

Westcroft House Surgery

Westcroft Minor Surgery Survey

Number of Responses: **31**

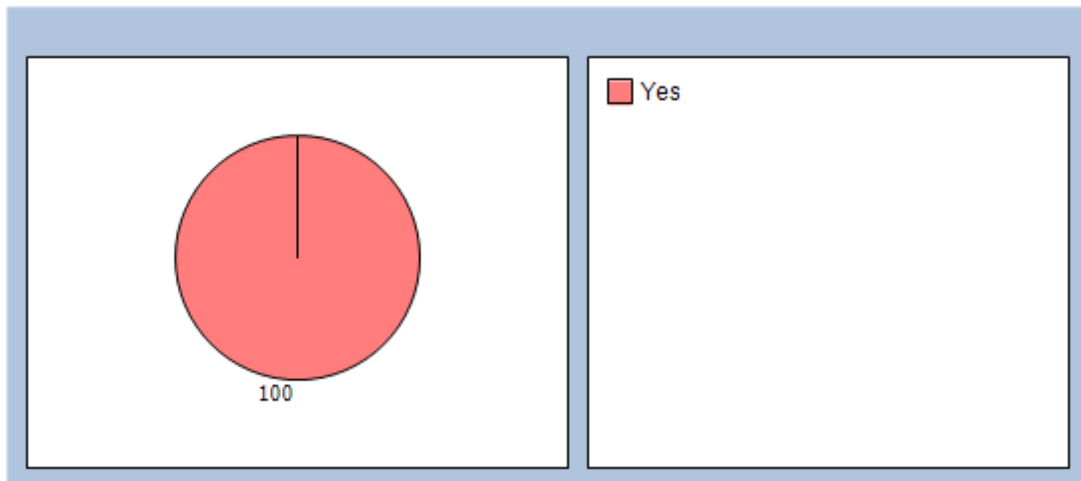
Westcroft Minor Surgery Survey

Thankyou for participating in our survey today. We are anxious to have your feedback on the 'minor surgery service' we offer at the Practice, this includes contraception procedures, injections and lump/bump removal.

Did the Health Care Professional (GP, Health Care Assistant or Nurse) explain any risks associated with the procedure?

Yes **100%**

No **0%**

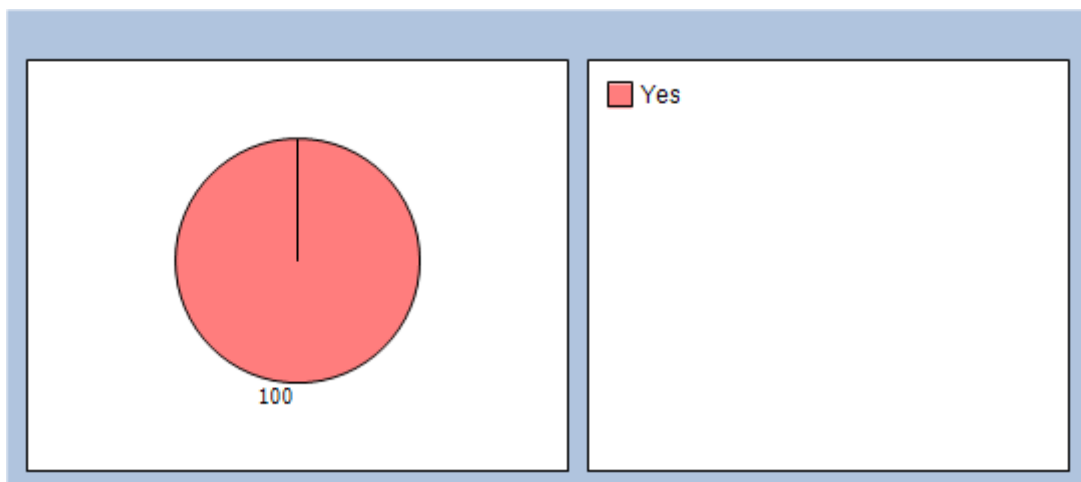


PRACTICE COMMENT: We are delighted to report that 100% of patients who completed the survey had the risks associated with the procedure explained to them.

Were you fully informed and prepared for the procedure?

Yes **100%**

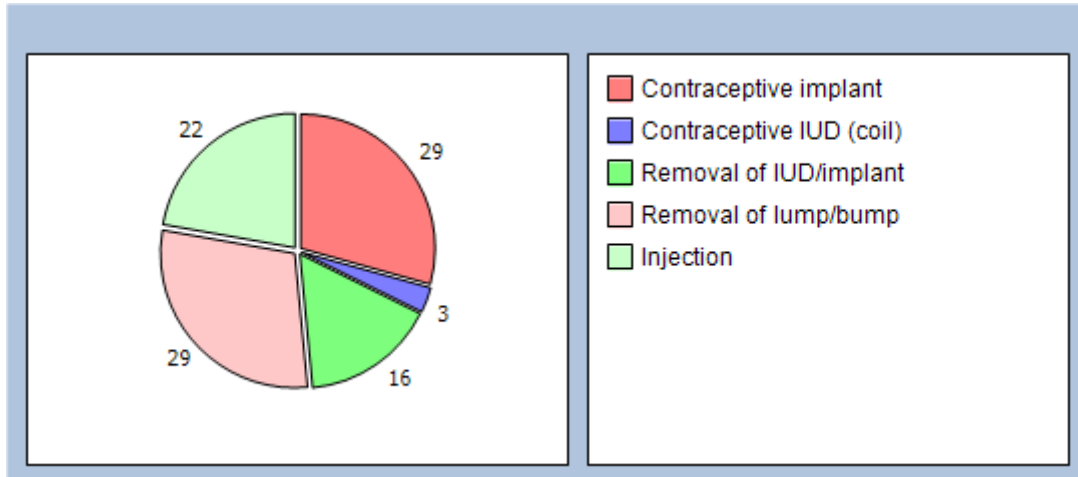
No **0%**



PRACTICE COMMENT: We are pleased to report that 100% of patients who completed the survey were fully informed and prepared for the procedure.

Please indicate what procedure you attended the clinic for?

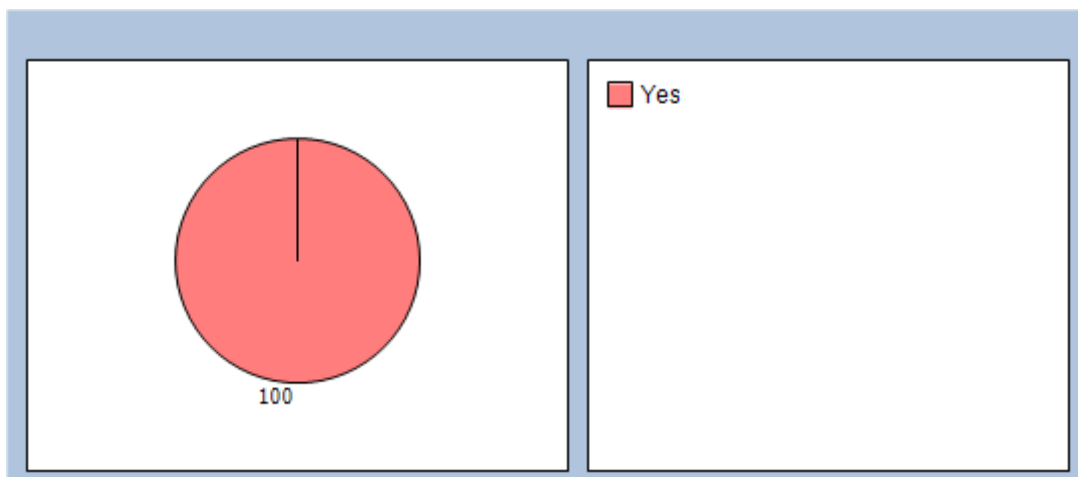
Contraceptive implant **29%**
Contraceptive IUD (coil) **3%**
Removal of IUD/implant **16%**
Removal of lump/bump **29%**
Injection **22%**
Other **0%**



PRACTICE COMMENT: The results demonstrate that the clinic is used primarily for removal of lumps/bumps, joint injections and contraceptive implants. There is a smaller proportion of takeup for removal of IUD and implants and insertion of the contraceptive coil. However, it is gratifying to learn that there is a demand for all of the procedures that the Practice offers. Younger ladies seem to prefer the contraceptive implant to the coil as it is less invasive and viewed as a less permanent contraception solution.

Did you give consent for the procedure by signing a consent form?

Yes **100%**
No **0%**

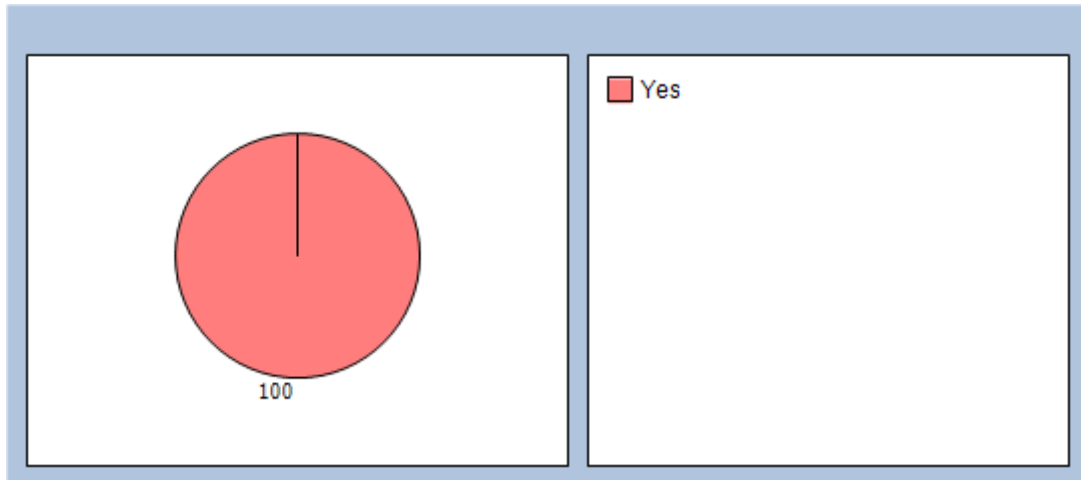


PRACTICE COMMENT: We are delighted to report that 100% of patients who completed the survey signed a consent form. It is important that the Practice is diligent in gaining patient consent and adhering to 'Information Governance'.

Did the Health Care Professional listen appropriately and respond to any concerns you had?

Yes **100%**

No **0%**



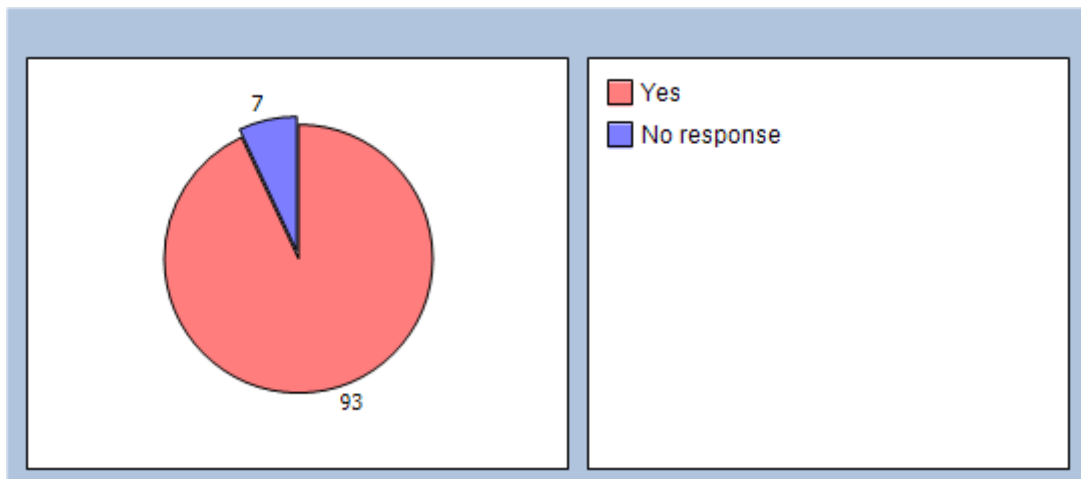
PRACTICE COMMENT: We are delighted to report that 100% of patients who completed the survey felt that the Health Care Professional listened and responded appropriately to any concerns. We feel this validates the ethos of the Practice as we work hard to offer good access with caring and considerate communication.

Were you treated with dignity and respect?

Yes **93%**

No **0%**

No response **7%**



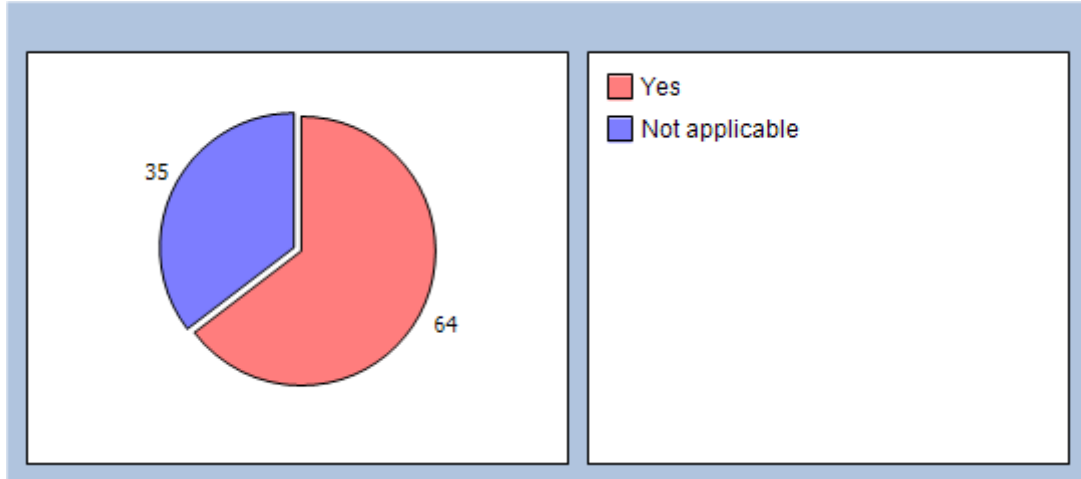
PRACTICE COMMENT: We are pleased to report that 100% of patients who completed the survey felt that the Health Care Professional treated them with dignity and respect. We feel this validates the ethos of the Practice as we strive to engage with the equality and diversity of our patient base.

Did you receive literature (where appropriate for the procedure) to take away with you?

Yes **64%**

No **0%**

Not applicable **35%**



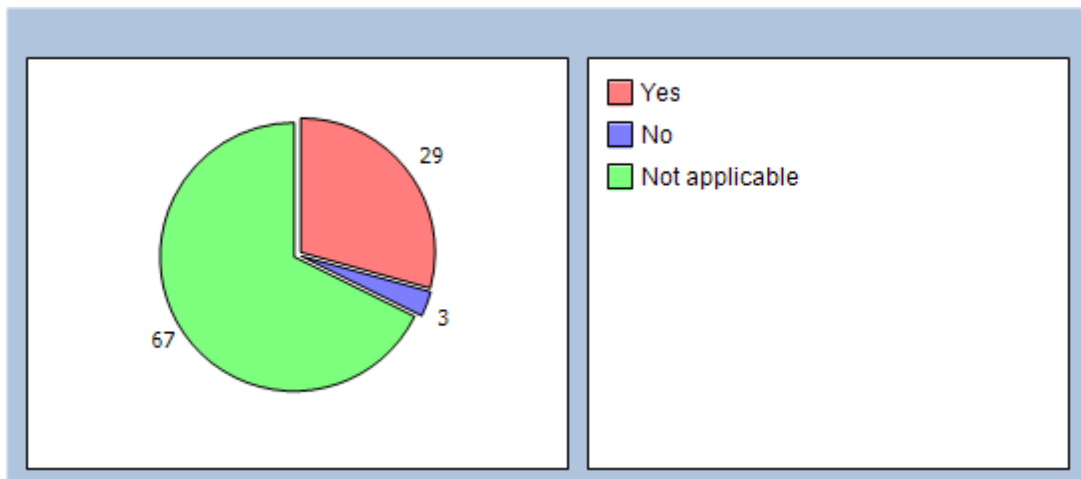
PRACTICE COMMENT: Where appropriate all patients who completed the survey received relevant literature to explain the procedure and follow up arrangements.

Were you given a follow up appointment, where appropriate?

Yes **29%**

No **3%**

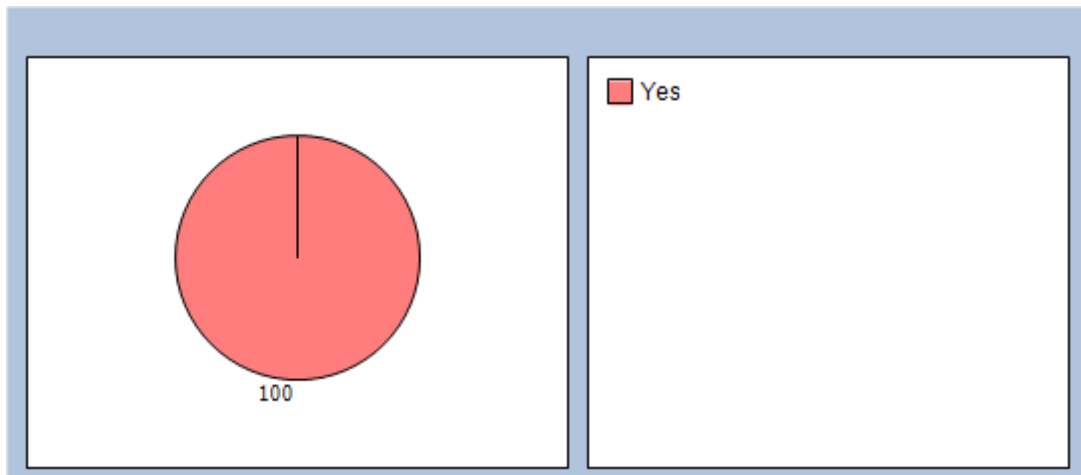
Not applicable **67%**



Was the environment clean and appropriate for the procedure?

Yes **100%**

No **0%**

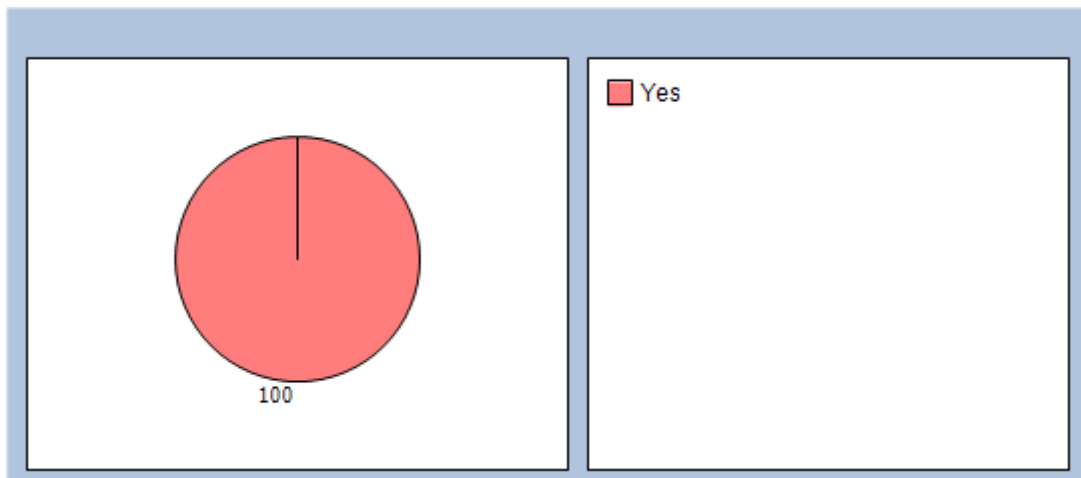


PRACTICE COMMENT: We are delighted to report that 100% of patients who completed the survey felt that the Practice was clean and the environment appropriate for the procedure.

Would you be happy to have a repeat procedure at the Practice?

Yes **100%**

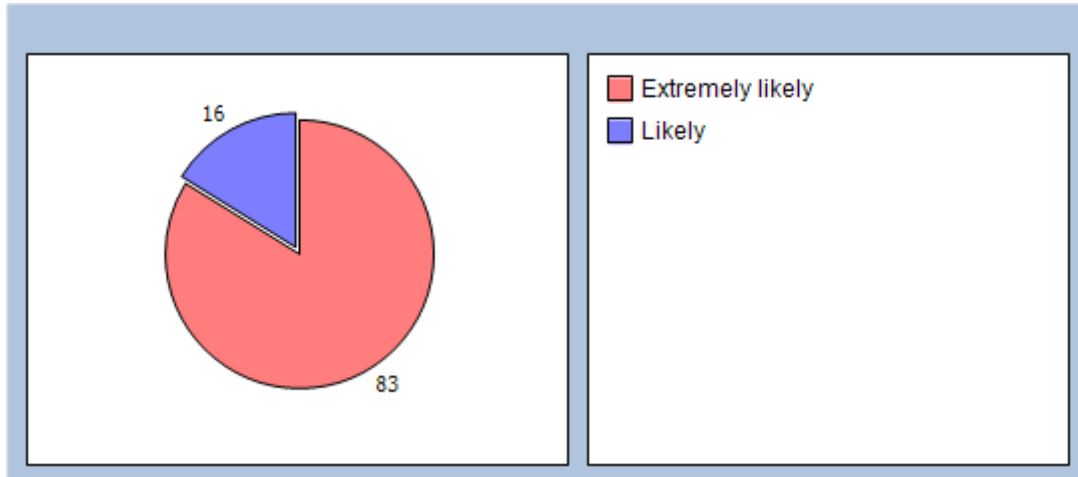
No **0%**



PRACTICE COMMENT: We are delighted to report that 100% of patients who completed the survey would be happy to have a repeat procedure at the Practice.

How likely are you to recommend this service to friends and family?

Extremely likely **83%**
Likely **16%**
Neither likely nor unlikely **0%**
Unlikely **0%**
Extremely unlikely **0%**



PRACTICE COMMENT: We are delighted to report that 100% of patients who completed the survey were extremely likely or likely to recommend the service to other patients.

Please add comment, if you wish. Think about what went well and what could have been improved.

- ❖ 100% satisfactory
- ❖ A lot of worry for nothing.
- ❖ Efficient and friendly
- ❖ First class.
- ❖ The staff were really friendly and helped to calm me down beforehand.
- ❖ Went brill

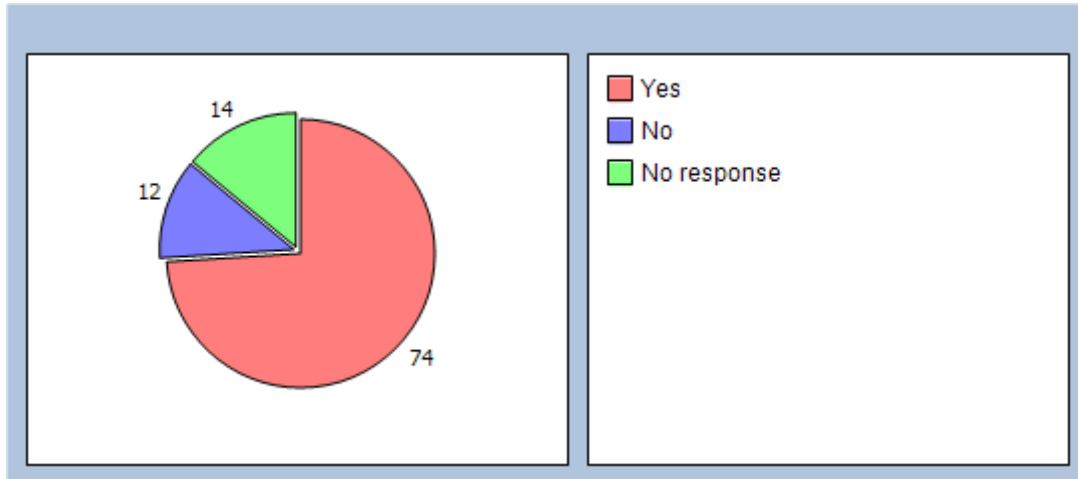
Do you wish your comments to be made public?

Yes **74%**
No **12%**
No response **14%**

PRACTICE COMMENT: We attach above a selection of the comments we received from the 31 patients who responded to the survey and were happy for them to be published. The survey was conducted from 3.12.15 – 19.2.15 and all patients who attended the clinic were given the opportunity to complete a questionnaire/survey. The clinic is currently run most Wednesday afternoons by Dr John Mercer and he is usually assisted by our Health care Assistant – Alison Lavery.

As a Practice we feel that the survey results endorse the quality and efficiency of the service we provide for this clinic. We will continue to strive to offer our patients the opportunity to attend an in-house clinic which provides a range of procedures. We are particularly pleased that the contraceptive implant takeup is more prevalent amongst younger ladies and

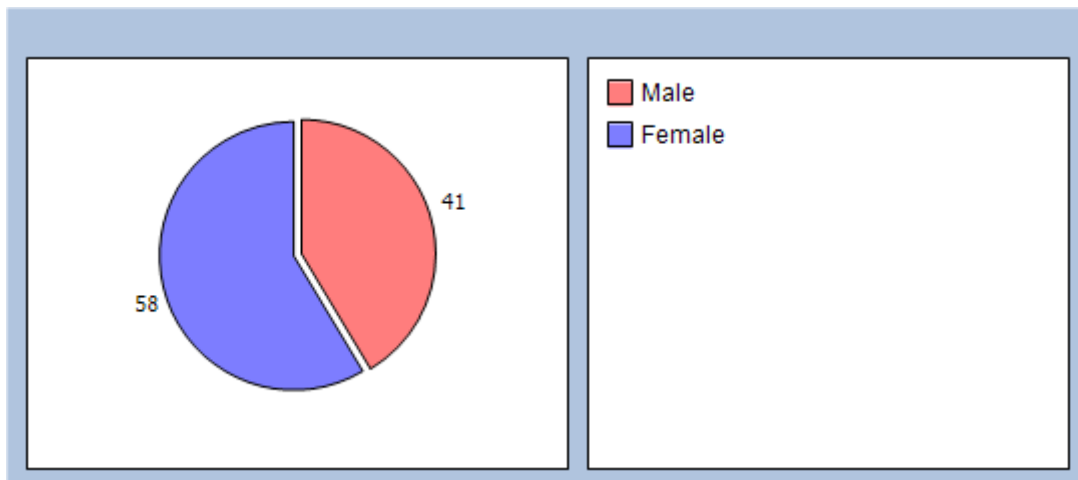
is obviously accessible for them to consider as a contraception solution. We advertise this service on the Practice website and our clinical staff are fully informed to refer patients to this clinic as appropriate. We realise that teenage pregnancy is an issue in West Cumbria and we take very seriously the advice and guidance we offer to patients regarding long acting reversible contraception.



It will help us to understand your answers if you could tell us a little about yourself

Are you ?

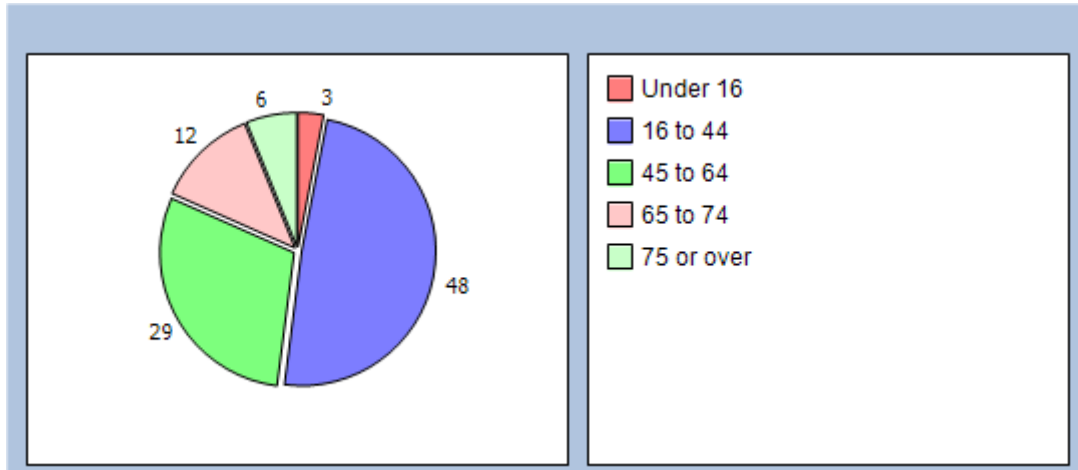
Male **41%**
Female **58%**



PRACTICE COMMENT: There is a fairly even split between male and females who access this clinic. Obviously only females would receive the contraceptive IUD and implants.

How old are you?

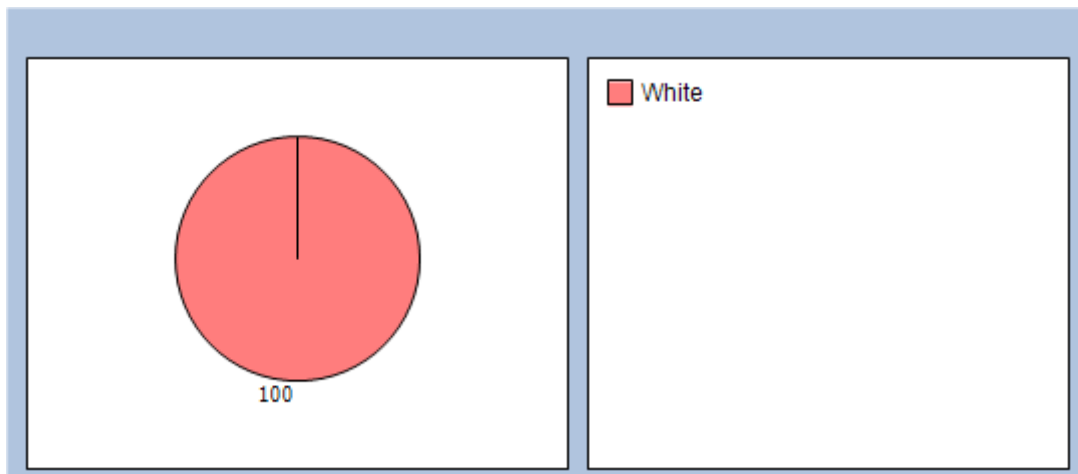
Under 16 **3%**
16 to 44 **48%**
45 to 64 **29%**
65 to 74 **12%**
75 or over **6%**



PRACTICE COMMENT: There is a range of ages accessing the clinic between 16->75 years of age.

What is your ethnic group?

White **100%**
Black or Black British **0%**
Asian or Asian British **0%**
Mixed **0%**
Chinese **0%**
Other ethnic group **0%**



PRACTICE COMMENT: It is a fair reflection of the Practice demographic that 100% of the patients who responded to the survey were 'white'. There is a very small number of ethnic minority groups at the Practice. It is worth noting that the website has a 'language translator' if any patient visits Westcroft House Surgery website for information.