

Phlebotomy Services 2020

1. Which GP practice do you belong to?				Response Percent	Response Total
1	Open-Ended Question			100.00%	12
1	21/02/2020 11:53 AM ID: 136216223	Aspen centre			
2	21/02/2020 16:17 PM ID: 136254892	Fairford (Hilary Cottage)			
3	23/02/2020 18:24 PM ID: 136468560	Alney Practice (Cheltenham Road Gloucester)			
4	26/02/2020 14:40 PM ID: 136688942	Royal Crescent, Cheltenham			
5	15/03/2020 14:05 PM ID: 137624988	Winchcombe			
6	15/03/2020 14:07 PM ID: 137625103	Stoke Road			
7	15/03/2020 14:09 PM ID: 137625183	Prices Mill			
8	15/03/2020 14:12 PM ID: 137625268	May Lane, Acorn			
9	15/03/2020 14:14 PM ID: 137625354	Brunston/ Lydbrook			
10	15/03/2020 14:19 PM ID: 137625542	Alney Practice			
11	15/03/2020 14:21 PM ID: 137625605	Forest Health Care			
12	23/11/2020 17:19 PM ID: 153114799	Avenue. Cirencester			
				answered	12
				skipped	2

2. Where did you last have your blood taken?				Response Percent	Response Total
1	Cheltenham General Hospital			0.00%	0
2	Cirencester Hospital			16.67%	2
3	Dilke Memorial Hospital			0.00%	0
4	Gloucestershire Royal Hospital			0.00%	0
5	Lydney and District Hospital			0.00%	0

2. Where did you last have your blood taken?

		Response Percent	Response Total							
6	North Cotswolds Hospital	0.00%	0							
7	Stroud General Hospital	0.00%	0							
8	Tewkesbury Community Hospital	0.00%	0							
9	Vale Community Hospital	0.00%	0							
10	My GP practice	83.33%	10							
11	Another GP practice (please specify):	0.00%	0							
Statistics	Minimum	2	Mean	8.67	Std. Deviation	2.98	Satisfaction Rate	76.67	answered	12
	Maximum	10	Variance	8.89	Std. Error	0.86			skipped	2
Another GP practice (please specify): (0)										
No answers found.										





3. Do you normally have your blood taken at this location?

		Response Percent	Response Total							
1	Yes	91.67%	11							
2	No	8.33%	1							
Statistics	Minimum	1	Mean	1.08	Std. Deviation	0.28	Satisfaction Rate	8.33	answered	12
	Maximum	2	Variance	0.08	Std. Error	0.08			skipped	2




4. What is the reason for you having your blood taken at this location?

		Response Percent	Response Total					
1	Location convenient for me	50.00%	6					
2	Can drop in	8.33%	1					
3	Can make an appointment	33.33%	4					
4	Short wait time	8.33%	1					
5	Ample parking	8.33%	1					
6	Free parking	25.00%	3					
7	My GP told me to come here	33.33%	4					
8	This was my only choice	16.67%	2					
9	Other (please specify):	0.00%	0					
Statistics	Minimum	1	Mean	4.14	Std. Deviation	2.55	answered	12
	Maximum	8	Variance	6.48	Std. Error	0.54	skipped	2
Other (please specify): (0)								
No answers found.								

5. How often do you have your blood tested?

								Response Percent	Response Total	
1	Every 1-2 weeks							0.00%	0	
2	Every 3-4 weeks							0.00%	0	
3	Every 1-3 months							16.67%	2	
4	Every 4-6 months							8.33%	1	
5	Every 6-12 months							58.33%	7	
6	Longer than every 12 months							0.00%	0	
7	I do not have blood taken regularly							16.67%	2	
Statistics	Minimum	3	Mean	4.92	Std. Deviation	1.19	Satisfaction Rate	65.28	answered	12
	Maximum	7	Variance	1.41	Std. Error	0.34			skipped	2

6. From the time you were first told you needed a blood test to the time you were able to have your blood taken, how long was this?



								Response Percent	Response Total	
1	Less than 1 week							41.67%	5	
2	1 - 2 weeks							50.00%	6	
3	3 - 4 weeks							8.33%	1	
4	More than four weeks							0.00%	0	
Statistics	Minimum	1	Mean	1.67	Std. Deviation	0.62	Satisfaction Rate	22.22	answered	12
	Maximum	3	Variance	0.39	Std. Error	0.18			skipped	2

If longer than 1 week please tell us why (2)

1	21/02/2020 11:53 AM ID: 136216223	Available appointments
2	26/02/2020 14:40 PM ID: 136688942	Need to find a time convenient to me given that the phlebotomist is only available in-practice on Thursday and Friday.

Getting to the clinic

7. How did you travel to the clinic today? (Please think about your main form of transport only and tick ONE box)

			Response Percent	Response Total
1	By car		58.33%	7
2	By taxi		0.00%	0
3	On public transport		0.00%	0
4	On foot		33.33%	4

7. How did you travel to the clinic today? (Please think about your main form of transport only and tick ONE box)

								Response Percent	Response Total	
5	Other (please specify):							8.33%	1	
Statistics	Minimum	1	Mean	2.33	Std. Deviation	1.6	Satisfaction Rate	33.33	answered	12
	Maximum	5	Variance	2.56	Std. Error	0.46			skipped	2
Other (please specify): (1)										
1	26/02/2020 14:40 PM ID: 136688942	Car and on foot.								

8. How long did it take you to travel to the clinic today?

								Response Percent	Response Total	
1	Less than 30 minutes							91.67%	11	
2	30 minutes - one hour							8.33%	1	
3	More than one hour but less than two							0.00%	0	
4	More than two hours							0.00%	0	
Statistics	Minimum	1	Mean	1.08	Std. Deviation	0.28	Satisfaction Rate	2.78	answered	12
	Maximum	2	Variance	0.08	Std. Error	0.08			skipped	2

9. Was it easy to find where you needed to go to have your blood taken?


								Response Percent	Response Total	
1	Yes, definitely							100.00%	12	
2	Yes, to some extent							0.00%	0	
3	No							0.00%	0	
Statistics	Minimum	1	Mean	1	Std. Deviation	0	Satisfaction Rate	0	answered	12
	Maximum	1	Variance	0	Std. Error	0			skipped	2

In the waiting area


10. When you arrived at the clinic were you told how long you may have to wait?

								Response Percent	Response Total
1	Yes, but the wait was shorter							41.67%	5
2	Yes and I had to wait about as long as I was told							25.00%	3
3	Yes, but the wait was longer							0.00%	0

10. When you arrived at the clinic were you told how long you may have to wait?


								Response Percent	Response Total	
4	No, I was not told but did not mind							33.33%	4	
5	No, I was not told and would have liked to have been							0.00%	0	
Statistics	Minimum	1	Mean	2.25	Std. Deviation	1.3	Satisfaction Rate	31.25	answered	12
	Maximum	4	Variance	1.69	Std. Error	0.38			skipped	2

11. Were you able to find a suitable place to sit in the waiting area?

								Response Percent	Response Total	
1	Yes, I found a place straight away							100.00%	11	
2	Yes, but I had to wait for a seat							0.00%	0	
3	No, I could not find a place to sit and wanted to							0.00%	0	
4	No, I could not find a place to sit but did not mind							0.00%	0	
5	I did not want/ need a place to sit							0.00%	0	
Statistics	Minimum	1	Mean	1	Std. Deviation	0	Satisfaction Rate	0	answered	11
	Maximum	1	Variance	0	Std. Error	0			skipped	3


Cleanliness

12. In your opinion, how clean was the clinic you attended today?

								Response Percent	Response Total	
1	Very clean							100.00%	11	
2	Fairly clean							0.00%	0	
3	Not very clean							0.00%	0	
4	Not at all clean							0.00%	0	
Statistics	Minimum	1	Mean	1	Std. Deviation	0	Satisfaction Rate	0	answered	11
	Maximum	1	Variance	0	Std. Error	0			skipped	3

Having your blood test

13. Did the member of staff carrying out the test introduce themselves?

								Response Percent	Response Total
1	Yes							100.00%	11

13. Did the member of staff carrying out the test introduce themselves?

								Response Percent	Response Total	
2	No							0.00%	0	
Statistics	Minimum	1	Mean	1	Std. Deviation	0	Satisfaction Rate	0	answered	11
	Maximum	1	Variance	0	Std. Error	0			skipped	3

14. Did a member of staff explain what would happen during your blood test in a way you could understand?

								Response Percent	Response Total	
1	Yes, completely							63.64%	7	
2	Yes, to some extent							27.27%	3	
3	No							9.09%	1	
Statistics	Minimum	1	Mean	1.45	Std. Deviation	0.66	Satisfaction Rate	22.73	answered	11
	Maximum	3	Variance	0.43	Std. Error	0.2			skipped	3

15. Did you have confidence in the staff member doing the blood test?

								Response Percent	Response Total	
1	Yes, definitely							90.91%	10	
2	Yes, to some extent							9.09%	1	
3	No							0.00%	0	
Statistics	Minimum	1	Mean	1.09	Std. Deviation	0.29	Satisfaction Rate	4.55	answered	11
	Maximum	2	Variance	0.08	Std. Error	0.09			skipped	3

Overall

16. Overall, were you treated with kindness and understanding while you were at the clinic?

								Response Percent	Response Total	
1	Yes, all of the time							100.00%	11	
2	Yes, some of the time							0.00%	0	
3	No							0.00%	0	
Statistics	Minimum	1	Mean	1	Std. Deviation	0	Satisfaction Rate	0	answered	11
	Maximum	1	Variance	0	Std. Error	0			skipped	3

17. Overall, how would you rate the care you received at this clinic?

								Response Percent	Response Total	
1	Excellent							72.73%	8	
2	Very good							18.18%	2	
3	Good							9.09%	1	
4	Fair							0.00%	0	
5	Poor							0.00%	0	
6	Very poor							0.00%	0	
Statistics	Minimum	1	Mean	1.36	Std. Deviation	0.64	Satisfaction Rate	7.27	answered	11
	Maximum	3	Variance	0.41	Std. Error	0.19			skipped	3

Comments

18. Was there anything particularly good about your visit to have your blood test?									
								Response Percent	Response Total
1	Open-Ended Question							100.00%	5
1	21/02/2020 11:53 AM ID: 136216223	The use of a small butterfly needle as my veins are still a problem after chemo 40 years ago							
2	23/02/2020 18:24 PM ID: 136468560	No							
3	26/02/2020 14:40 PM ID: 136688942	Seen on time, very efficient phlebotomist who had no difficulty locating vein, caused no pain, and who left no bruising.							
4	15/03/2020 14:05 PM ID: 137624988	Standard good practice in Winchcombe Practice							
5	15/03/2020 14:09 PM ID: 137625183	Brilliant to find a Phlebotomist who could actually get blood first time							
								answered	5
								skipped	9

19. Was there anything that could have been improved?									
								Response Percent	Response Total
1	Open-Ended Question							100.00%	3
1	21/02/2020 11:53 AM ID: 136216223	The wider use of pediatric butterfly needles to avoid wrecking difficult/small veins							
2	23/02/2020 18:24 PM ID: 136468560	No							
3	26/02/2020 14:40 PM ID: 136688942	Advance advice on the extent to which hydration assists the process. I was told at the appointment that I ought to have drunk 2 glasses of water in the previous hour - which I should have been told in advance, if it was important.							
								answered	3
								skipped	11

20. Any other comments you would like to make?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	3
1	21/02/2020 11:53 AM ID: 136216223	Found Edward Jenner slow and distressing if the blood test was difficult		
2	23/02/2020 18:24 PM ID: 136468560	No		
3	15/03/2020 14:07 PM ID: 137625103	Very easy and efficient service		
			answered	3
			skipped	11