adequately was it explained to you about accessing the services if you had any problems between appointments		4	2	3	2	
8 How much privacy were you given at appointments			3	4	4	
9 How sensitive was the manner in which you were informed of your diagnosis		4	2	2	3	
10 How detailed were the alternative options for your treatment explained to you		2	2	3	4	
11 How sufficiently were the side effects of your treatment explained to you		4	2	2	3	
12 How adequately was the information provided to you so that you could make decisions about the treatment received		2	5		4	

Urology patient survey

Southmead Hospital 2007-13

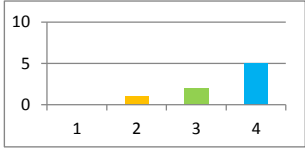
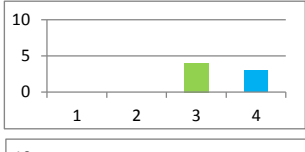
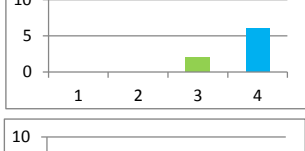
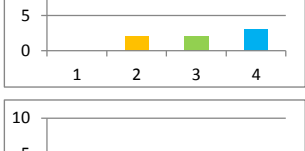
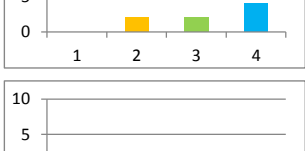
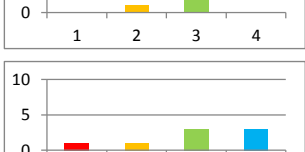
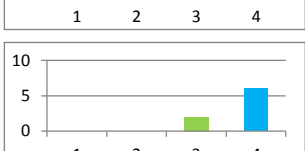
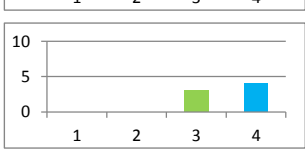
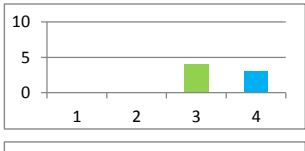
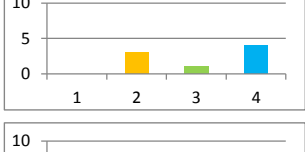
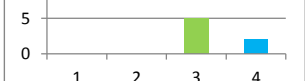

11 Responses

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
13 If you were an inpatient how adequately did you feel that the staff looked after your personal needs			2	1	3	
14 If you were an inpatient how adequately was your pain managed			1	1	4	
15 How confident were you in the care given to you by the urology service		2	2	3	4	
16 How aware are you of the different urology services that are provided outside of Southmead Hospital in the community		9	1		1	
17 If you had metastatic disease and are being treated by a urologist and not an oncologist how satisfied are you with that situation		1				
18 If you are receiving treatment from both the urology and oncology services how satisfied are you with communications between both		2	4	1		
19 Overall how would you rate the care you received from the urology service		2	2	4	3	
20 If you had a named clinical nurse specialist allocated to you how efficient was this service		2	2	4	2	
21 Please give any additional comments below about the care and treatment you received		2	1	1	1	

Urology patient survey

BRI & BHOC 2011 - 15

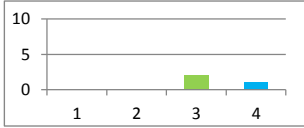
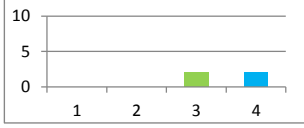
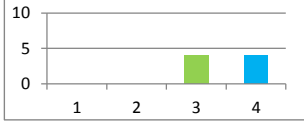
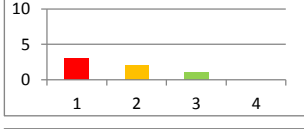
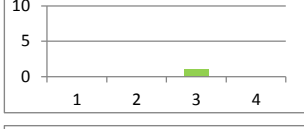
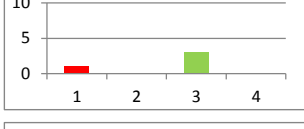
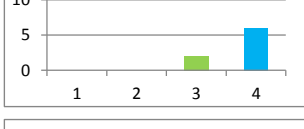
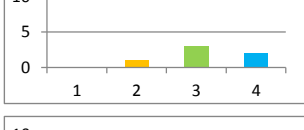
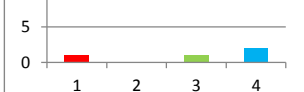
8 Responses

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
1 How easy was it for you to find and access the urology service in your hospital			1	2	5	
2 How impressed were you about your first visit to the urology department				4	3	
3 How aware were you that you could bring someone with you when you went to your appointment to receive your diagnosis				2	6	
4 How convenient was it for you to select an appointment time that suited your availability			2	2	3	
5 How acceptable were the waiting times in the outpatient appointment clinics			2	2	4	
6 How easy was it for you to change appointments			1	2		
7 How adequately was it explained to you about accessing the services if you had any problems between appointments		1	1	3	3	
8 How much privacy were you given at appointments				2	6	
9 How sensitive was the manner in which you were informed of your diagnosis				3	4	
10 How detailed were the alternative options for your treatment explained to you				4	3	
11 How sufficiently were the side effects of your treatment explained to you			3	1	4	
12 How adequately was the information provided to you so that you could make decisions about the treatment received				5	2	

Urology patient survey

BRI & BHOC 2011 - 15

8 Responses

Questions	Score	1 2 3 4				(1 poor, 2 satisfactory, 3 good, 4 excellent)
		1	2	3	4	
13 If you were an inpatient how adequately did you feel that the staff looked after your personal needs				2	1	
14 If you were an inpatient how adequately was your pain managed				2	2	
15 How confident were you in the care given to you by the urology service				4	4	
16 How aware are you of the different urology services that are provided outside of Southmead Hospital in the community		3	2	1		
17 If you had metastatic disease and are being treated by a urologist and not an oncologist how satisfied are you with that situation					1	
18 If you are receiving treatment from both the urology and oncology services how satisfied are you with communications between both		1		3		
19 Overall how would you rate the care you received from the urology service				2	6	
20 If you had a named clinical nurse specialist allocated to you how efficient was this service			1	3	2	
21 Please give any additional comments below about the care and treatment you received		1		1	2	

Urology patient survey

Bath & WSM Hospitals 2003 - 15

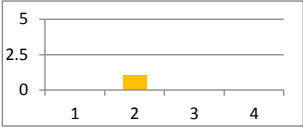
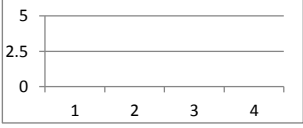
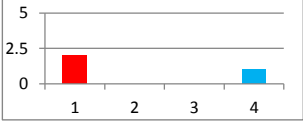
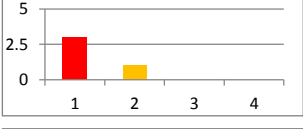
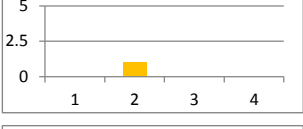
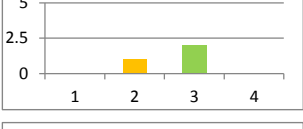
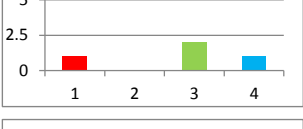
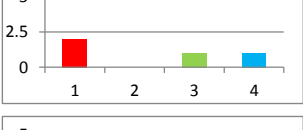
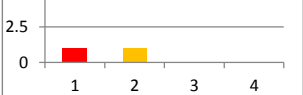
4 Responses

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
1 How easy was it for you to find and access the urology service in your hospital			1	2	1	
2 How impressed were you about your first visit to the urology department			2	2		
3 How aware were you that you could bring someone with you when you went to your appointment to receive your diagnosis		2	1	1		
4 How convenient was it for you to select an appointment time that suited your availability		1		3		
5 How acceptable were the waiting times in the outpatient appointment clinics			2	2		
6 How easy was it for you to change appointments			2			
7 How adequately was it explained to you about accessing the services if you had any problems between appointments		1	1	1		
8 How much privacy were you given at appointments			1	2	1	
9 How sensitive was the manner in which you were informed of your diagnosis		1		2	1	
10 How detailed were the alternative options for your treatment explained to you		1	3			
11 How sufficiently were the side effects of your treatment explained to you		2	2			
12 How adequately was the information provided to you so that you could make decisions about the treatment received		2	2			

Urology patient survey

Bath & WSM Hospitals 2003 - 15

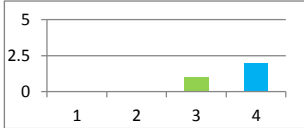
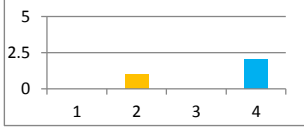
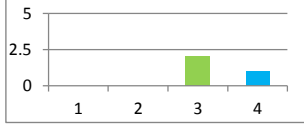
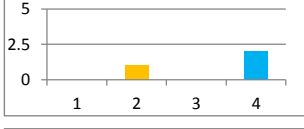
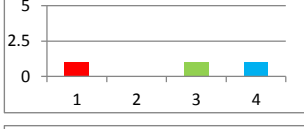
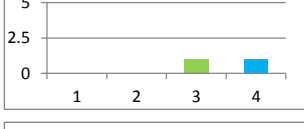
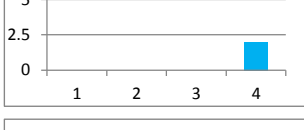
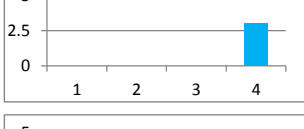
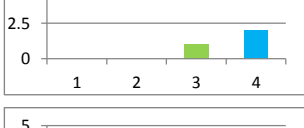
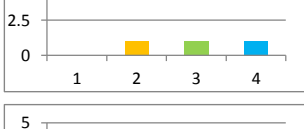
4 Responses

Questions	Score	1	2	3	4	(1 poor, 2 satisfactory, 3 good, 4 excellent)
13 If you were an inpatient how adequately did you feel that the staff looked after your personal needs			1			
14 If you were an inpatient how adequately was your pain managed						
15 How confident were you in the care given to you by the urology service		2			1	
16 How aware are you of the different urology services that are provided outside of Southmead Hospital in the community		3	1			
17 If you had metastatic disease and are being treated by a urologist and not an oncologist how satisfied are you with that situation			1			
18 If you are receiving treatment from both the urology and oncology services how satisfied are you with communications between both			1	2		
19 Overall how would you rate the care you received from the urology service		1		2	1	
20 If you had a named clinical nurse specialist allocated to you how efficient was this service			2	1	1	
21 Please give any additional comments below about the care and treatment you received		1	1			

Urology patient survey

Other Hospitals 2007 - 09

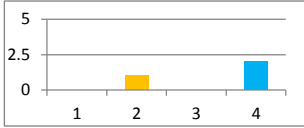
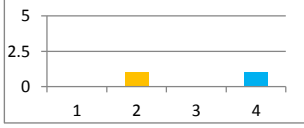
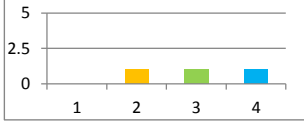
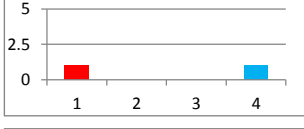
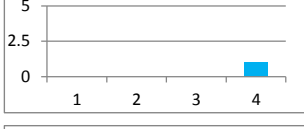
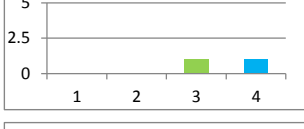
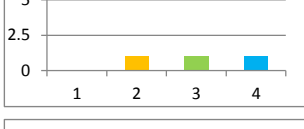
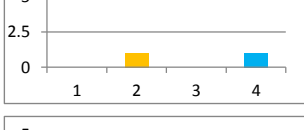
3 Responses

Questions	Score	(1 poor, 2 satisfactory, 3 good, 4 excellent)				
		1	2	3	4	
1 How easy was it for you to find and access the urology service in your hospital				1	2	
2 How impressed were you about your first visit to the urology department			1		2	
3 How aware were you that you could bring someone with you when you went to your appointment to receive your diagnosis				2	1	
4 How convenient was it for you to select an appointment time that suited your availability			1		2	
5 How acceptable were the waiting times in the outpatient appointment clinics		1		1	1	
6 How easy was it for you to change appointments				1	1	
7 How adequately was it explained to you about accessing the services if you had any problems between appointments					2	
8 How much privacy were you given at appointments					3	
9 How sensitive was the manner in which you were informed of your diagnosis		1	1		1	
10 How detailed were the alternative options for your treatment explained to you				1	2	
11 How sufficiently were the side effects of your treatment explained to you			1	1	1	
12 How adequately was the information provided to you so that you could make decisions about the treatment received				1	2	

Urology patient survey

Other Hospitals 2007 - 09

3 Responses

Questions	Score	Other Hospitals 2007 - 09				(1 poor, 2 satisfactory, 3 good, 4 excellent)
		1	2	3	4	
13 If you were an inpatient how adequately did you feel that the staff looked after your personal needs			1		2	
14 If you were an inpatient how adequately was your pain managed			1		1	
15 How confident were you in the care given to you by the urology service			1	1	1	
16 How aware are you of the different urology services that are provided outside of Southmead Hospital in the community		1			1	
17 If you had metastatic disease and are being treated by a urologist and not an oncologist how satisfied are you with that situation					1	
18 If you are receiving treatment from both the urology and oncology services how satisfied are you with communications between both				1	1	
19 Overall how would you rate the care you received from the urology service			1	1	1	
20 If you had a named clinical nurse specialist allocated to you how efficient was this service			1		1	
21 Please give any additional comments below about the care and treatment you received				1	1	