



**Mr Stefan Weitzel**  
**Patient Satisfaction Survey Results**  
**December 2014**





<b>Status</b>	<b>Population</b>
<b>Completed</b>	<b>61</b>
<b>Pending</b>	<b>72</b>
Undeliverable	5
Delivered	67
<b>Grand Total</b>	<b>133</b>







<b>Date Sent:</b>	21/11/2014 12:40
<b>Reminder Sent:</b>	28/11/2014 15:00
<b>2nd Reminder Sent:</b>	09/12/2014 10:24
<b>Completion Rate:</b>	<b>45.86%</b>

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1. About You

1. Are you male or female?			Response Percent	Response Total
1	Male		36.67%	22
2	Female		63.33%	38
			answered	60
			skipped	1





2. What is your age group?			Response Percent	Response Total
1	Under 15		1.67%	1
2	15 – 20		0.00%	0
3	21 – 40		21.67%	13
4	41 – 60		56.67%	34
5	Over 60		20.00%	12
			answered	60
			skipped	1





3. How did you hear about this Consultant?			Response Percent	Response Total
1	GP		28.81%	17
2	Hospital		13.56%	8
3	Online search		15.25%	9
4	Physiotherapist or other healthcare specialist		18.64%	11
5	Family/friend recommendation		5.08%	3
6	Other		18.64%	11
			answered	59
			skipped	2

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4. How is the cost of your care covered?				
			Response Percent	Response Total
1	Insurance		68.33%	41
2	Self-pay		3.33%	2
3	NHS		28.33%	17
			answered	60
			skipped	1

## 2. Making Your Appointment

5. How did you book your appointment?				
			Response Percent	Response Total
1	Called the Consultant's practice		36.67%	22
2	Called the hospital		28.33%	17
3	Through GP		18.33%	11
4	Other		16.67%	10
			answered	60
			skipped	1

6. If relevant, how would you rate the manner and efficiency of the person you spoke with on the phone?				
			Response Percent	Response Total
1	Excellent		46.55%	27
2	Good		32.76%	19
3	Fair		1.72%	1
4	Poor		0.00%	0
5	Does not apply		18.97%	11
			answered	58
			skipped	3

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7. How would you rate the quality of information sent to you before your appointment?					
				Response Percent	Response Total
1	Excellent			47.46%	28
2	Good			38.98%	23
3	Fair			5.08%	3
4	Poor			0.00%	0
5	Did not receive any			8.47%	5
				answered	59
				skipped	2




### 3. Attending Your Appointment




8. How would you rate the reception, hospital staff and overall facilities?					
				Response Percent	Response Total
1	Excellent			55.00%	33
2	Good			41.67%	25
3	Fair			3.33%	2
4	Poor			0.00%	0
				answered	60
				skipped	1





9. How would you rate the punctuality of your appointment?					
				Response Percent	Response Total
1	Excellent			36.67%	22
2	Good			46.67%	28
3	Fair			16.67%	10
4	Poor			0.00%	0
				answered	60
				skipped	1

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4. Your Consultant




10. How would you rate your Consultant's willingness to listen?				Response Percent	Response Total
1	Excellent			80.00%	48
2	Good			16.67%	10
3	Fair			3.33%	2
4	Poor			0.00%	0
				answered	60
				skipped	1


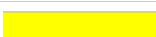


11. How would you rate the care and attention shown to you during your consultation?				Response Percent	Response Total
1	Excellent			84.75%	50
2	Good			11.86%	7
3	Fair			3.39%	2
4	Poor			0.00%	0
				answered	59
				skipped	2

12. How would you rate your Consultant's explanation of your condition and treatment?				Response Percent	Response Total
1	Excellent			76.67%	46
2	Good			15.00%	9
3	Fair			6.67%	4
4	Poor			1.67%	1
				answered	60
				skipped	1




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13. How do you rate the outcome of any non-operative treatment recommended?				
			Response Percent	Response Total
1	Excellent		47.17%	25
2	Good		43.40%	23
3	Fair		9.43%	5
4	Poor		0.00%	0
			answered	53
			skipped	8



14. How would you rate the overall service from your Consultant?				
			Response Percent	Response Total
1	Excellent		73.68%	42
2	Good		17.54%	10
3	Fair		8.77%	5
4	Poor		0.00%	0
			answered	57
			skipped	4





15. How would you rate the service from your Consultant's secretarial support?				
			Response Percent	Response Total
1	Excellent		62.07%	36
2	Good		32.76%	19
3	Fair		1.72%	1
4	Poor		0.00%	0
5	Does not apply		3.45%	2
			answered	58
			skipped	3

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16. Would you recommend this Consultant to family and friends?				
			Response Percent	Response Total
1	Yes		91.38%	53
2	No		3.45%	2
3	Maybe		5.17%	3
			answered	58
			skipped	3


5. Surgery - If you required surgery, please complete the following:

17. Which hospital did you attend for surgery?				
			Response Percent	Response Total
1	NHS Hospital		4.55%	2
2	Private Hospital		95.45%	42
			answered	44
			skipped	17





18. How would you rate the quality of information sent to you before your surgery?				
			Response Percent	Response Total
1	Excellent		66.67%	28
2	Good		21.43%	9
3	Fair		9.52%	4
4	Poor		0.00%	0
5	Did not receive any		2.38%	1
			answered	42
			skipped	19

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19. How would you rate your overall surgical experience?				
			Response Percent	Response Total
1	Excellent		75.00%	30
2	Good		20.00%	8
3	Fair		2.50%	1
4	Poor		2.50%	1
			answered	40
			skipped	21

20. How would you rate the hospital staff and facilities?				
			Response Percent	Response Total
1	Excellent		62.50%	25
2	Good		37.50%	15
3	Fair		0.00%	0
4	Poor		0.00%	0
			answered	40
			skipped	21

**6. Surgical Outcome**

21. How long ago did surgery take place?				
			Response Percent	Response Total
1	< 3 months ago		44.74%	17
2	3-6 months ago		42.11%	16
3	6-12 months ago		10.53%	4
4	> 12 months ago		2.63%	1
			answered	38
			skipped	23













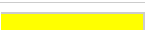


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22. Overall, on a scale of 0-10, how would you rate the pain & dysfunction from your condition prior to surgery?				
			Response Percent	Response Total
1	1 = No pain		0.00%	0
2	2		7.50%	3
3	3		2.50%	1
4	4		0.00%	0
5	5		12.50%	5
6	6		10.00%	4
7	7		22.50%	9
8	8		27.50%	11
9	9		12.50%	5
10	10 = Highest pain		5.00%	2
			answered	40
			skipped	21

23. Your operation was most likely part of which surgical category?				
			Response Percent	Response Total
1	Bunion surgery		20.51%	8
2	Other forefoot surgery		33.33%	13
3	Ankle or hind foot fusion		12.82%	5
4	Ankle arthroscopy (keyhole surgery)		2.56%	1
5	Other ankle surgery		2.56%	1
6	Knee arthroscopy (keyhole surgery)		7.69%	3
7	Hip or knee replacement		7.69%	3
8	All other surgery		12.82%	5
			answered	39
			skipped	22

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24. Overall, on a scale of 0-10, how would you rate the pain & dysfunction from your condition after surgery?				Response Percent	Response Total
1	1 = No pain			17.95%	7
2	2			25.64%	10
3	3			10.26%	4
4	4			10.26%	4
5	5			23.08%	9
6	6			5.13%	2
7	7			2.56%	1
8	8			2.56%	1
9	9			2.56%	1
10	10 = Highest pain			0.00%	0
				answered	39
				skipped	22

25. How do you rate the outcome of your operation taking into account realistic expectations & surgical objectives?				Response Percent	Response Total
1	Excellent			43.59%	17
2	Good			30.77%	12
3	Fair			23.08%	9
4	Poor			2.56%	1
				answered	39
				skipped	22