

Your Child's Outreach Appointment at Their GP Practice **Collated feedback, Chandlers Ford 2017**

About This Survey

This survey is about the care your child received at his/her Outreach appointment. Your views will help us find out how good the service was, and how we can make it better.

It is up to you whether you want to take part- you don't have to.

You do not need to tell us your name, so please be honest- nobody will know who said what. Your answers are confidential, and will help us to improve our service.

Who is the Survey For?

The questions are for the parents or carers who attended the appointment with the child.

How to Fill Out the Survey

For each question please tick clearly inside one box .

You are welcome to write comments next to each question if you have more to say.

When you have completed the form, please hand it in at the GP reception.

Waiting Time

1. How did you feel about how long it took to get this appointment?

1 The wait was shorter than I'd expected, **10**

2 The wait was about as long as I'd expected, **4**

3 The wait was longer than I'd expected, **1**

Your Expectations

2. When you first went to see your GP with this problem, were you hoping to be referred to the hospital to see a paediatrician?

1 I attended wanting referral to a paediatrician, **3**

2 I thought a paediatrician might be needed, **5**

3 I did not think a paediatrician was really needed

4 I did not want to be referred to a paediatrician

5 I just wanted it dealt with, paediatrician or not, **7**

3. When you were referred to the Outreach service, did you receive enough information to let you know what to expect?

1 I knew who we'd be seeing and what to expect, **8**

2 I knew who we'd see, but not what to expect, **3**

3 I did not understand who I'd be seeing,

4 I did not receive any information, **4**

Your Care and Treatment

4. At the Outreach clinic, did the doctor listen to what you had to say?

1 I felt he/she really listened to what I was saying, **15**

2 I felt he/she listened some of the time

3 I did not feel the doctor really listened to me

5. Were you involved as much as you wanted to be in decisions about treatment?

1 I felt as involved as I wanted to be, **14**

2 I was less involved than I would have liked

3 I'd rather leave the doctor to make the decisions, **1**

6. Did you have confidence and trust in the doctor(s) examining and treating your child?

1 I felt very confident with them, **15**

2 I felt confident in them some of the time

3 I did not feel confident with them

7. Did the doctor(s) address your concerns and provide clear explanations in a way that you could understand?

- 1 I received clear explanations for all my concerns, **15**
- 2 I received clear explanations for some concerns
- 3 I did not understand any of the explanations

Your Feelings

8. Did you prefer having this appointment at the GP surgery rather than the hospital?

- 1 Yes, **12**
 - 2 No, **1**
 - 3 No Preference, **2**
- Please explain why

See comments later

9. Has seeing a hospital paediatrician in the GP surgery changed the way you feel about your child's future care at the GP practice?

- 1 I now feel more comfortable about taking my child to see their GP, **7**
- 2 I now feel less comfortable about taking my child to see their GP
- 3 My feelings about taking my child to see their GP have not changed, **8**

10. How likely is it that you'd recommend this service to your friends and family?

- 1 Extremely likely, **14**
- 2 Likely, **1**
- 3 Neither likely nor unlikely
- 4 Unlikely
- 5 I would not recommend this service

About Your Child

11. How old is your child?

...**2/12 - 14**.....years old

12. Which of these is the MAIN language spoken at home? (Tick ONE only)

- 1 English, **14**
- 2 Other European Language
- 3 Asian or Middle Eastern Language
- 4 African Language
- 5 Other (please state), **1 Arabic**

Anything Else to Say

13. Was there anything that you thought was really good?

See comments later

14. Was there anything that you thought could have been better?

See comments later

**Your Child's Outreach
Appointment at Their GP Practice
–Feedback**

**Question 8 – did you prefer
having this appointment at the
GP surgery rather than the
hospital?**

*'Much less stressful for children.
Much easier to park, get to'.*

*'More local and nicer for son than
in a hospital setting'*

*'Easily accessible. More
convenient'.*

*'Much more convenient than
going to the hospital'.*

'Local and quicker'

*'Easy to attend and fast non-
rushed appointment'*

*'It was very close to home and no
need to use the park and ride
system. So much easier with a
young child'*

*'Was slightly easier having it at
the Dr's'*

*'Convenient and meant GP was
aware of agreed treatment'*

'Easier than hospital'.

*'Closer to home. Convenient with
sibling in tow!'.*

'Anything Else to Say'?

**Question 13 – Was there
anything that you thought was
really good?**

*'Excellent service. Felt very
confident with outcome'*

*'Brilliant service. Very thorough.
Thank you'*

*'Great to have a team approach
and my son felt listened to and
that they were kind and explained
their findings well'.*

*'Really was very convenient and
helpful for my son to be seen at
the surgery'*

*'Was given an appointment really
fast and feel confident that my
son is getting the appropriate
care'*

*'Helpful and informative
appointment'.*

*'Convenience. No waiting time
(we went in early!).*

'Thank you for all your help'

'Efficient service'

*'We were seen very promptly
regarding an ongoing issue,
without the need to travel to
hospital clinic. Less stressful for
my son. A plan is in place and if
successful avoiding hospital and
future appointments'.*

Question 14 – Was there anything that you thought could have been better?

'Nothing'

'No. Great service. Thank you'.

'Thank you very much for seeing us today'.

'Nothing – very satisfied'.

'No'.