

**ULHT MSK Outpatient Physiotherapy**  
**Results From Patient Reported Experience Measure (PREM)**  
**December 2015**

**Summary of results**

463 respondents overall across the sites.

The results are very positive. 99% of respondents responded either good or very good to all questions regarding the face to face clinical encounter, with the remainder either responding as don't know, or does not apply. No respondent responded as poor or very poor. Every question regarding the clinical encounter scored very good 85% or over, as compared to 80% previously.

The questions regarding the environment were scored as either good or very good in 99% of cases, and very good in 67-78% (previously 68-74%). The main negative points were regarding access and signage, particularly at Pilgrim Hospital where 4 respondents responded as poor for access to the physiotherapy department.

88% of respondents (previously 86%) were not waiting for more than 10 minutes.

**Sample**

The sample included MSK patients within the outpatient physiotherapy departments at sites within ULHT, including Lincoln County Hospital, Pilgrim Hospital Boston, Grantham District Hospital, County Hospital Louth, Skegness Hospital and Laundon House in Sleaford. The patients were asked to complete the survey following their appointment and were a random mixture of patients, both new and follow up. All patients referred to MSK physiotherapy were included and therefore accessed the service through different referral routes. These included AQP referrals from GP's, ULHT orthopaedic consultant referrals and patients referred from hospitals outside ULHT.

**Points from written comments**

297 written comments were received.

289 positive comments, 6 negative comments.

1 negative comment at Lincoln was regarding the telephone, and using the answer machine to rearrange appointments.

All the other negative comments regarded the environment. These included comments regarding to access at Pilgrim on 3 occasions, privacy at Lincoln due to curtains on 2 occasions and the hot temperature at Louth on one occasion.

A full list of comments are on the following pages.

## Overall summary

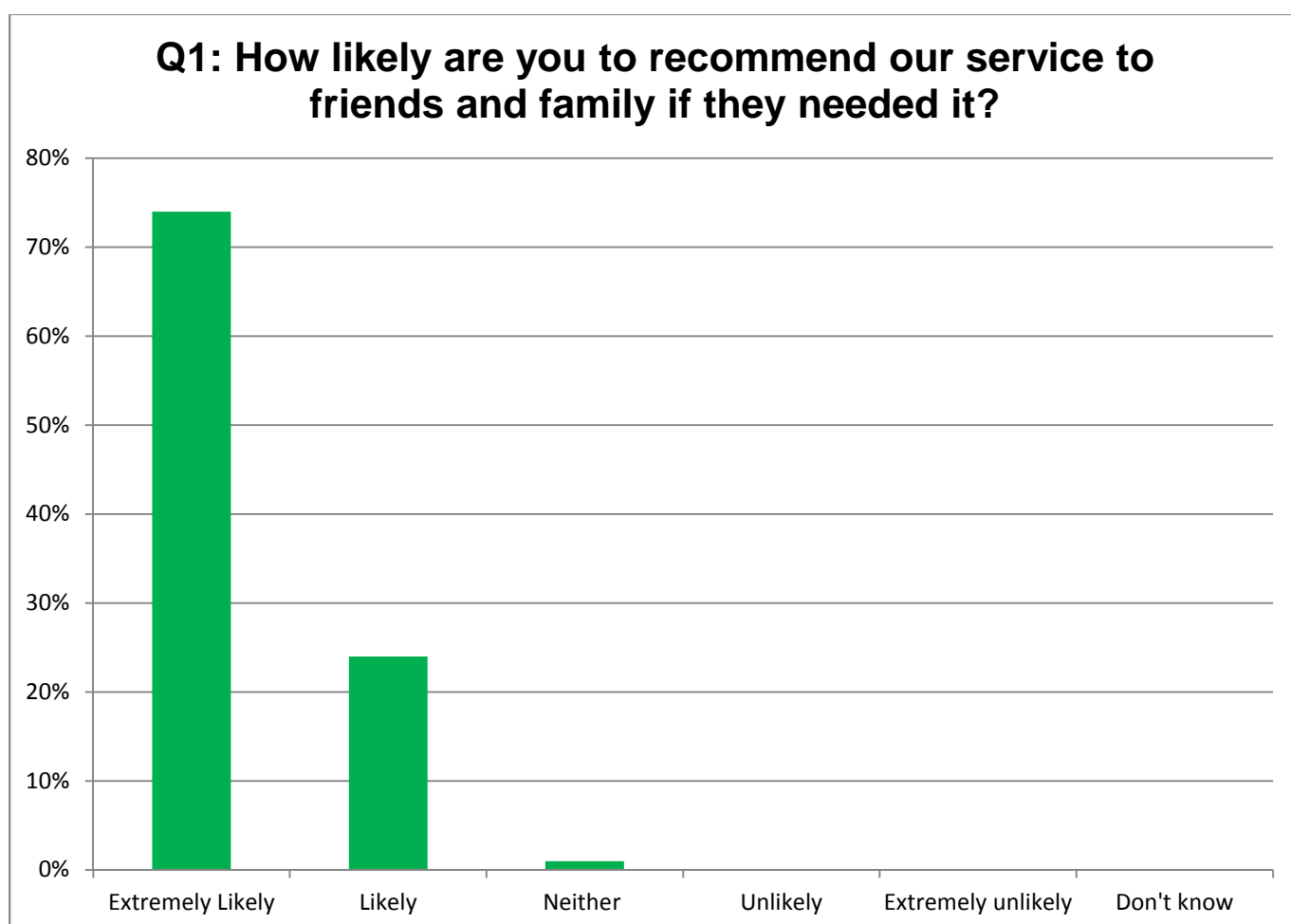
This present survey is larger than the previous survey from May 2015. The results are an improvement from this survey, and are consistent with the previous larger survey performed in October 2015. The positive responses and comments were mainly towards the staff and their professionalism and care.

As with previous surveys privacy is reported as an issue on 2 occasions. Each department has cubicles with curtains which does compromise privacy. Previously therapists have been encouraged to use cubicles spread out where possible, and this message should continue.

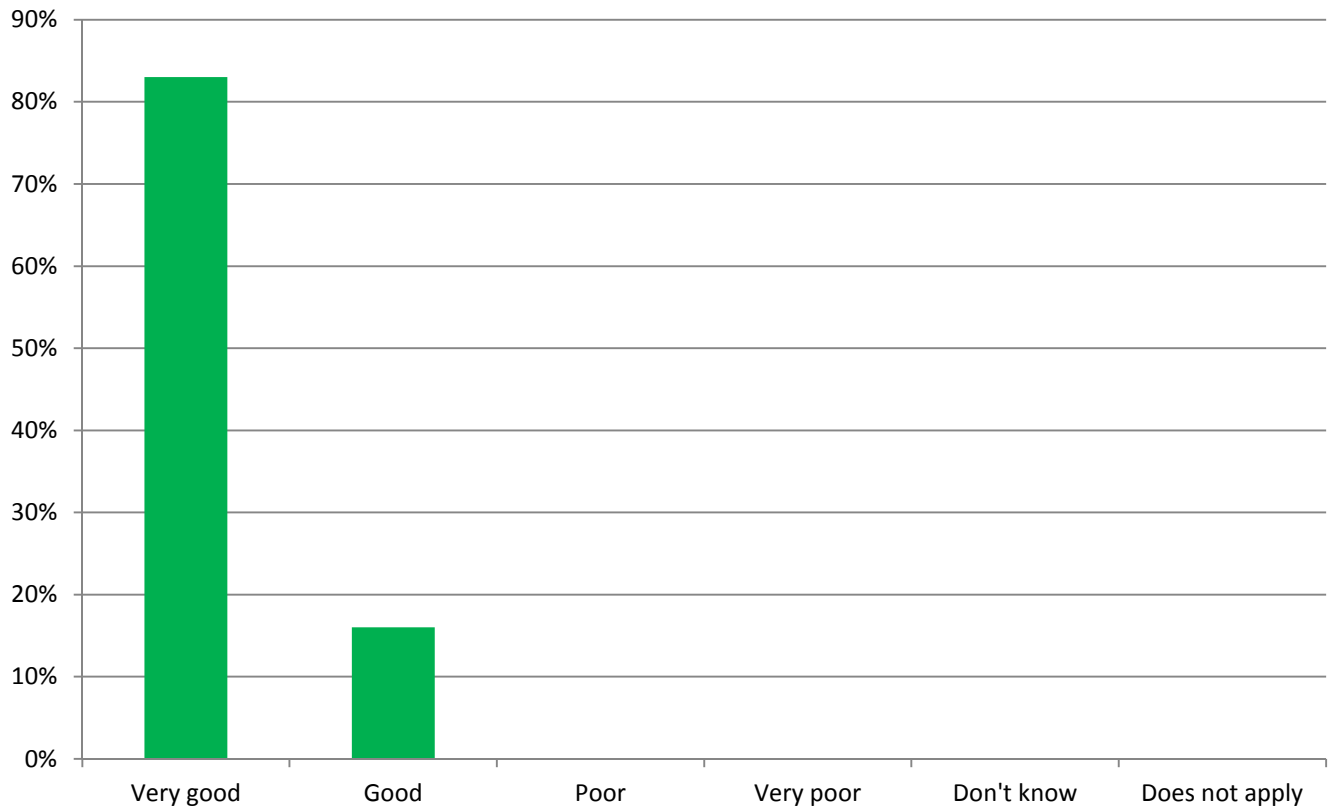
The distance to the physiotherapy department at Pilgrim Hospital was an issue on a number of occasions. Though there is nothing that can be done regarding the distance to the department from the car parks, more information could be provided to the patients regarding how to get to the department and parking options. This could also be beneficial for all sites.

There was no difference between the sites regarding the percentage of patients responding as good or very good. Pilgrim Hospital had a higher percentage of patients responding as very good for the questions regarding the clinical encounter with 88-95%. Laundon House had a lower percentage of very good compared to the other sites regarding the environment, though still 100% as good & very good, this dropped to 60-63% for very good alone.

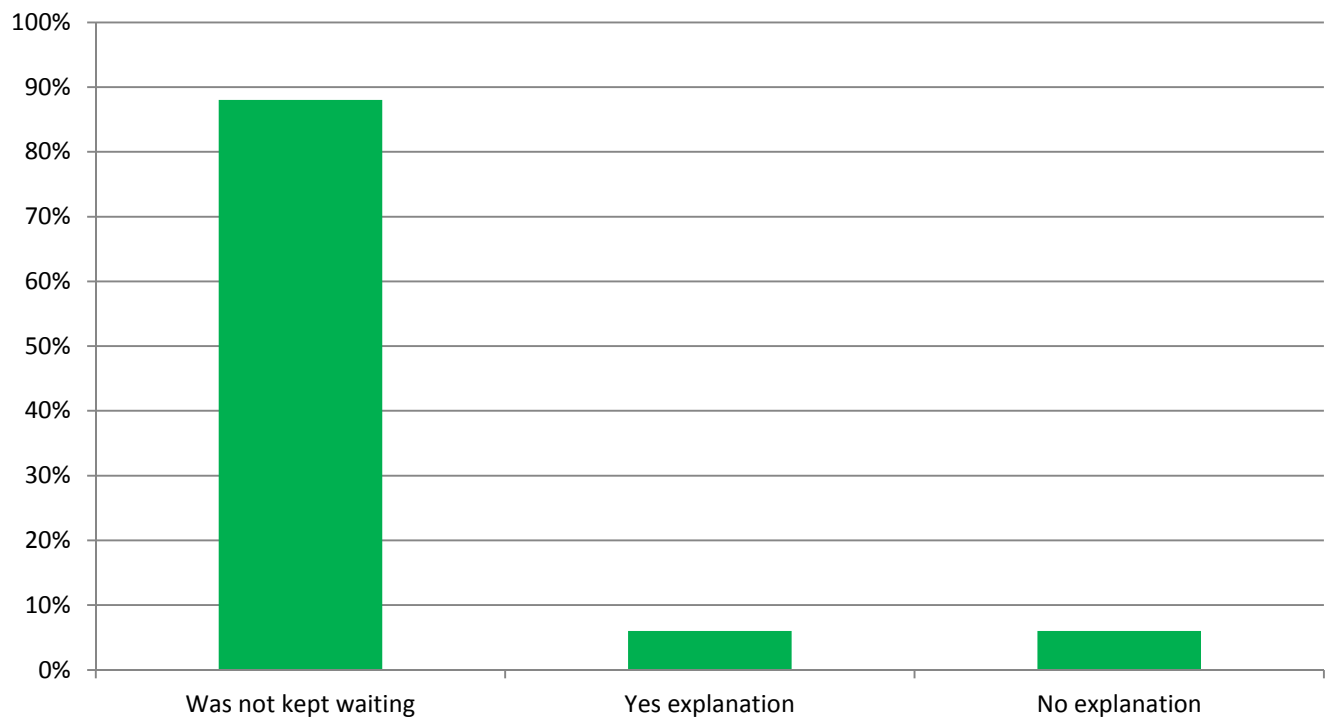
## Graphs showing responses to Patient Experience Survey over all ULHT sites



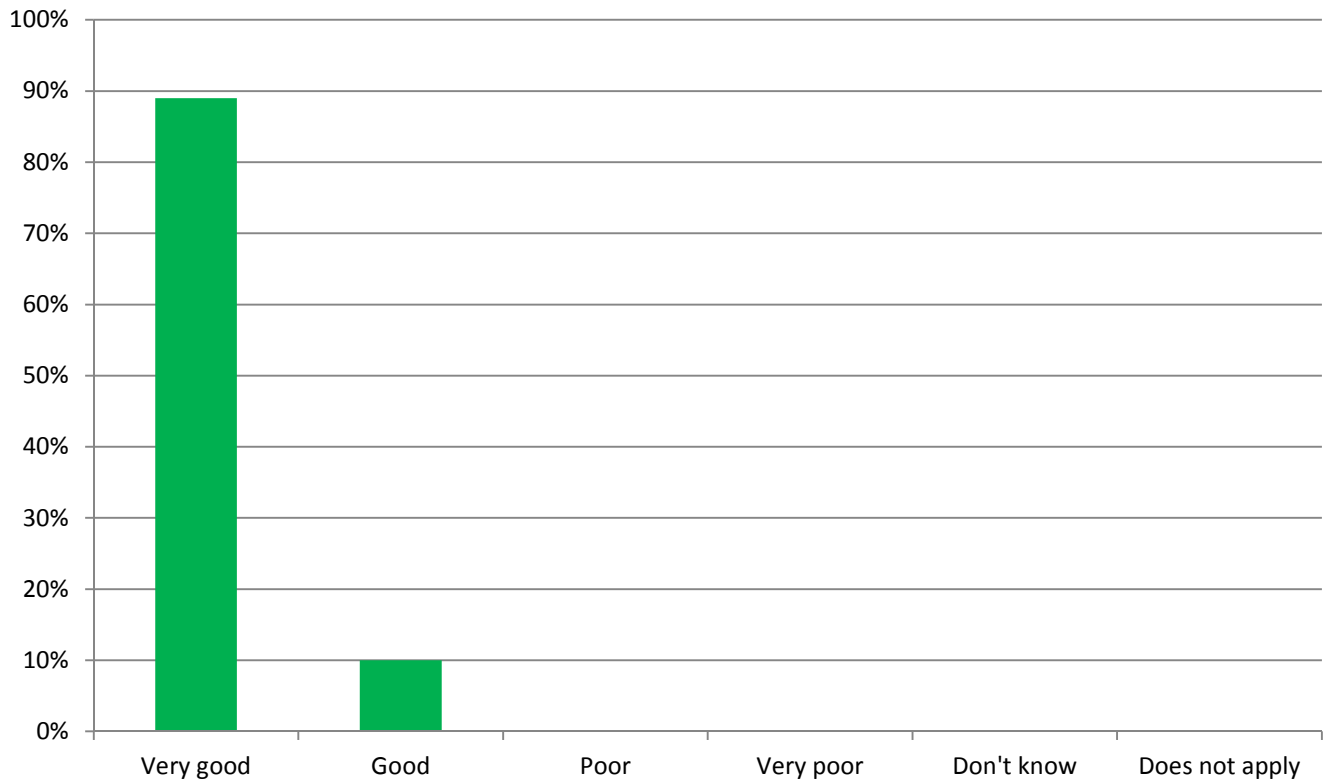
## Q2: How would you rate your overall experience?



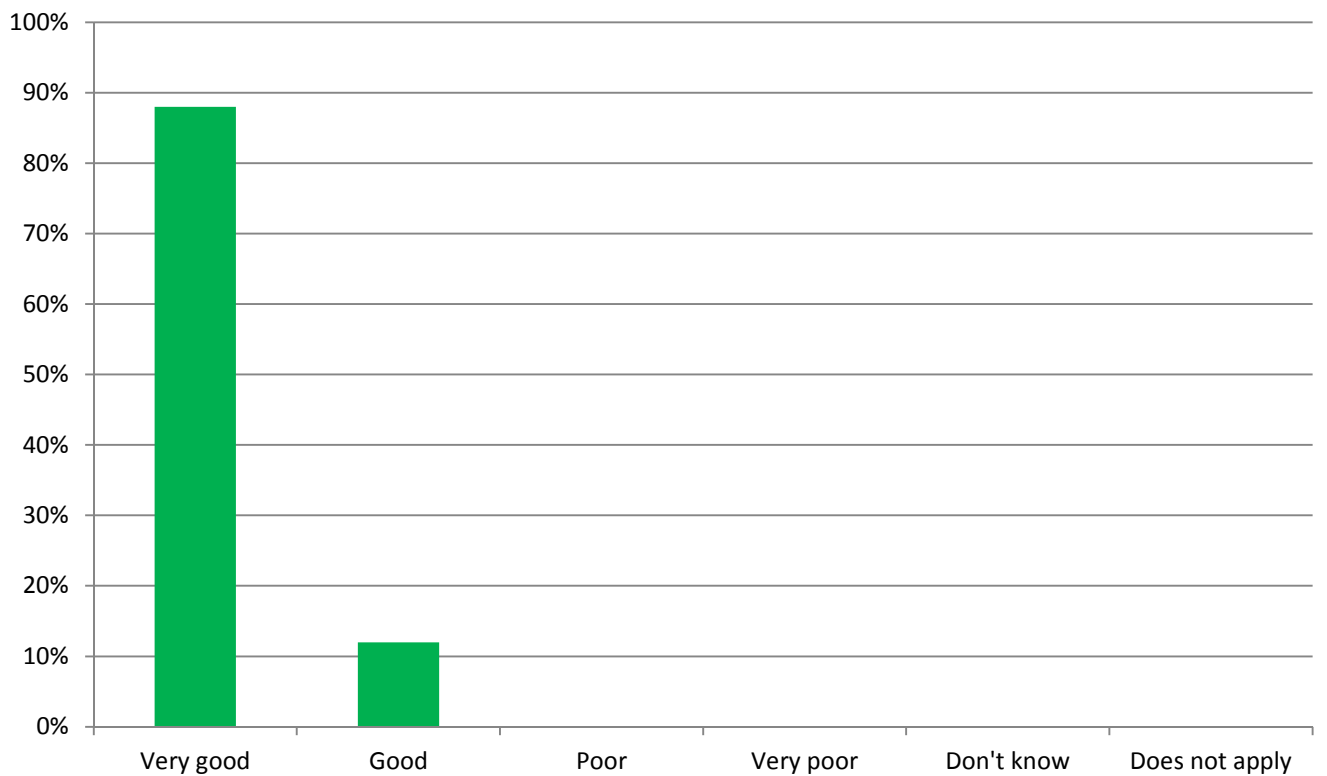
## Q3: If you had to wait more than 10 minutes for your appointment time, were you given a satisfactory explanation as to why?



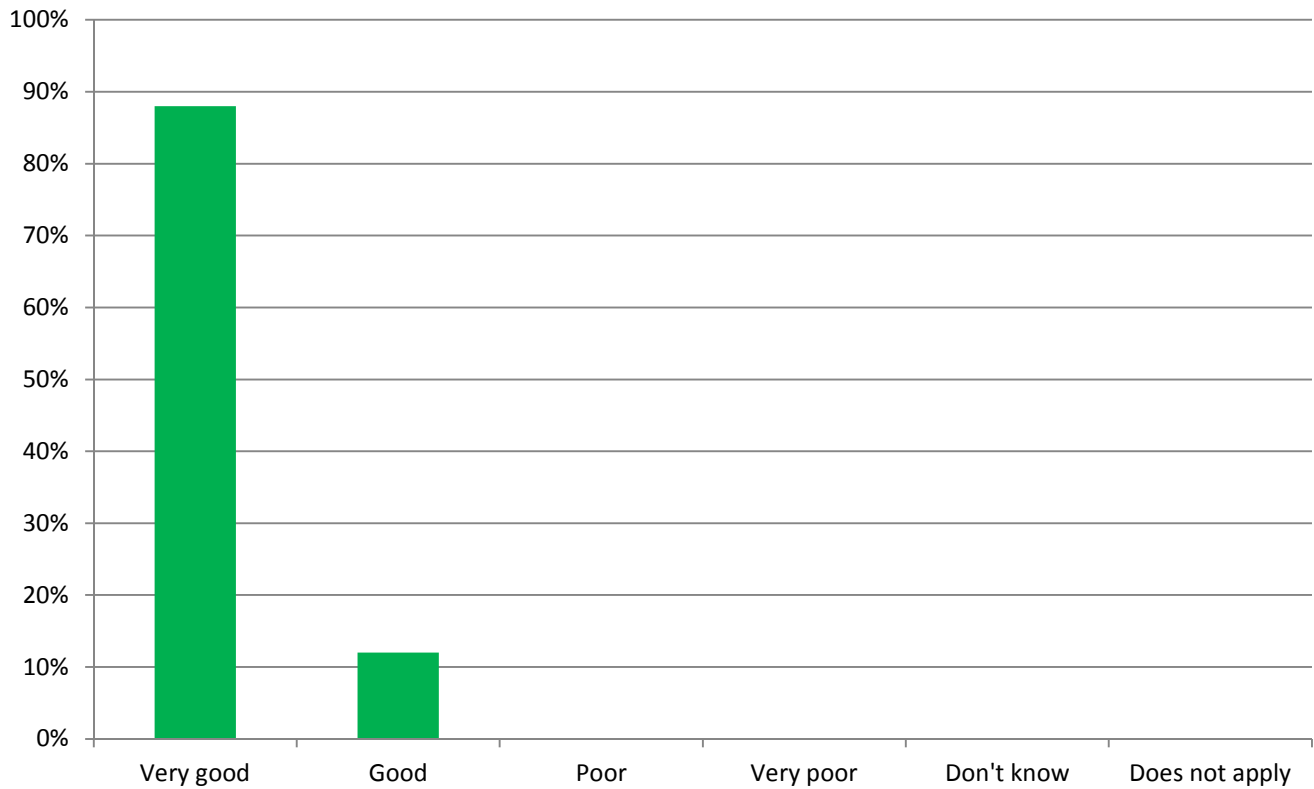
**Q4: How good was the practitioner at: Making you feel at ease?**



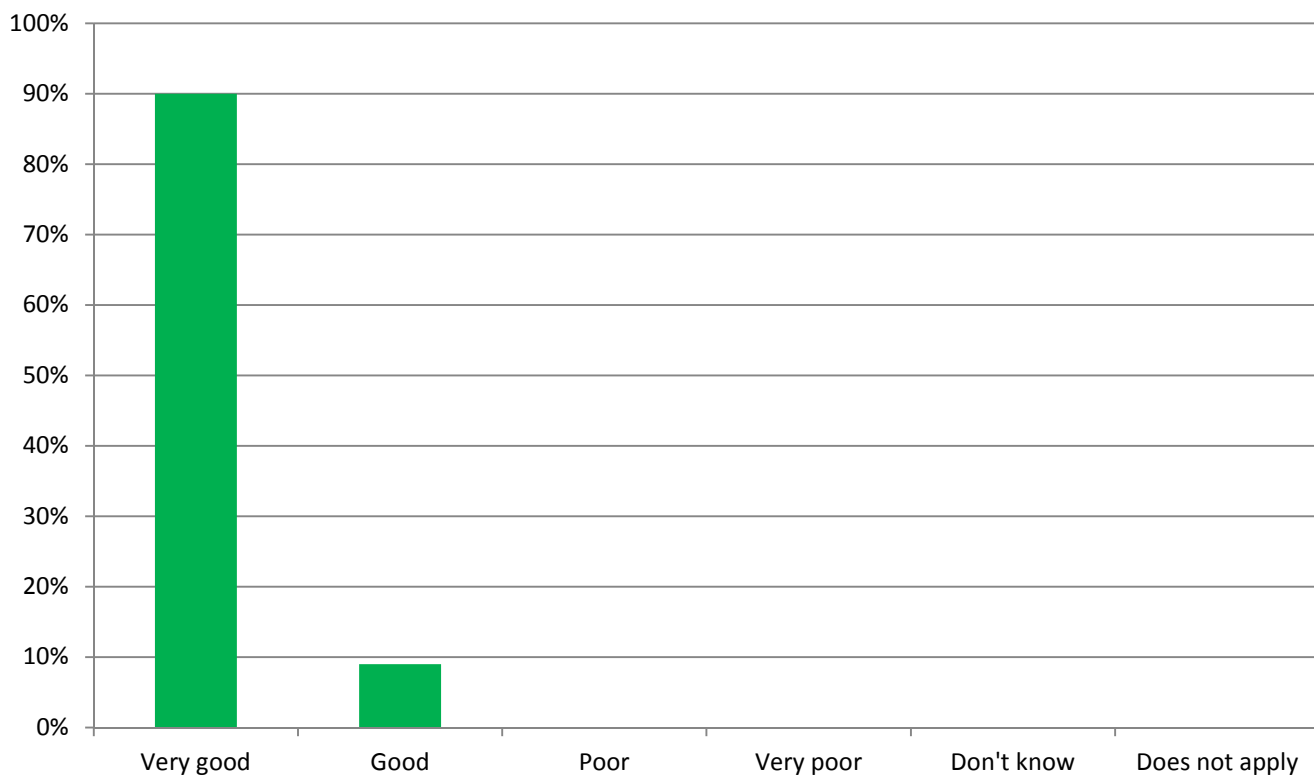
**Q5: How good was the practitioner at: Really listening and fully understanding?**



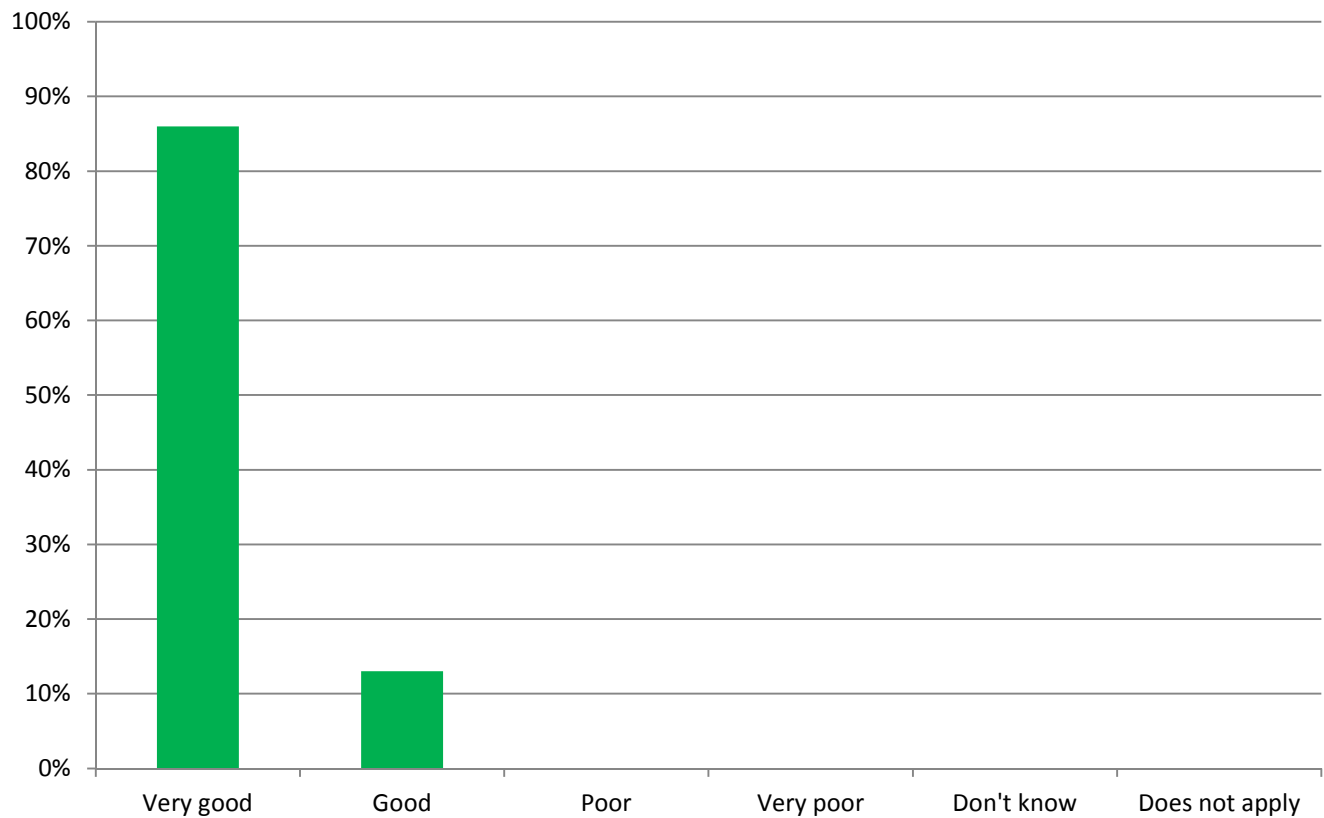
**Q6: How good was the practitioner at: Showing care and compassion?**



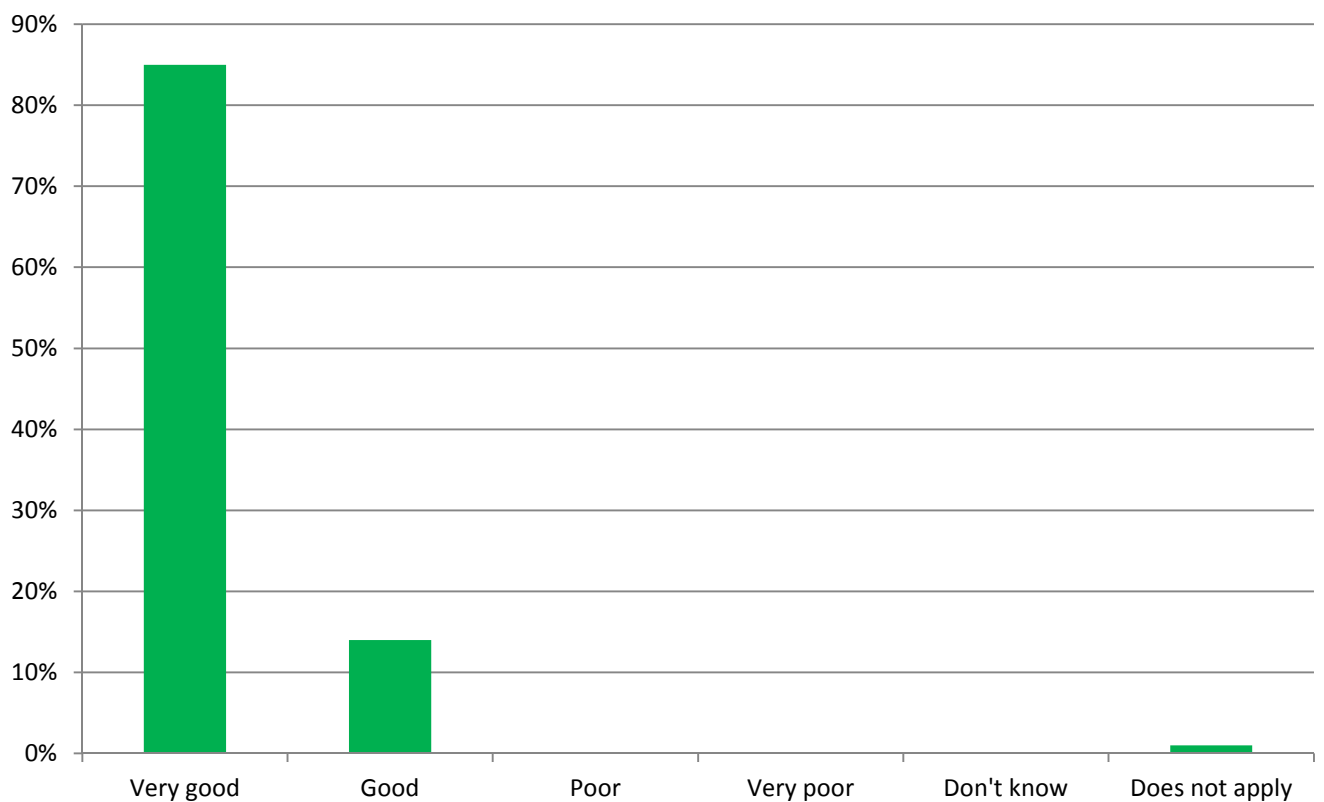
**Q7: How good was the practitioner at: Explaining things clearly?**



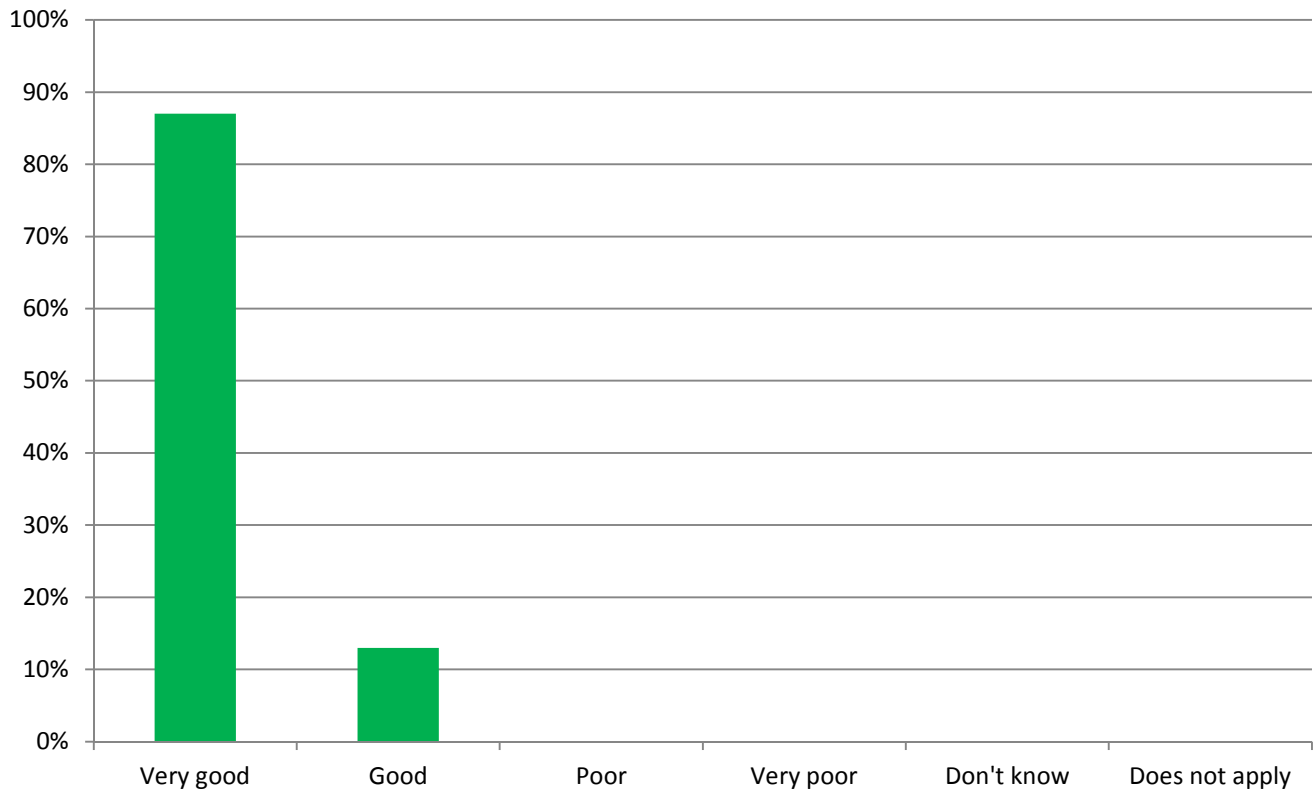
**Q8: How good was the practitioner at: Helping you to take control?**



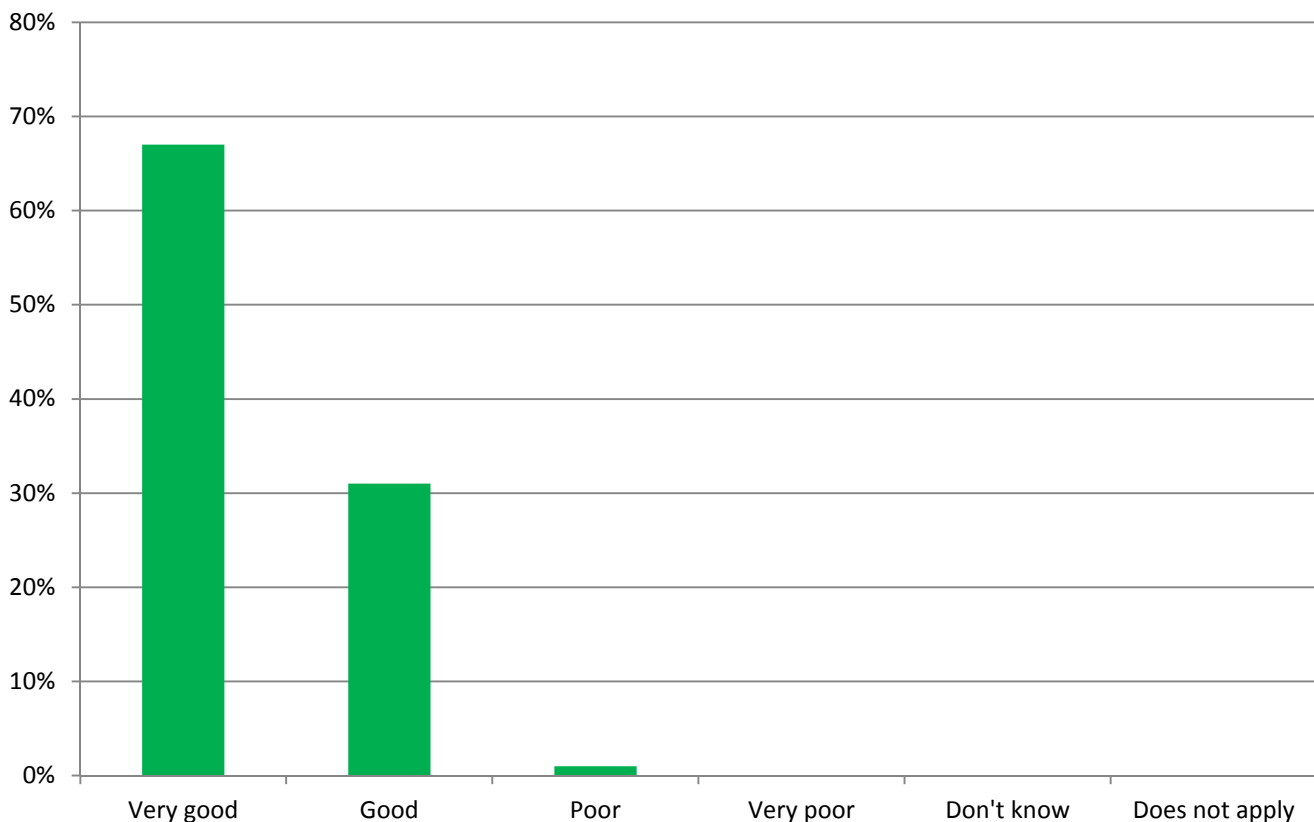
**Q9: How good was the practitioner at: Making a plan of action with you?**



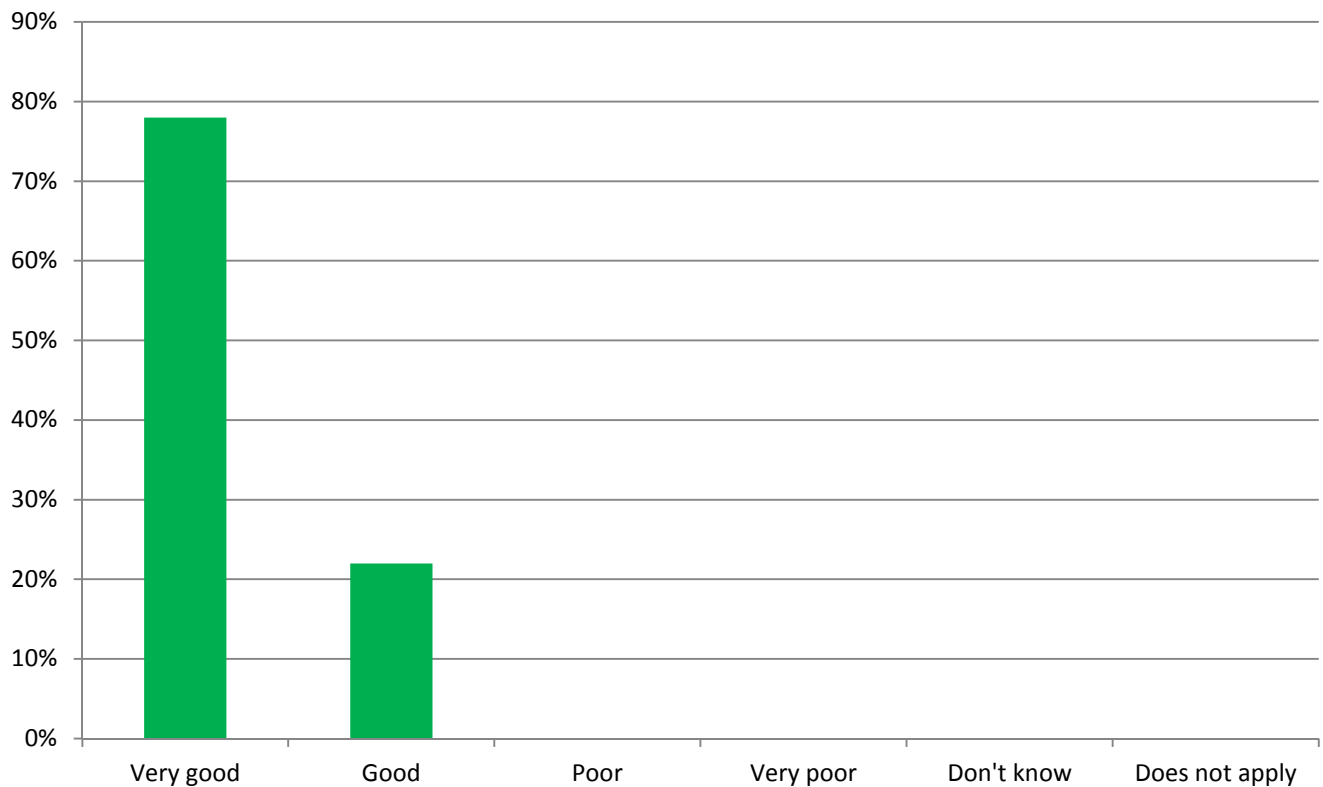
**Q11: What level of trust / confidence did you have in the health professional examining / treating you?**



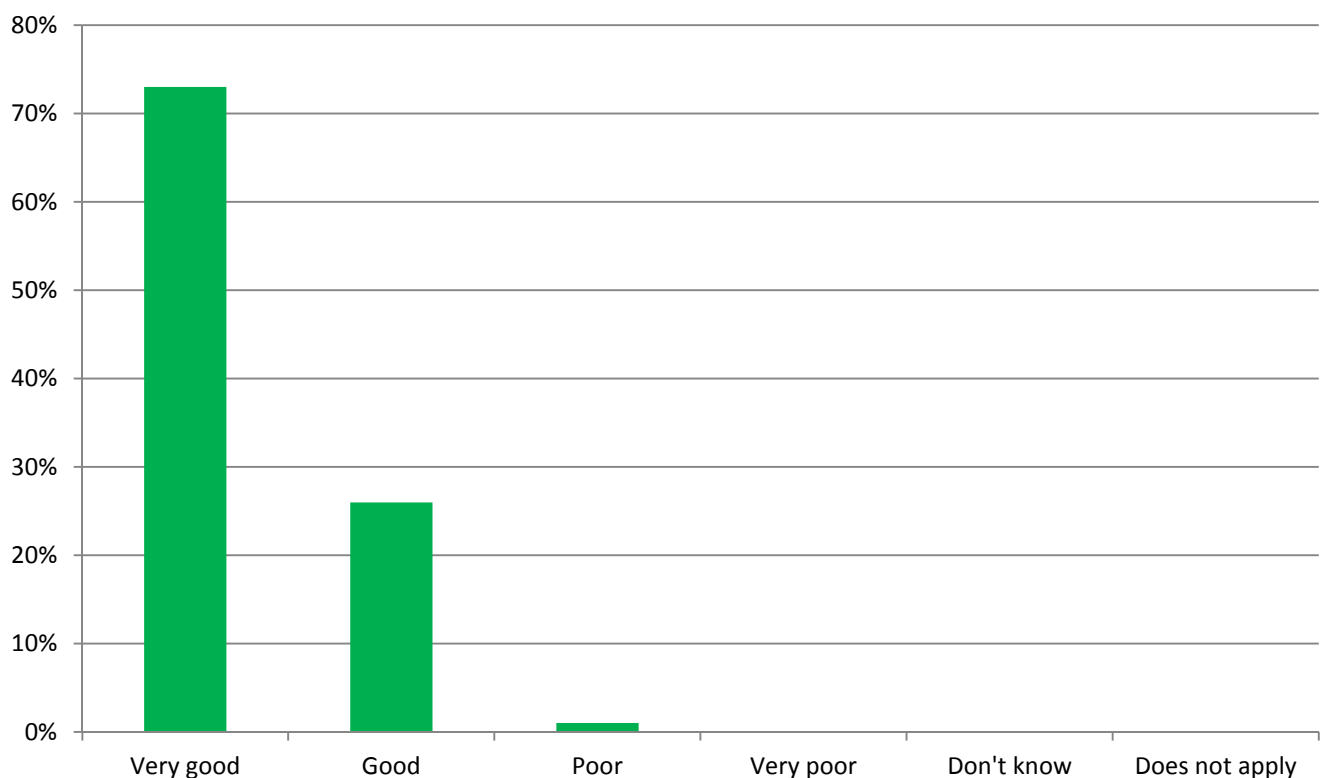
**Q10a : How would you rate the clinic for: Access?**



**Q10b : How would you rate the clinic for:  
Cleanliness & Hygiene?**



**Q10c : How would you rate the clinic for: Privacy & Dignity?**





## Comments

### Pilgrim Hospital Boston

Q1b: Please can you tell us why you would/would not recommend us to your friends and family?

- 1st class service.
- All staff Brilliant and I have felt that without their help, support and expertise I would still be struggling.
- Because I have been treated very well!!
- Because of the kindness and friendliness of the staff and help with my pain.
- Excellent service, friendly staff
- Excellent staff
- Excellent staff, very helpful and informative
- Felt like the health professional did their best to try and treat the problem.
- Finds the problems quick, and gave me the correct guidance to strengthen my knee.
- Friendly service.
- Friendly, comfortable, easy, informative service.
- good patient centred care
- Good service, told me what was going to happen.
- Help and support, plus pushing you to do more.
- Helpful
- Helpful
- Helpful advice.
- helpful and effective treatment
- Helpful, polite and good service
- Helpful.
- I feel the physio has helped me, and means I don't have to have time off work.
- I felt I was listened to.
- I found even at the first visit my movement was greatly improved and it gave the confidence to move it more myself.
- I have received amazing advice and support.
- I think you have been very good, appointment on time and advice given excellent
- I was very pleased with all my treatment.
- I would recommend because they are friendly and very helpful
- I would recommend physio to anybody they are a very friendly and helpful team.
- I would recommend you because, your friendly and very good
- I'd recommend because I'm really feeling the benefits, is helping me greatly. Fiona, Mike, so helpful, kind and friendly there very helpful and patient.
- It's a good quality service.
- I've been very pleased with the service offered, in particular a good programme and one on one attention.
- Physio was very patient. Explained things well. Gave me time.
- Physios are most welcoming, push you to how far you can go but no pressure.
- Pleasant bedside manner.
- Prompt, efficient and friendly attention.
- Really helpful, friendly and listening to your problems, clear instructions given all the time.
- Staff are friendly, nice atmosphere, calm feeling.
- Staff were helpful and friendly.
- The physio is very sensitive and understanding and gentle.
- The physio was very nice and friendly but extremely professional. He has made my life so much better and virtually pain free.
- The staff so helpful and explain everything in detail so know what is happening

- Thorough assessment, listened to my movement and pain issues, prescribed exercises that improve my range of movement.
- To help me with pain, why and what to do.
- To help you with any pain you are in.
- Very caring and patient
- Very efficient, helpful and friendly.
- Very helpful and friendly and caring
- Very helpful and wanted the best for my targets / aims.
- Very professional and always considerate.
- Very professional care.
- Very professional, kind, and efficient. The care I had from Munya
- Very thorough with all assessments.
- Was fantastic, staff friendly

## Additional comments

- 10 out of 10
- A pleasurable service. I have full confidence I will be supported in my treatment.
- A very pleasant visit.
- All round good recovery, and was very quick from the help of my physio.
- Being asked to report to physiotherapy, should say go to rehabilitation unit as no signs on entering outpatients show directions to physiotherapy.
- Both Rhys and Sam were excellent in helping my recovery.
- came away from the session on a high. I just felt as if I had achieved so. Thank you !
- Did not feel rushed, very relaxed.
- Everything satisfactory
- Excellent service.
- Fantastic
- Fantastic service , I'm really making progress with my shoulder thanks to Munya.
- Fiona was great!
- He was very good. Explaining clearly and giving adequate information
- I am satisfied with my physio treatment, professional and helpful and easy to talk to.
- I feel I have been looked after extremely well from having my accident until now being discharged.
- I have been given every care and help from my physiotherapist and thank her greatly.
- I have not found any faults.
- Jenny is a very pleasant, friendly lady.
- Long walk with stick.
- Lovely personality, an asset to the department.
- Made me feel at ease and explained everything clearly.
- Make you have more confidence in yourself.
- My treatment by Munya excellent.
- not personal, its regards my personal sense of trusting others etc.
- Nothing negative to say, a very positive experience.
- Physiotherapist listens to what I have to say and is realistic in my planned program due to my job and needs.
- Staff have been polite and understanding.
- Thank you for taking away the pain.
- Thank you for your help.
- The staff and doctors are really helpful and considerate and caring.
- This has been a very good experience with excellent results. First class.

- Tom was my physiotherapist, although I still find things difficult to do he has shown me how to help myself, he was so polite and caring, he has given me great support and made me feel worthwhile instead of useless.
- Very friendly and helpful.
- Very friendly approach and explanation of treatment.
- Very pleased with the help I have received.

## **Lincoln County Hospital**

Q1b: Please can you tell us why you would / would not recommend us to your friends and family?

- Always had good reports and friendly
- Always punctual & very professional
- Because you're here to help
- Caring, understanding & professional
- Efficient service and good treatment
- Efficient, friendly staff
- Excellent caring service & support
- Explained more by Andy, different ways of thinking
- Extremely professional
- Friendly & efficient staff
- Friendly & efficient staff
- Friendly & professional
- Friendly and understanding
- Friendly staff
- Great advice
- Helped in my recovery
- Helpful advice given
- I was treated very well
- It has been most useful
- Listened to what I had to say
- Physiotherapist listens well and reception team are welcoming
- Staff are very friendly & knowledgeable
- Telephone bookings using the answering machine has not always been reliable
- Very efficient, friendly
- Very friendly & efficient
- Very friendly and helpful
- Very friendly and helpful service
- Very friendly and very good with patients
- Very friendly staff and have confidence in what they're saying
- Very good service
- Very helpful and focussed
- Very helpful and friendly. Also understanding

## **Additional comments**

- Always very sociable and pleased with service. Thank you
- Dawn was extremely kind & efficient
- Excellent - wish I could have got in earlier
- Excellent service - couldn't have got so far by myself

- Give credit where it's due, excellent
- I found the cubicles didn't offer much privacy
- Long walk from disabled parking to pay meter
- Made me feel at ease
- Nice all round approach including lifestyle
- No
- Privacy - can hear what's being said in the next cubicle to me so they can hear me
- Sam always listens and explains everything thoroughly
- Steph is a little love, very caring and so are all the staff. Have no complaints
- This visit has given me advice to continue exercises until I can weight bare. I will then see Dawn for further advice & help. Cannot wait, thank you Dawn
- Very good all round
- Very good and knows her job. Thank you
- Very helpful and understanding

## **Grantham District Hospital / Laundon House Sleaford**

Q1b: Please can you tell us why you would/would not recommend us to your friends and family?

- A1
- Always got good treatment & staff excellent
- Because I feel I have benefitted considerably by having Physio
- Can not find fault, was treated well.
- Do a lot to help you
- Excellent service
- Excellent support and help
- Extremely good service.
- Friendly & helpful
- Friendly and efficient.
- Friendly and felt that they cared a lot about welfare and being
- Friendly efficient encouragement.
- Friendly people who are positive about results
- Friendly people who give a great service an an easy to understand manner
- Friendly staff
- Friendly, professional staff
- Good service
- Have been shown the correct way to recover from surgery and at the correct pace too.
- Helpful and friendly.
- Helpful information given and exercise to improve health
- I did not realise I recommend you. Staff friendly and polite. Not had much Physio but it has helped me a lot
- I have been very pleased with the service
- I was made very welcome and felt at ease.
- If you need a service which is very good you will tell everyone.
- Jane is very helpful and makes you feel at ease.
- Listened closely to what I said. Explained what done at each stage
- Local service. Pleasant and polite staff. Thorough examination and advice.
- No problems - very good, friendly efficient service
- Physio is lovely and really helpful.
- Professional advice, efficient service.
- Professional as well as friendly practitioners
- Professional manner, good listener. Provide different options to treat the problem

- Professional, precise and caring
- very efficient service and friendly atmosphere
- Very friendly and explained what she would be doing.
- Very friendly and helpful
- Very friendly and helpful to improve my movement.
- Very friendly lady called Sue.
- Very friendly service
- Very friendly service, very helpful.
- Very friendly service.
- Very friendly service.
- Very welcoming clinic. Very helpful staff and friendly

### **Additional comments**

- 1st class in every way.
- A great facility for Sleaford.
- A really positive experience
- Amanda is friendly and professional. Always seen on time. Reception staff are welcoming and helpful.
- Excellent, very helpful, very friendly whilst very professional.
- Have been treated here before and outcome was successful and allowed me back to work and the things I like doing. Thank you so much.
- Helen Morris has been exceptional and receptive to suggestions and treatment. Thank you
- Helped me a great deal.
- I filled in text to agree with the above
- Overall a good experience
- Thank you
- Very good.
- Very helpful having a cancellations book, was able to benefit from its use
- Very helpful.

### **County Hospital Louth / Skegness Hospital**

Q1b: Please can you tell us why you would/would not recommend us to your friends and family?

- Always been very pleased with the service. Polite and friendly, treated efficiently
- Always seen promptly and with care and consideration
- Because they are quite helpful
- Because this is helping me get more movement with my shoulder.
- Caring and encouraging staff
- Caring friendly and helpful staff.
- Covered all illness problems before starting Physio
- Efficient and friendly service
- Efficient service
- Everyone so helpful and nice
- Excellent service
- Excellent service - no waiting - staff very helpful
- Excellent service, done the job
- Excellent treatment, friendly, kind, clean atmosphere.
- Experience was good

- Explained what to do, gave exercise programme to follow at home
- Extremely professional and caring
- Felt staff were helpful, and willing to listen.
- Flexible appointments
- Friendly and efficient
- Friendly and professional
- Friendly staff - always available
- Friendly staff and very good.
- Friendly staff, helpful
- Friendly, efficient, experienced staff
- Friendly, knowledgeable
- Friendly, professional service
- Friendly, professional, easy to get to
- Friendly, reliable service
- Good care and understanding
- I found the service friendly, professional, ease access.
- I would recommend this service as it has helped with my recovery back to work.
- It is obviously a good service but just hadn't worked for us. (No treatment outside school hours available)
- It would depend on symptoms
- Keep to appointment times, easy to deal with
- Local hospital, friendly staff
- Louth hospital have caring staff and are well organised unlike Boston Hospital
- Only been once so can't really comment but had a good experience so far
- Only been once so far but the service seemed thorough and staff are friendly.
- Polite & friendly & seemed to solve problems
- Polite, friendly and efficient staff
- Positive attitude of my physiotherapist. She has understood my needs and is helping my recovery.
- Professional service, care and organised
- Quick first appointment and then not long between appointments. Given exercises to do at home
- Really friendly, gets job done. 10/10 would get injured again! Just an all round nice team)
- So efficient
- Staff and service are extremely good
- Staff make you feel at ease
- The Physio has helped my son when he does it
- The Physiotherapy I have been given here has been super and has really helped my recovery
- Very easy to understand instructions, friendly
- Very friendly
- Very friendly and helpful
- very friendly and patient
- Very friendly efficient service.
- Very friendly staff and very helpful
- Very friendly, polite and knowledgeable staff
- Very good at helping me feel at ease and gave me the confidence to move easily
- Very good service, prompt physio tells you what is going on, what to expect. Very friendly.
- Very helpful and positive, kind manner
- Very helpful, punctual, very good at explaining not rushed.
- Very professional and friendly

## Additional Comments

- As started on the questionnaire, all staff were very polite and helpful and are an asset to this department.
- Can't fault the service I have had. Proves the NHS is still the best for care and support
- Free car park
- Helen and the staff are excellent.
- I have always received exceptional care in an environment that is welcoming and puts the patient first
- I have received only first class service and treatment no complaints.
- I was amazed at the general high standard
- I would like Laurence to explain it to my son why it is important for him to keep doing his exercises
- Julie on reception was extremely helpful and supportive
- Just started treatment when partner became seriously ill, all staff very helpful re: re-scheduling for me
- Lovely therapist - seeing improvement in pain
- More than satisfied with every aspect of the service provided
- No further comments
- None
- Not obvious yet whether treatment (acupuncture) will be effective
- Nothing but praise for all concerned with my treatment
- On the number of occasions I have had to come to Physiotherapy, I have always been treated with dignity and respect.
- Over the last 15 months I have seen 3 different practitioners. All were very good, the reception staff very helpful
- Phil was very patient and understanding, he explained everything in detail and clearly.
- Quick and efficient service.
- Really good experience, respectful, confidential and enabled me to improve without resorting to medication
- Temperature too warm.
- Thank you
- This time ok, previous time was told to exercise and discharged but I need surgery for 4 things. Including stitching tendons back to bone! Exercises!!!
- This unit at Skegness hospital is a vital part of patients recovery. Needs to be here forever.
- Treatment delivered by two people, one more experienced - this accounts for my variable answers
- Very good
- Very good service.
- Very good. Satisfied
- Very grateful
- Very grateful for everything
- Very pleasant & friendly & knowledgeable
- Very please so far.
- Very satisfied
- Very satisfied with explanations and understanding my feelings
- Was made to feel comfortable
- Would like more than four treatments, so will go back to my Gp. Many thanks