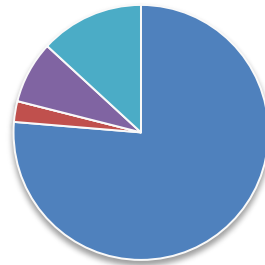


# Patient Experience Survey Summary Results and Collated Comments

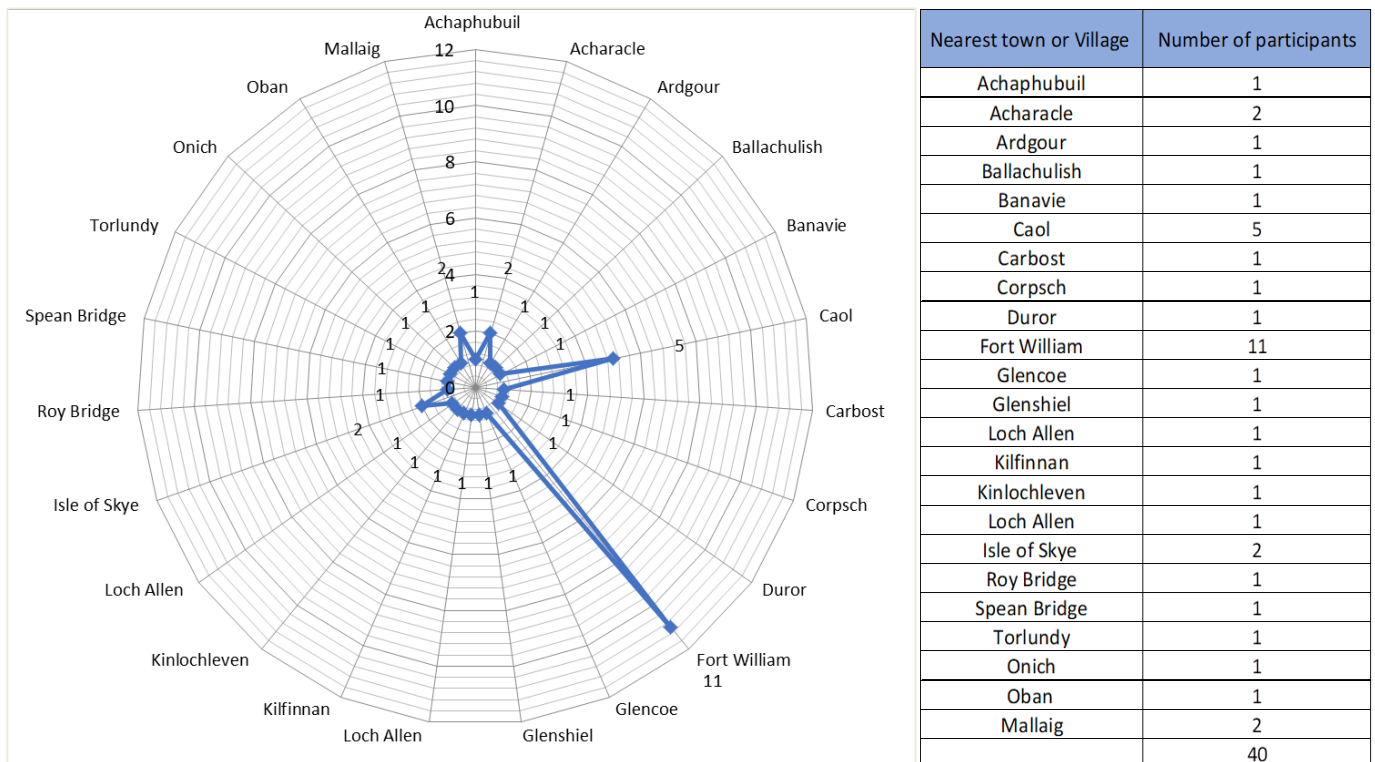
This document contains the collated responses collected from the patient experience survey that took place during July and August 2021. Surveys were given to patients who attended a health appointment at the Belford Hospital or within the community. 40 people completed the surveys both via the online and paper surveys. Information that could identify individuals has been removed and all feedback collected will be used to inform plans as part of the health and social care services redesign for Lochaber, including a replacement hospital.

## 1. Please select which best describes your type of appointment.

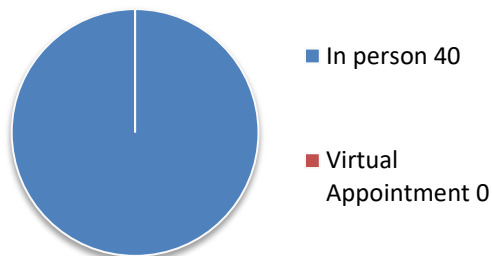
- Patient attending as out patient or day clinic appoint from the Belford Hospital 29
- Inpatient requiring overnight stay at the Belford Hospital 1
- A patient receiving a service at home 0
- A patient attending an appointment from a community service 3
- Other 5



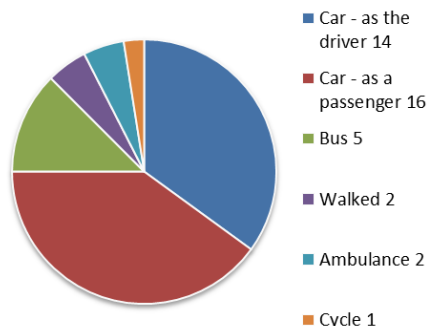
## 2. Please state the town or village that you live in or that is nearest to you.



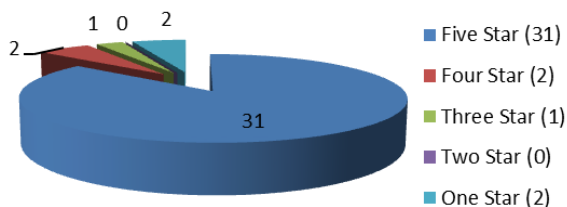
**3. Please tell us if your appointment was in person or virtually**



**4. How did you travel to your appointment?**



**5. How would you rate your experience of today's appointment?**



**6. Please tell us what was good about your experience. For example, your care or treatment, or the environment that you received your care within**

"Although building is old it's well looked after and very clean"

"Care exceptional"

"Staff were lovely and welcoming"

"Always polite and helpful staff"

"Care, attention to detail and knowledge of treatment that I receive from staff"

"On time local care"

"It was a good experience. Friendly staff, clean environment, no problems"

"Good care"

"Clean, spotless environment 'friendly' helpful staff"

"Prompt. Friendly. Efficient. Caring"

"Thanks to all staff :-)"

"Friendly staff"

"Prompt appointment"

"A very warm friendly greeting as entering the hospital"

"Care and treatment"

"Excellent"

"Care for husband"

"Everything!"

"The staff were excellent"

"Loving and caring place"

"The staff are fantastic so helpful and friendly and patient focused"

"Very efficient friendly staff"

"Nurse I was dealing with was very attentive and made me feel comfortable"

"The care and information"

"Well looked after"

"Very professional"

"Fantastic"

"Very poor"

"Friendly staff"

"Everything was excellent, I was treated in the Belford for a back injury in 2020, and was in 4 weeks, during that time I could not fault a single thing, everyone was BRILLIANT!"

"Nothing - no tablets, prescription wasn't here"

"5 Star!"

"Friendly staff, informative, helpful, reassuring"

"Acknowledgment of issue followed by examination and blood taken for testing"

"Helpful receptionist"

"Nurse friendly but professional"

"Hospital not too hot"

"Promptly seen too"

"Pleasant enough staff"

"Staff approachable"

"Lovely staff! Realise they are dealing with people all day but lack of confidentiality is not good"

**7. Please tell us what would have made your experience better. For example, your care or treatment, or the environment that you received your care within.**

"Better parking at hospital"

"The waiting area is rather small and cramped. More space would of been nice"

"Nothing"

"Environment could be more comfortable, designated area for infusions"

"Na"

"Parking"

"None"

"N/A"

"Nothing, everything great"

"More parking"

"New building"

2Nothing"

"Nothing"

"I can't fault the treatment"

"People treating you nice"

"Better parking at the hospital"

"New hospital better facilities so have to do less traveling to other hospitals"

"Too short a visit to really say. Vaccine was quick and pain free"

"More parking with in hospital grounds"

"Shorter waitres"

"Phone system sucks"

"Called repeatedly no answer"

"I can't think of anything, that I could add"

"Cup of tea, would have been good"

"Virtually no doctor on ward"

"Lack of consideration from nursing staff"

"No bullying.. Lack of consultation"

"Dialysis should be available in Oban to save Oban patients having to undergo long journey up to the Belford three times a week"

"Nothing could have been better, I am puzzled why a new hospital is needed, and very much hope the Belford can be used in some sort of health-care facility in the future"

"Communication - I was told to come in and get my tablets but receptionist couldn't find anyone who could help"

"No changes. Maybe a nicer reception woman but she may of been having a bad day"

"Satisfied"

"Appointment letter could have been more informative, e.g. what it was for (in my case receiving ECG monitor)"

"Letter only states need to phone if cannot attend - the post is not always reliable – I (nearly did not get letter. Would be helpful if people had to confirm attendance? Yes a lot would not, the same who do not let you know they will not attend"

"My personal irritation is being greeted by Nurses (manly) with the use off CONDESCENDING ENDEARMENTS such as "Dear" Darling" "Love". My background is in Nursing and I was taught, person centred care, always approach a patient/client with the use of their name, not a 'throw off' endearment that they don't mean. I have noticed this in other surgeries/Hospitals run by NHS staff. I love the NHS but please can something be done about this condescending habit!"

"Being asked personal questions in an open ward before my procedure. I found this very embarrassing that other could hear and I could hear their questions and answers – especially living in a small town"

#### **8. Please tell us what areas of health and social care matter most to you?**

"Good healthcare for all my family for any reason"

"Really important to retain emergency care locally"

"Having quick access to social work advice and social services is really important and I'd love to see this improve as services are redesigned"

"Efficiency, quality of care and accessibility"

"All"

"Neurology services"

"Out patient care delivery"

"Infusion suite appointments"

"Locally available clinics"

"Heart"

"Mental care"

"Face to face appointments"

"Not having to travel to Glasgow/Inverness for certain things"

"All"

"All aspects"

"All off the above, very important"

"Treatment"

"Good services"

"Services near me"

"Services for everybody young and old"

"Cleanliness"

"Professionalism"

"Services available"

"All areas"

"I'm not sure"

"Rheumatology and dermatology and dietetics"

"Health, social , and mental health care"

"Unsure"

"Maternity"

"Good result"

"Social care out side hospital"

"N/A"

"Both"

"Respect for patients at all times"

"More baths, rooms with on suite facilities"

"Disaplined staff, lack of staff"

"More varied menu"

"Suffering from lack of Matron overall"

"The Belford Hospital must be the poorest in Scotland"

"A reliable, attentive, up to date, caring service, which treats each person individually would be great, and we have this now. My concern is that too much reliance on virtual technology could jeopardise this"

"Midwife unit"

"A & E"

"Good professional care when it is needed, and no long waiting lists for elective procedures"

"The people coming along in the future who need services - making sure they have the services they need"

"MENTAL HEALTH!!!"

"Alcohol and addiction"

"Transgender reassignments"

"Scoliosis"

"Pregnancies"

"Stop making people decide if the condition is serious themselves"

"Emergency GP service (at the moment - as we get older this may change)"

"Having local access for health and social care"

**9. Thinking about the replacement Belford Hospital for Lochaber, what matters most to you about the new hospital?**

"Plenty space for services to change with time as required"

"Parking"

"Emergency Care retained"

"Inpatient care retained"

"That the hospital is able to cope with demand. The Belford is on the smaller side and it can be annoying to be sent to Raigmore constantly when there is not enough room. Family member use the Belford frequently and feel the same that the Belford is not big enough for the demand of the hospital. Not enough bays in a&e. Waiting rooms not large enough"

"Fully staffed"

"Able to scan pre"

"An area designated for infusions as a patient that attends hospital 5 days a month, an area that is comfortable, relaxing, comfy chairs etc is a must. Also more disabled parking as this is a major problem at the moment"

"Children's services available, paediatric A&e , children's outpatients"

Its as good as this one

"Children can be seen and treated more than they can be at present"

2Parking"

"Accessible with parking2"

"Better working environment for staff and more procedures able to be done locally"

"More beds/better situated i.e. parking/visiting"

"Experienced, practitioners & up to date equipment"

"Good to get new building"

"Plenty of parking"

"Easy to get to clinics"

"Easy access. Both transport and building access"

"High quality care"

"Good resources"

"Enough staff"

"It would be good for parking, and it will be bigger I hope"

"That 'it' a bit bigger and more choices"

"Infusion clinic and out patient clinics and parking and being able to see rheumatologist without travelling to Inverness"

"Bigger range of care so less traveling to other areas"

"Unsure"

"Parking maternity ward and good service"

"Hospital is bit tired"

"Leave Belford where it is"

"Travel"

"Up to date equipment"

"Much more Physiotherapy"

"More trained nursing staff"

"Must have a rehab unit"

"Resident orthopaedic surgeon required"

"Improve visitor facilities"

"Light and airy building"

"New hospital urgently required"

"That it should be built very soon, as we have been waiting a long time for it. That it should be fully staffed with carefully assessed practitioners who are kept up to date with all the changes in medical practices. Nurses should be cherished and paid well"

"No loss of services"

"Nice atmosphere. Windows"

"Signs and directions"

"See overleaf please"

"Getting new building and keeping at least what we have now"

"That it's inclusive and everybody can receive all the care they need"

"As well equipped and staffed as possible to provide as much health care as possible locally. Let's not have another 7 years of talking about a new hospital. Move forward urgently"

"Ability to drop people off easily from cars"

"Ability to open windows so do not have to rely on air conditioning"

"Safe building procedures e.g. fire"

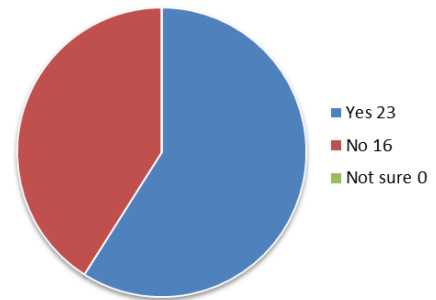


“Range of additional investigatory processes so less done at Raigmore”

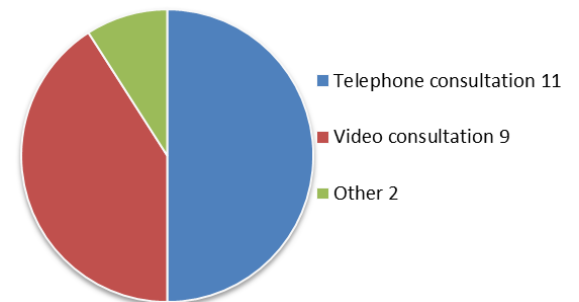
“Good facilities for staff as a very important part of new building, not an afterthought”

“Not having to travel to Raigmore would be so less stressful for many people”

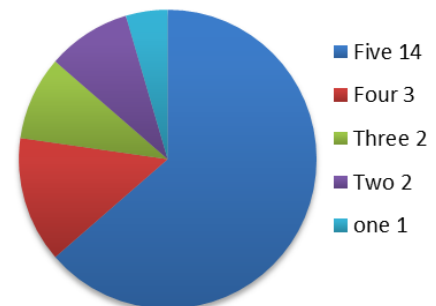
**10. In the last 12 months, have you attended an appointment with a health care professional virtually**



**11. If yes, what type of appointment did you attend?**



**12. Please tell us your experience of your virtual experience**



**13. Please tell more about your experience of attending your virtual appointment . What was good and what would have made your experience better**

“Think it’s a great idea”

“Telephone call was on time. Very helpful as I love remotely and it helps to reduce travel for things that don’t necessarily need to be face to face”

“Was happy with consultation”

“I prefer face to face”

“Consultant was very good, patient and informative”

2N/A”

“I prefer 'face to face' appts”

"I feel it is difficult to get your point across"

"Feels rushed"

"Not being physically examined"

"Too many distractions"

"None"

"I get regular blood tests and I get the results by video call that saves me going to Inverness 3 or 4 times a week. Excellent service, saves travel"

"You could see the Doctor you are speaking to"

"Great to be able to still communicate with consultant without having to travel"

"It was better than just a phone call but would be better one to one"

"Telephone is not the way forward"

"Was alright but face to face better"

"N/A"

"He was an excellent, Locum GP"

"It was very good to have the telephone call. However I had seen the GP in person before. I think it is very important to have in person consultations as well as virtual. Not everyone has working technology. Some are not comfortable with this. A total reliance on virtual consults would be to the detriment of full patient care"

"Video call didn't work. The hospital end had problems"

"Not trained in video call technology"

"5 star again!"

"Did everything it was supposed to do and worked quite well"

"Still prefer to see someone"

"I have not but I believe virtual appointments are a great idea for people who can't leave the house"

"Avoids a face to face appointment if not necessary"

"I felt afterwards that I should have asked more - test as well as treatment. This may be something personal to me, but I did find it more difficult to think things through properly than in a face to face consultation"

"I find it very difficult to explain on phone and you just want to end the call or not bother making appointment"

"My 'phone consultation' was very PROFESSIONAL and REASSURING, and also friendly (and even humorous) at the same time"