

## HLOW Connecting Care Children's Hubs - Southampton Cluster 1 & 2 Parent & Patient Feedback

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Q1. How did you feel about how long it took to get this appointment?

- 11/24 (45%) Responded the wait was shorter than I'd expected
- 4/24 (17%) Responded the wait was about as long as I'd expected
- 9/24 (38%) Responded the wait was longer than I'd expected

Q2. When you first went to see your GP with this problem, were you hoping to be referred to the hospital to see a paediatrician?

- 5/24 (21%) responded I attended waiting referral to a paediatrician
- 12/24 (50%) responded I thought a paediatrician might be needed
- 1/24 (4%) responded I did not think a paediatrician was really needed
- 6/24 (25%) responded I just wanted it dealt with, paediatrician or not

Q3. When you were referred to the Hub service, did you receive enough information to let you know what to expect?

- 11/24 (46%) responded I knew who we'd be seeing and what to expect
- 10/24 (42%) responded I knew who we'd be seeing, but not what to expect
- 2/24 (8%) responded I did not receive any information
- 1/24 (4%) responded I did not understand who I'd be seeing

Q4. At the clinic, did the doctor listen to what you had to say?

- 23/24 (96%) responded they felt really listened to
- 1/24 (4%) responded they felt she listened some of the time

Q5. Were you involved as much as you wanted to be in decisions about treatment?

- All 24 responded they felt as involved as they wanted to be

Q6. Did you have confidence and trust in the doctor(s) examining and treating your child?

- 23/24 (96%) responded they very confident with them
- 1/24 (4%) responded they felt confident in them some of the time

Q7. Did the doctor(s) address your concerns and provide clear explanations in a way that you could understand?

- All 24 responded that they received clear explanations for all their concerns

Q8. Did you prefer having this appointment at the GP surgery rather than the hospital?

- 17/24 (71%) Responded Yes
- 7/24 (29%) responded they had no preference

Q9. Has seeing a hospital paediatrician in the GP surgery changed the way you feel about your child's future care at the GP Practice?

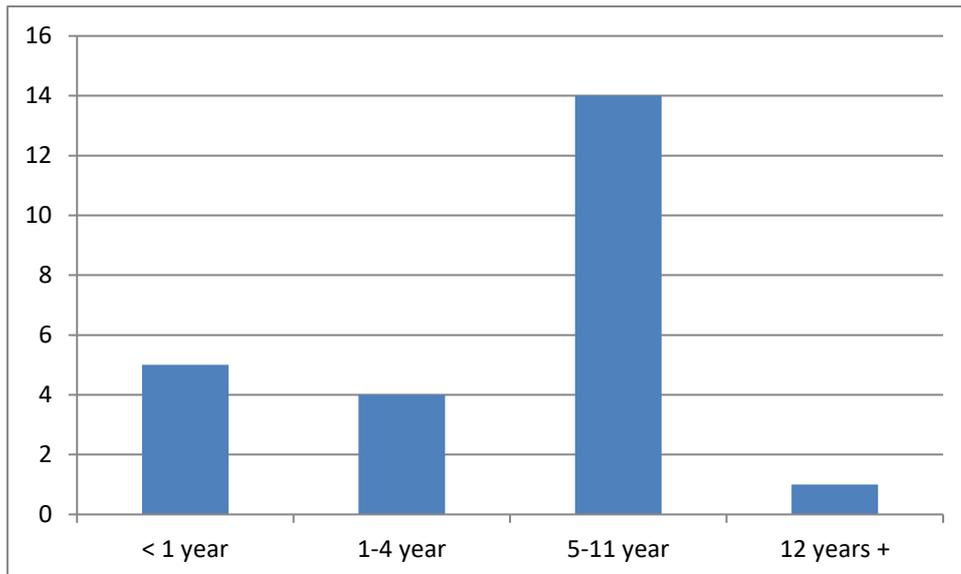
- 12/24 (50%) responded they feel more comfortable about taking their child to see their GP

- 12/24 (50%) responded their feelings around taking their child to see their GP have not changed

Q10. How likely is it that you'd recommend this service to your friends and family?

- 15/24 (63%) Responded extremely likely
- 8/24(33%) Responded likely
- 1/24(4%) Responded neither likely nor unlikely

Q11. How old is your child?



Q12. Is this your usual GP Surgery?

- 15/24 (63%) responded No
- 8/24 (33%) responded Yes
- 1/24 (4%) didn't respond

Q13. Which of these is the Main language spoken at home?

- 22/24 (92%) responded English
- 2/24 (8%) responded Other European language

Q13. Was there anything that you thought was really good?

- Covering all medical history
- Less wait and my little one was really happy
- Very friendly doctor and explained to my child as well as me what was going on
- Doctor was very friendly and professional. Made us feel at ease. Thank you
- I felt I was listened to
- Doctor explained well, able to answer questions
- Everything
- Listened to and taken seriously
- Very friendly and helpful

- Being advised on a simple solution – frustrated it has gone on for so long without anyone telling us this before.
- Encouraged to return if problems come back
- More convenient and didn't have to wait long
- Easier to get to and don't have to pay to park
- Not having to wait too long
- Nothing could have been improved
- Very friendly and good with child
- The hospital would worry me so like being seen here (pt aged 9)
- I was very happy with the way X was spoken to and had things explained to him, especially in a way that he would understand.
- Very friendly and good with my child. Answered questions we had in a clear way.
- More convenient
- Not noisy (written by 6 year old)
- Friendlier atmosphere than hospital
- A nicer environment
- Ease of access/parking
- Have spent too much time at hospital with older child

Q14. Was there anything that you thought could have been better?

- Parking at GP surgery not easy