

# Wharfside Clinic Patient Satisfaction Survey 2007

## INTRODUCTION

The Wharfside Patients' Forum played a large part in the design of the questionnaire and volunteers handed it out during the survey period - one week between March 12<sup>th</sup> & 19<sup>th</sup> inclusive. All patients who attended the clinic during this period were eligible for inclusion. 49 patients declined the questionnaire giving reasons such as not interested (13), happy with the service anyway (4) no time (9), will send back (7) (of which 2 did), other various reasons (9). 6 questionnaires were returned with nothing on them, and 1 was discounted because the answer to every question was "sex".

195 questionnaires were completed or partially completed

All percentages shown reflect those patients who answered the question rather than the number of questionnaires returned

### Sex of patients

**Table 1**

Sex of patients	Number of patients	Percentage
Female	39	20%
Male	156	80%
Total	195	
No answer	0	

### Sexual orientation

**Table 2**

	Number of patients	Percentage
Bisexual	16	8.5%
Heterosexual	47	25%
Homosexual	125	66.5%
Total	188	
No answer	7	

### Ethnic Origin

**Table 3**

	Number of patients	Percentage
Arabic	2	1.05
Asian	4	2.1
Black African	30	15.8
Black Caribbean	5	2.6
Black Other	3	1.58
Oriental	2	1.05
White British	77	40.3
White Irish	14	7.3
White Other	38	19.9
Other	16	8.38
Total	191	
No answer	4	

## Age of patients

**Table 4**

	Number of patients	Percentage
Under 20	2	1.03
20 to 24 inclusive	5	2.58
25 to 29 inclusive	16	8.25
Between 30 & 39	61	31.44
40 and over	110	56.7
Total		
No answer	1	

## How long diagnosed?

**Table 5**

	Number of patients	Percentage
Under 2 years	37	19.7
2 to 5	37	19.7
5 to 10	40	21.3
10 and over	74	39.4
Total		
No answer	5	
Not HIV +	2	

## Are patients currently registered with a GP?

**Table 6**

	Number of patients	Percentage
Yes	166	87.8
No	23	12.2
Total	189	
No answer	6	

## Why did you choose the JW over other centres for your treatment?

**Table 7**

	Number of answers	Percentage
Diagnosed at St Marys	96	41.9
Convenient location	38	16.6
Referred by GP	16	7
Reputation	37	16.2
Recommended by friends	26	11.4
Other	16	7.0
Total	229	

(some patients ticked more than one option)

Examples of "other"

Moved with Dr

Clinical Trials

**Aside from your regular clinic doctor which services do you find most useful**

**Table 8 (a)**

<b>Most Useful</b>	<b>Number of patients</b>
Walk In/Emergency	23
Day Ward/Nurse Drop In/Bloods	8
SH Screening/SHOW/390 Clinic	5
Psychiatric Liaison Nurse	4
On site Pharmacy	3
Newfill	3
Home Delivery	3
CNS	3
Metabolic Clinic	3
Dr Scullard	2
Dietitian	2
Acupuncture	2
Massage	1
Blenheim Project	1
Clin Psych - Agnes	1
Complimentary Therapies	1
CTC	1
Dentist	1
District Nurses	1
Dr Hanna	1
ED Clinic	1
Janice Main	1

**Table 8 (b)**

<b>2<sup>nd</sup> Most Useful</b>	<b>Number of patients</b>
Day Ward/Nurse Drop In/Bloods	7
On site Pharmacy	6
Dietitian	6
SH Screening/SHOW/390 Clinic	4
Walk In/Emergency	3
Home Delivery	3
Phone results	2
Cervical smears	1
Condoms	1
Counselling	1
CTC	1
Dentist	1
Gastro service	1
Lighthouse	1
Massage	1
Psychologist	1
Ophthalmology	1

**Table 8 (c)**

<b>3<sup>rd</sup> Most Useful</b>	<b>Number of patients</b>
Day Ward/Nurse Drop In/Bloods	6
Dietitian	3
Walk In?Emergency	2
SH Screening/SHOW/390 Clinic	2
On site Pharmacy	2
Condoms	1
Dr Hanna	1
Hynotherapy	1
Metabolic Clinic	1
Phone results	1
Psychiatry	1
Script without Dr	1
Sleep Clinic	1
TB Nurse	1
YMCA Positive Fitness Programme	1

**Table 8 (d)**

<b>4<sup>th</sup> Most Useful</b>	<b>Number of patients</b>
On site Pharmacy	2
CAB	1
Counselling	1
Future e mail	1
Gastro Clinic	1
Massage	1
Psychiatrist	1
Womens Clinic	1

**Aside from your regular clinic doctor which services do you find least useful**

**Table 9**

	<b>Number of patients</b>
Dentist	2
CAB	1
Plasma screen	1
Dermatology	1
Sleep Clinic	1
Psychiatric Liaison	1
390 Clinic – lot of waiting	1
Triage before Walk In Doctor	1
Newfill Clinic	1
Non core activities	1
Ophthalmology	1

**Do you feel the range of services we offer meets your needs?**

**Table 10**

	<b>Number of patients</b>	<b>Percentage</b>
Yes	157	90.8
No	16	9.2
Total	173	
No answer	22	

**If not what other services would you like us to provide?**

**Table 11**

	<b>Number of patients</b>
Dental Clinic	8
Full gynae service within JW	1
GU Services at Wharfside	1
Help with travel and HIV	1
Info re accessing income support etc	1
Legal advice	1
More P4P	1
Proper Walk In service	1

**Overall, how would you rate the standard of care at Wharfside?**

**Table 12**

	<b>Number of patients</b>	<b>Percentage</b>
Excellent	123	63%
Good	63	32%
<i>Total Excellent/Good</i>	<i>186</i>	<i>95%</i>
Adequate	9	5%
Poor	0	
Very poor	0	
Total	195	
No answer		

**Do you find it easy to talk to your clinic doctor about all aspects of your HIV & other health concerns?**

**Table 13 (a)**

	<b>Number of patients</b>	<b>Percentage</b>
Always	150	78.13
Usually	31	16.15
Sometimes	9	4.7
Rarely	1	0.52
Never	1	0.52
Total		
No answer	3	

**If you do not find it easy, why not?**

**Table 13 (b):**

	<b>Number of patients</b>
Concerns re going on medication not properly discussed	1
When you are introduced to a new Dr you need a period of mutual examination	1
Depression & anxiety makes me nervous	1
Too tired & depressed	1
I forget to remember what to ask	1
Drs are short of time to talk to patients	1
Self confidence	1
Just met him, appointments not long enough	1
Some junior doctors require customer care training	1
My doctor does not always understand the implications of an HIV diagnosis, others seem to have more empathy	1
Previous doctor difficult to understand	1
I'm 40 years old, all doctors so young it scares me	1

**To simplify the results of the following 5 tables, total and missing numbers are not included**

**Table 14 (i): Patients' views on the receptionists**

		<b>Number of patients</b>	<b>Percentage</b>
Helpful and pleasant:	Yes	182	96.3
	No	7	3.7
Made patients feel at ease:	Yes	167	93.3
	No	12	6.7
Treated patients in a confidential manner:	Yes	176	97.7
	No	4	2.3

**Table 14(ii): Patients' views on the doctors**

		<b>Number of patients</b>	<b>Percentage</b>
Helpful and pleasant:	Yes	179	100%
	No	0	
Made patients feel at ease:	Yes	165	97.64
	No	4	2.36
Treated patients in a confidential manner:	Yes	167	100%
	No	0	

**Table 14(iii): Patients' views on the nurses**

		<b>Number of patients</b>	<b>Percentage</b>
Helpful and pleasant:	Yes	174	98.9
	No	2	1.1
Made patients feel at ease:	Yes	162	97.6
	No	4	2.4
Treated patients in a confidential manner:	Yes	165	99.4
	No	1	0.6

**Were the patients happy with their communication with the clinical staff?**

**Table 15**

<b>Did the patient feel the clinical staff:</b>		<b>Number of patients</b>	<b>Percentage</b>
Listened to them:	Yes	183	98.4
	No	3	1.6
Spent enough time talking to them:	Yes	168	91.8
	No	15	8.2
Fully addressed their concerns:	Yes	169	92.3
	No	14	7.7

**Do you find our leaflets useful?**

**Table 16**

	<b>Number of patients</b>	<b>Percentage</b>
Yes	147	90.2
No	16	9.8
Total	163	
No answer	31	

**If not what subjects would you like written information about?**

**Table 17**

	<b>Number of patients</b>
Don't look at/ read/ use them	6
HIV in women	2
HIV and gynae/pregnancy	2
Discordant couples	1
Financial advice & 3 <sup>rd</sup> party concerns	1
Get out of date so quickly-waste of money	1
No centralised location, not updated	1
Information is disjointed and out of date	1
Illicit drugs and medication	1
Meeting other HIV + people	1
HIV + couples with families	1
More re isolation, psychology & relationship issues	1
New treatments and who would benefit	1
On line information is more informative	1
Safe sexual practices for HIV + heterosexual men	1
Services for HIV + Latin American men	1
Unaware of leaflets	1
Working p.c. would be good	1

**Would [Onestop@Wharfside](#) be of Interest to You?**

**Table 18**

	<b>Number of patients</b>	<b>Percentage</b>
Yes	113	63.5
No	65	36.5
Total	178	
No answer	17	

**Would P4P be of Interest to You?**

**Table 19**

	<b>Number of patients</b>	<b>Percentage</b>
Yes	102	58
No	74	42
Total	176	
No answer	19	

**Have you ever used services at St Marys which are not run within the Jefferiss Wing?**

**Table 20 (a)**

	<b>Number of patients</b>	<b>Percentage</b>
Yes	103	57%
No	78	43%
Total	181	
No answer	14	

## Do you have any comments you would like to make on these services

### Table 20 (b)

All O/P services much better at liaising with my GP than Wharfside, irritating as initially did not want to use GP

Appt system could be better

Appointments running late makes organising ones day hard

Are OK

AW Ward v nice & helpful, 11th flr after liver biopsy staff generally helpful.

Been to wards several times, v good treatment except when admitted via A&E. Other specialists always good

Breast clinic is poorly managed, feelings not considered by Dr or nurses. If offer female staff, provide it

Broken ankle fixed - v good service

Cardio & X ray both aware of my status danger re disclosure. Cardio contacted my GP without my consent

Cardio not that good with initial investigation & referral

Chest X Ray - efficient

Clinical Psychology v helpful & supportive

Day sugery, endoscopy, MRI, scans- no understanding of HIV, not as caring as Wharfside

Dental, care excellent but getting appts & follow up a nightmare

Dental, v difficult to access should be in JW

Dentist wanted to refer me outside the Hosp & wanted to sell me toothbrushes & toothpaste - there to make money

Drs discuss your status freely with you & while others are around

Endoscopy Unit, beds in same area as nurses eating biscuits & tea, unfair if Nil by Mouth

Everything was good, I was well taken care of

Excellent & helpful

Friendly caring atmosphere

Frustrating when results lost & tests had to be redone

GU Clinic good although long waits

Gynae & emerg gynae horrendous on the whole. St Ms improved over last 10 yrs

Gynae ward, disappointing & inadequate re response to post op complications

Haem/Warfarin - disclosed status on yellow book. Surgery patronizing staff & over the top safety measures, goggles etc (no mask) Dermatology patronising staff

HIV paed's service (G Taylor) excellent as well

Is CAB only available to residents of Westminster or Camden

JW staff are superior, more of an ongoing relationship

None are as caring or considerate as Jeff Wing

Out Patients tense & not v welcoming Reception. Day surgery good. QEQM wards 2/3 showers broken & food that arrives not what's on menu

Out Patients was a bit rough and I was very sick after a colonoscopy so I question how clean it was.

Ortho & neurology, excellent, urology pretty abysmal

Other areas not as patient as Jeff wing

Rarely up to JW standard apart from A Wright

Rheumatology v nice reassuring consultant, phsyiotherapy good service,

General surgery - consultant homophobic

RPO, all staff were lovely

St Ms on the whole is lovely, nice staff, cleanish & welcoming

Utmost confidence in all St Mary's services

## What do you like most about the clinic?

(115 patients answered this question)

**Table 21**

Doctors (some named)	31
Friendliness	30
The staff (e.g. caring/good/knowledgeable)	30
Relaxed atmosphere	10
Efficiency	8
Nurses	8
Accessible service	6
Clean	6
Confidentiality	5
Professional	4
Feel at ease/easy going	3
Blood testing	3

\*All reasons cited by 3 or more patients.

### Notable quotes

Approachable, find time to listen & provide excellent care

Caring helpful staff, always friendly, will find info if they don't know. Best clinic I've been to  
Comfortable safe space. Doctor always seems to have plenty of time & is diligent, careful & attentive

People who work there are just the best, I always feel welcome & taken care of

Professionalism, high standard of care, quality of staff, continuity of service, performs consistently in spite of budgets

Staff have really good attitude, supportive, professional, fantastic etc

Staff helpful, proud to be part of the Wharfside family

Excellent treatment in emergencies, discrete staff, pleasant waiting area

Dr X has helped me change my life around, treatment & newfill have helped me get a decent job & off benefits

Consistent, high quality service. Like my consultant of 10 yrs & feel secure with him. Nurses friendly & Reception usually competent

## What do you like least about the clinic?

**Table 22**

(66 patients answered this question)

Waiting for appointments/Walk In/390/ Pharmacy	21
Waiting area	8
The fact I had to disclose my status to my GP/scripts from GP	6
Funding/paperwork issues	5
Restricted access to Walk In Doctor	3
Reception	3
Reduction of complementary medicines	2
Nursing issues	2
Toilets are unpleasant	2

\*All reasons cited by 2 or more patients.

### Notable quotes

Hate being a number, please differentiate between those who want to use a number & those who don't

More respect from staff, not to remind us as foreigners we have so much HIV in our countries, we know that

## Have you any other suggestions as to how we might improve our services?

**Table 23**

(all responses included)

<p>Access to internet while waiting</p> <p>Am well so have busy life, complimentary snacks would be helpful when attending for appt</p> <p>Appts more promptly observed but recognise that can be due to pts being late</p> <p>Bed to lie on while waiting</p> <p>Bring back full prescribing</p> <p>Brochure re what services are available</p> <p>Early morning late pm blood clinic</p> <p>Easier access to HIV aware dentist</p> <p>Improve management of finding notes. Keep patient informed of delays</p> <p>Info via e mail &amp; text</p> <p>Late night clinic once a week for bloods</p> <p>List of services as not sure whats available</p> <p>Longer Dr appts to allow for talking rather than overwhelming Drs with paperwork</p> <p>Miss Walk In Dr</p> <p>More pharmacy staff</p> <p>More sexy male nurses though current ones are OK</p> <p>More time,staff &amp; services, realise you would need more funding</p> <p>Nicky Mackie is the greatest would never dream of changing, Drs like her make all the difference. Customer care</p> <p>Receptionists should smile &amp; give a friendly welcome</p> <p>Normal hours every day</p> <p>No nurse before walk in</p> <p>Offer viable co-infection service IN Wharfside</p> <p>One evening clinic. In questionnaire 40 + implies ageism and Yes and No, not enough options for answers</p> <p>Pharmacy need to display accurate waiting times. Scrap Wharfside formulary appalling, Ive had to go to GP for things caused by HIV</p> <p>Please bring back sandwiches &amp; yoghurts</p> <p>Private Reception room</p> <p>Queuing system on phone so when engaged know where you are</p> <p>Use non-nursing staff to take bloods (cost effective)</p> <p>Send results by e mail (clinic is working on that)</p> <p>Shorter waits in Pharmacy, text reminders before appt</p> <p>Take more time on consultation re meds</p> <p>Telephone/internet while waiting for appts</p> <p>Too warm in winter, remove glass screens, leaflets &amp; info need relocating are hidden</p> <p>Too many admin staff</p> <p>Training for Reception staff</p> <p>TV or DVD playing on plasma</p> <p>When staff leave would like to know beforehand. Miss the Xmas party a lot</p> <p>Womens afternoon, specialist HIV/gynae doctor</p> <p>Would like to know impact on outcomes re withdrawal of GP services. How many pts have confidence re accessing non HIV services</p> <p>x2 year review not 1 yearly like onestop</p>
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**How do you find the overall environment of Wharfside (i.e. cleanliness, seating, refreshments, toilets, lighting etc)?**

**Table 24**

	<b>Number of patients</b>	<b>Percentage</b>
Good	120	67.4
OK	57	32
Poor	1	0.5
Total	178	
No answer	17	

**If you think there are specific areas for improvement re: the environment what are they?**

**Table 24 (b)**

(all responses included)

Toilets dirty, not enough, taps broken etc	10
Often too hot	3
A few pints of Guinness during Cheltenham	3
Better coffee facilities (could pay low price). Repaint scuffed walls	
Moved to permanent accommodation	
Cartoons on plasma,	
Clear walls, use plasma more effectively, use e mail or text to communicate with patients, make better use of the website	
Low volume music for waiting area	
More copies of Positive Nation. Music and real plants very welcome	
More modern & homely less clinical	
Needs cleaning, open windows & fresh air	
Reception desk filthy not a good impression,	
Too many lights	
Waiting area can be crowded	
Water cooler	

**Table 25: Would you be interested in becoming involved with the Wharfside Patient' Forum?**

	<b>Number of patients</b>	<b>Percentage</b>
Yes	42	28.3%
No	106	71.7%
Total		
No answer	47	