

Outpatient Clinics – Dermatology 2010

Before the appointment

- 95% of patients said the details on their appointment letter were clear and easy to understand.
- 93% said it was clear where to go once they arrived at the hospital.
- 93% of patients said that the signage to the department was either 'excellent' or 'good'.
- 96% of patients rated the greeting by the receptionist as either 'excellent' or 'good'
- All staff were considered to be behaving in a professional manner and 93% of staff were described as definitely being friendly and approachable.

Waiting

- The average waiting time for patients experiencing a delay in clinic was 28 minutes.
- Half of all patients experiencing a delay were informed of the delay, but only 25% were actually given a reason as to the nature of the delay.
- 81% stated that an electronic notice board in the waiting room would be useful to keep them informed of delays etc.
- Only 13% of patients were aware of the flashing coaster system.
- 58% stated there was enough reading material in the waiting room.
- 60% of respondents described the waiting area as either 'good' or 'excellent'. 95% rated the cleanliness of the department as 'good' or 'excellent' and 83% rated the cleanliness of the toilets as being either 'good' or 'excellent'.

The appointment

- 71% of patients said that all staff examining / treating them introduced themselves, 61% of all staff washed or cleaned their hands and 56% of all staff were 'naked below the elbow'.
- 95% rated the consultation room as being either 'good' or 'excellent'.
- The average time spent with the doctor / health professional was 12 minutes.
- 76% stated they definitely had enough time to discuss their treatment and 86% said that reasons for their treatment were fully explained.
- 84% of patients felt they were definitely able to ask questions.
- 91% said they definitely had enough privacy and 95% said they were definitely treated with dignity and respect.

Other clinics

- Only 29% of patients had also attended a clinic at either Congleton or Knutsford. Of these patients 50% preferred Macclesfield, with the remaining 50% split equally between Congleton and Knutsford. Main reason for preference was locality of hospital.

Information

- 87% of respondents stated that any written information they received was definitely easy to understand. 78% definitely found the information useful.
- In relation to the 'Knowing How We Are Doing' boards, patients would be most interested in knowing about infection rates and cleanliness.

Overall

- 95% of respondents rated their overall experience as either 'good' or excellent'.
- All respondents said they would recommend the hospital to family / friends.
- In relation to what pleased patients the most there were a lot of positive comments praising the staff in the clinic.
- In relation to areas for improvement the majority of the comments related to car parking and waiting times.