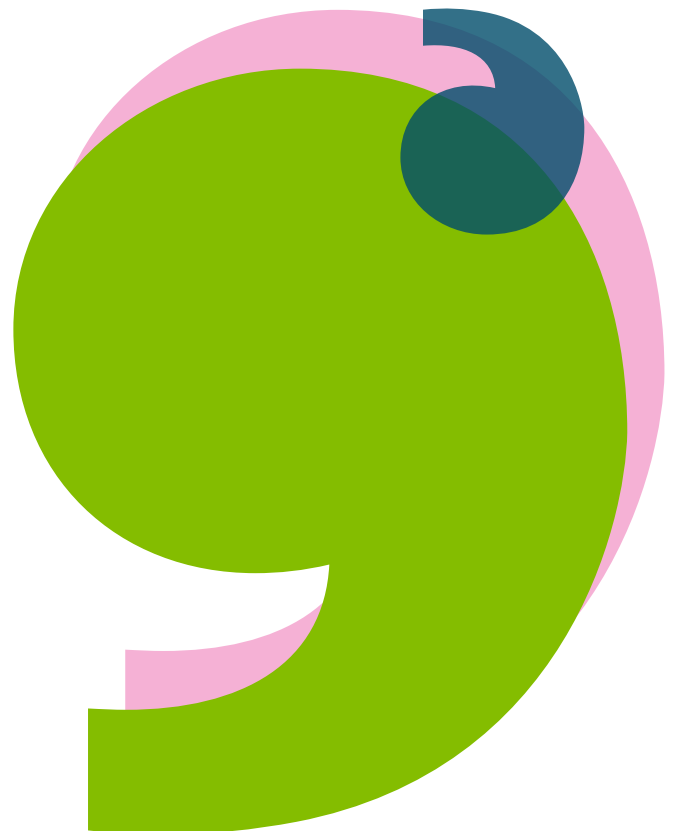




# Mystery Shopper report

Pre-Covid-19 up until March 2020



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# 1 Introduction

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## 1.1 Details of project

This report is the result of 358 Mystery Shopper surveys completed by Healthwatch Derby's members (Healthwatchers) and volunteers (Healthwatch Champions) after appointments or visits to their dental or GP surgery, hospital, optician or pharmacy. The surveys were completed by March 2020 before the Covid-19 pandemic.

## 1.2 Acknowledgements

Healthwatch Derby would like to thank the Healthwatchers and Healthwatch Champions who took part in the Mystery Shopper project.

## 1.3 Disclaimer

Please note that this report relates to observations and opinions of Healthwatchers and Healthwatch Champions on the day of their experience of one of the services listed in section 2.3 of this report. It is not a representative portrayal of the experiences of all service users, only an account of what was observed and expressed at the time.

## 2 What is Mystery Shopper?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch authorised representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

Due to the nature and size of some services, it is not practical or feasible to carry out Enter and View visits. Therefore, Healthwatch Derby's Mystery Shopper project was devised to help gather more information on how Healthwatchers and Healthwatch Champions perceived their experiences at local dental and GP surgeries, hospitals, opticians and pharmacies by completing a short survey after their appointment or visit.

### 2.1 Purpose of project

This project was to look at the experiences of Healthwatchers and Healthwatch Champions at local health and social care services in detail and to complement Healthwatch Derby's Enter and View programme. These Mystery Shopper surveys are no longer in use as the project is being developed further.

### 2.2 Methodology

Separate surveys were written for visits to dental and GP surgeries, hospitals (pre-booked appointments), opticians and pharmacies. Each survey looked at areas including before the appointment, access, on arrival, general, waiting time, appointment and recommendation. The hospital survey had an extra section about referrals and separate sections for arrival at the hospital and the department. The pharmacy survey did not ask about making or attending an appointment and had a section on service instead of appointment. Each section of the surveys consisted of questions with multiple choice answers followed by the opportunity to make comments. At the top of each survey were a few things to think about before a visit including a request to look at the questions before the appointment, answer them afterwards and not take the survey to the appointment and not to announce themselves as being a mystery shopper or as being from Healthwatch Derby. Healthwatchers and Healthwatch Champions were then asked for their name (optional), the name of the service, including the department if necessary, and the date of the visit to be able to supply meaningful feedback.

The Mystery Shopper surveys were promoted to Healthwatchers and Healthwatch Champions regularly via email as a quick and easy way to report what happened



when they went to any of the relevant services within the previous three months. There were also pinned posts on Healthwatch Derby's Facebook and Twitter pages.



Healthwatchers and Healthwatch Champions could complete surveys for as many appointments as they wished, whether at the same or different services, as each appointment is different. They had the choice of completing the surveys online, having Word versions emailed to them to either email or print off, or paper versions being sent to them with prepaid envelopes for their return.

Mystery Shopper specials were also held at the Healthwatch Reference Group, a quarterly forum for Healthwatchers. Sessions were held looking at GP and hospital experiences -a relevant speaker talked about a day in their life followed by a question and answer session. All attendees were asked to complete the relevant survey and bring it to the meeting where the last part of the session was to talk through the survey results and their experiences. Plans were being formed to hold similar sessions looking at dentist, optician and pharmacy services but had to be put on hold because of the Covid 19 pandemic.

## 2.3 List of services

The services that the Healthwatchers and Healthwatch Champions visited are listed below. Most of them are in Derby city, however a few are located in other areas of Derbyshire. Services not followed by an area are located in Derby city centre. A few of the services are no longer operating.

- Dental surgeries
  - Belper Dental Practice, Belper
  - Chapel Street Dental Practice, Spondon
  - Charming Smiles, Alvaston
  - Community Dental Services - Coleman Health Centre, Alvaston
  - Darren Bywater Dental Care, Allestree
  - Dental@155
  - Derwent Valley Dental, Chaddesden
  - Dove Dental Care
  - Mackworth Dental Practice, Mackworth
  - mydentist - Harrington Street, Peartree
  - mydentist - London Road
  - mydentist - Sinfin Moor Dental Centre, Sinfin
  - Old Forge House Dental Care, Mickleover
  - Park Road Dental Practice, Chaddesden
  - Station Road Dental Care, Mickleover
- GP surgeries
  - Alvaston Medical Centre, Alvaston
  - Chapel Street Medical Centre, Spondon
  - Derby Family Medical Centre, Peartree
  - Derwent Valley Medical Practice - Chaddesden
  - Derwent Valley Medical Practice - Spondon
  - Haven Medical Centre - Keldholme Lane, Alvaston
  - Horizon Healthcare
  - Lister House Surgery
  - Macklin Street Surgery
  - Mickleover Medical Centre, Mickleover



- Osmaston Surgery
- Park Farm Medical Centre, Allestree
- Park Farm Surgery, Allestree
- Park Medical Practice - Chaddesden
- Peartree Medical Centre, Peartree
- Riversdale Surgery, Belper
- Sinfyn Health Centre, Sinfyn
- Taddington Road Surgery, Chaddesden
- Vernon Street Medical Centre
- Village Surgery, Sunnyhill
- Whitemoor Medical Centre, Belper
- Hospitals
  - Royal Derby Hospital
    - Breast Unit
    - Children's Outpatients
    - Clinical Neurophysiology
    - Endoscopy
    - Eye Outpatients
    - Gynaecology Outpatients
    - Haematology
    - Hand Outpatients
    - Head and Neck Outpatients
    - Medical Outpatients
    - Medical Specialities - Diabetic Foot Clinic
    - Medical Specialities - Rheumatism
    - Nuclear Medicine
    - Specialist Outpatients
    - Surgical Outpatients
    - Trauma and Orthopaedic Outpatients
    - Urology and Surgical Outpatients
    - Ward 207
    - X-Ray



- London Road Community Hospital
  - Breast Screening
  - Dermatology
  - Diabetic Eye Screening
  - Orthotics
  - Physiotherapy
  - X-Ray
- Radbourne Unit
- Revive
  - Podiatry
- Opticians
  - Adams Opticians, Sinfyn
  - Alvaston Opticians, Alvaston
  - Boots - Intu
  - Burrows and Wozencroft Opticians, Normanton
  - Philip Bradley Opticians, Allestree
  - Specsavers - Intu
- Pharmacies
  - Amber Pharmacy, Horsley Woodhouse
  - Asda - Spondon
  - BJ Wilson - Oakwood
  - Boots - Intu
  - Boots - Park Farm, Allestree
  - Boots - Royal Derby Hospital
  - Day Night Pharmacy - Macklin Street
  - Dean and Smedley - Mackworth
  - EJ's Pharmacy - Keldholme Lane, Alvaston
  - Manor Pharmacy - The Spot
  - Stenson Road Pharmacy, Sunnyhill
  - Village Pharmacy, Sunnyhill
  - Visionpharma - Wollaton Road, Chaddesden





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## 3 Summary of findings

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- 86% of respondents said it was very easy or fairly easy to get an appointment.
- 91% of respondents said that wheelchair users and people with mobility issues can get in very easily or fairly easily.
- 99% of respondents said that the environment appeared to be clean and well maintained
- 93% of respondents said that information was clear and visible.
- 67% of respondents went in for their appointment on time.
- 96% of respondents said that the person they saw was very helpful or fairly helpful.
- 86% of respondents said that they would be extremely likely or likely to recommend the service to friends or family if they needed similar care or treatment.

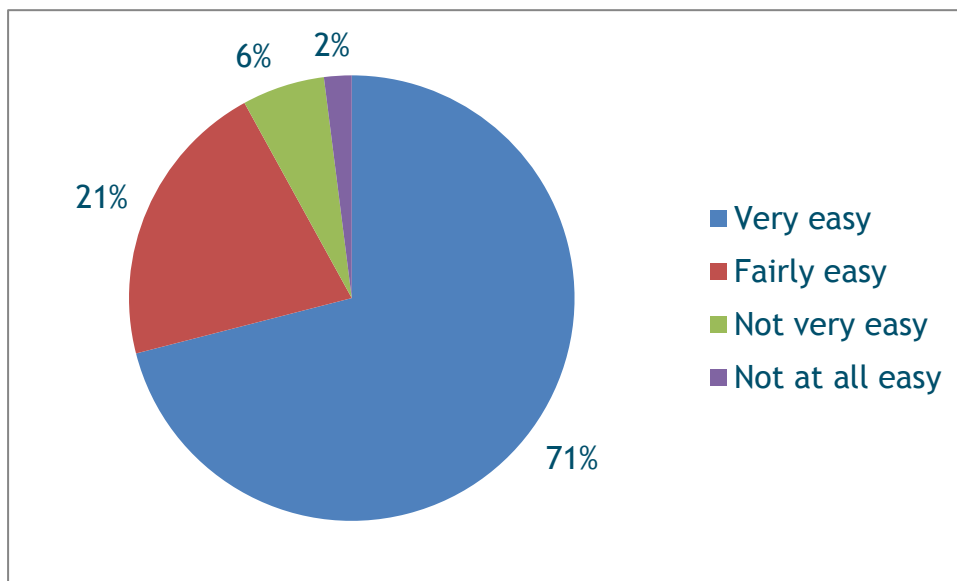
## 4 Survey results

### 4.1 Dental surgery

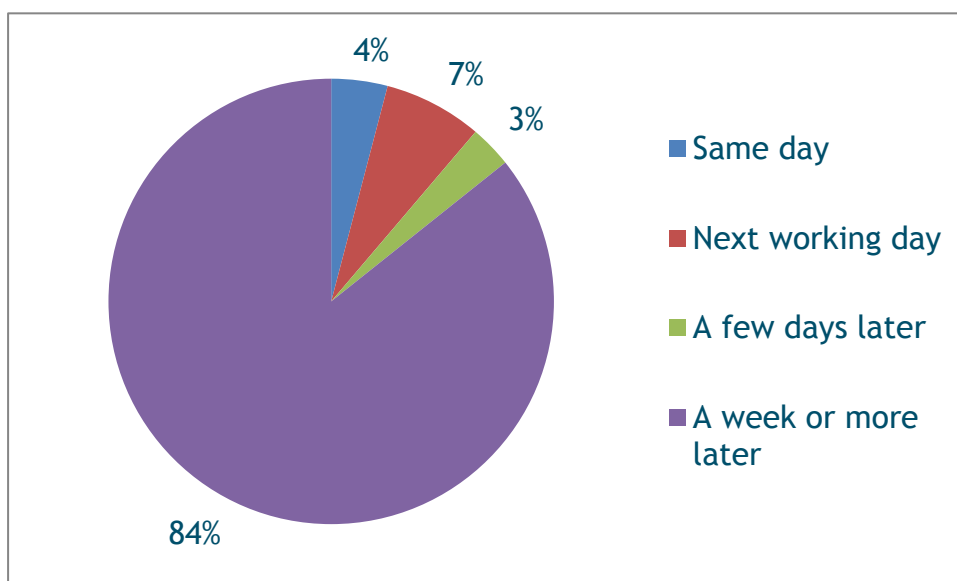
A total of 62 surveys were completed.

#### Before the appointment

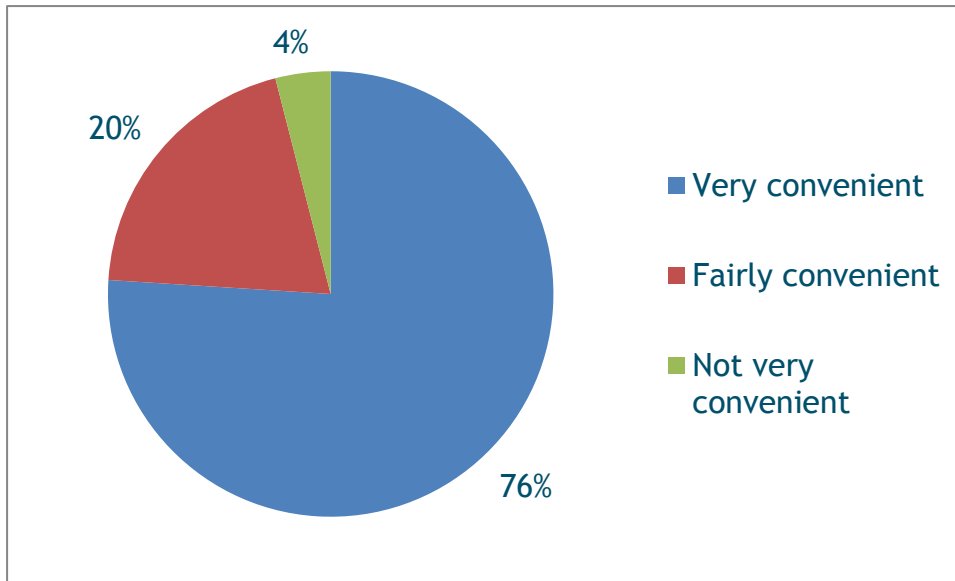
- How easy was it to get an appointment?



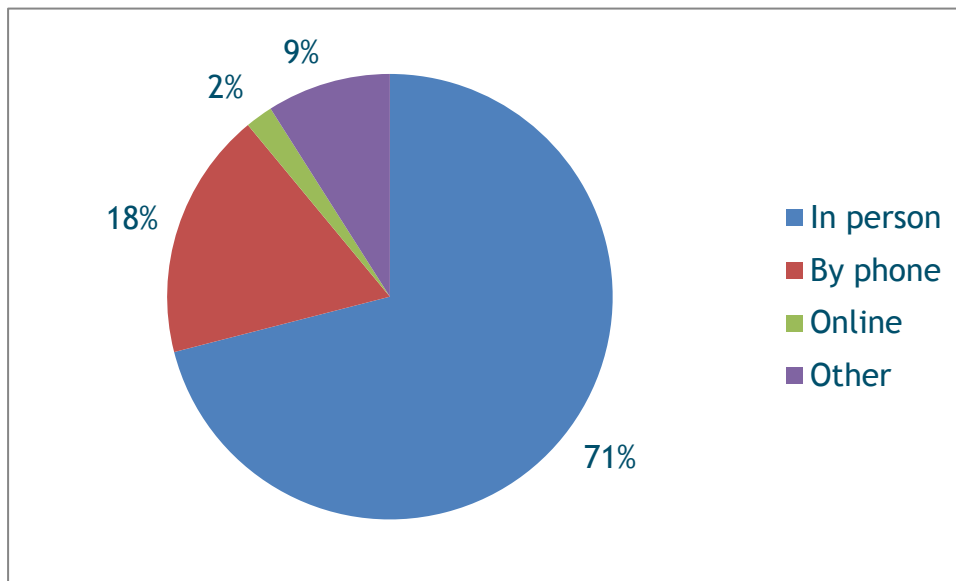
- How far in advance was the appointment?



- How convenient was this for you?



- How did you make the appointment?

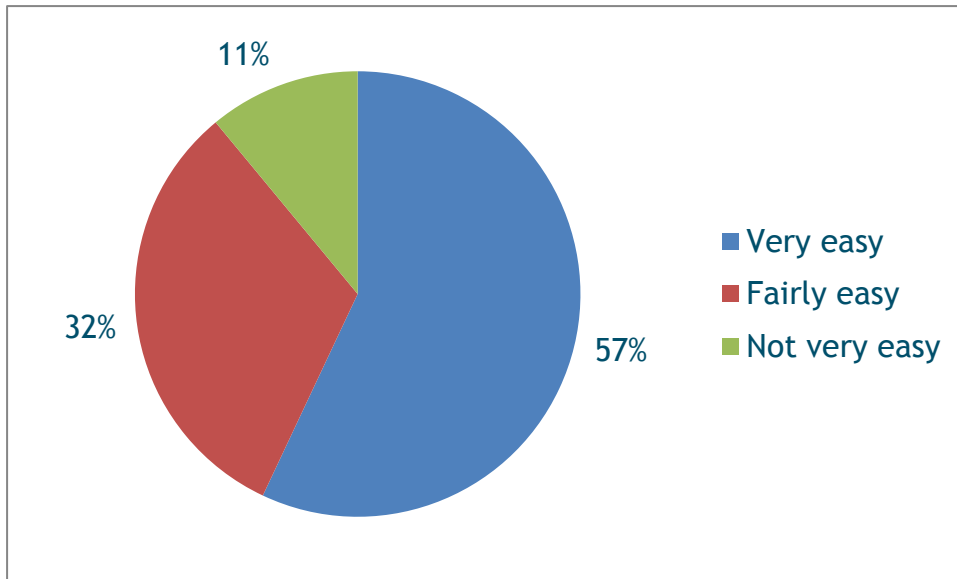


Most people made their next appointment while they were at the surgery for their previous appointment whether it was for a check-up or treatment. This system generally works well giving flexibility and convenient appointments most of the time.

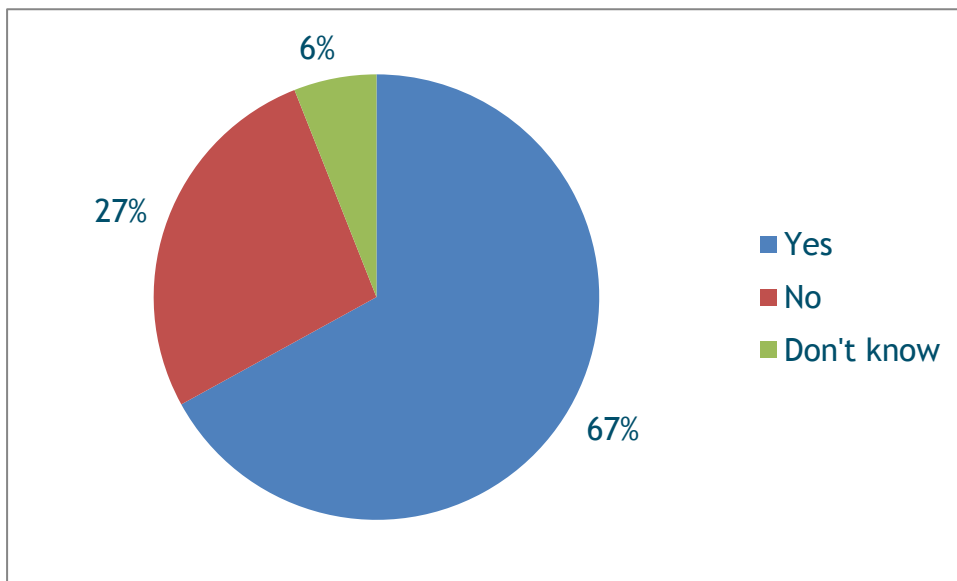
- First appointment made for check-up in three months when further appointments were made for impressions to be taken and tooth extracted two days later.
- Appointment made six months ahead for regular check-up.
- Routine and far too regular check-ups means making appointment at the end of each visit.

Access

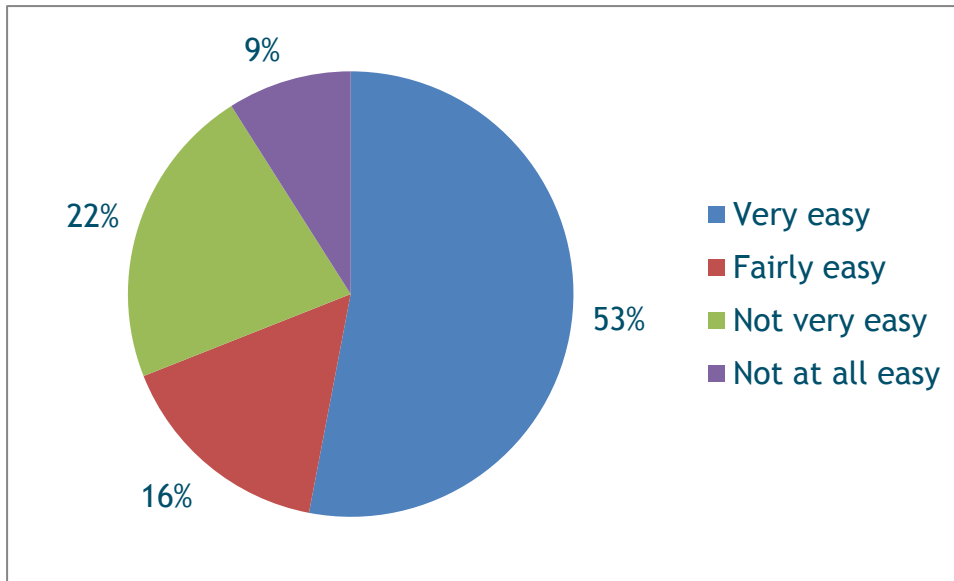
- Is the surgery easily accessible (walking/public transport/driving)?



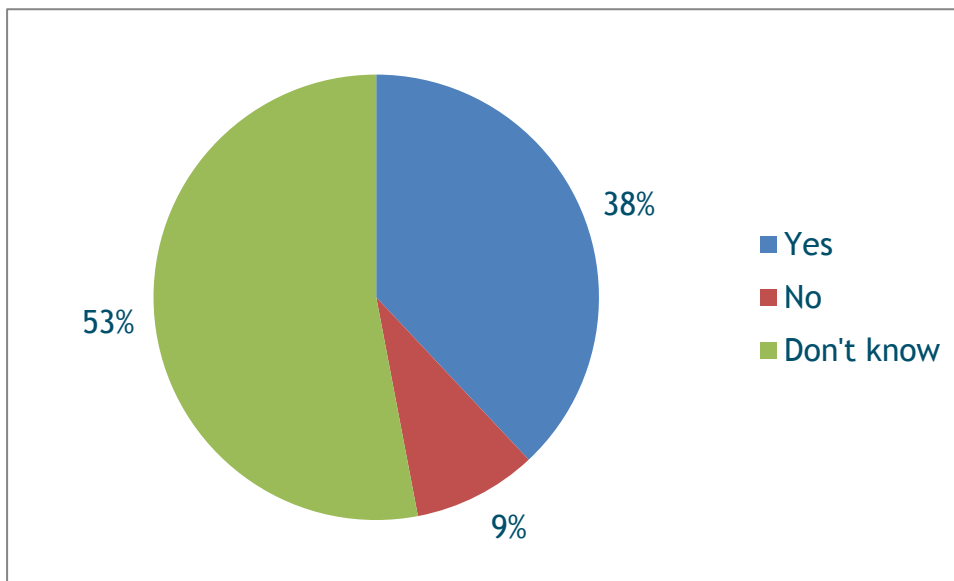
- Is there a ramp or flat access?



- Can wheelchair users and people with mobility issues get in easily?



- Is there a wheelchair accessible toilet?



Over 90% of respondents said that it was very easy or fairly easy to access their surgery by walking, public transport or driving but this is not always the case.

- This clinic is 15 minutes' walk from the bus service we need to get to from Derby centre.

Some surgeries are not immediately accessible but try to help wheelchair users and people with mobility issues.

- Not at front door - disabled can go round the back as I did ask for if I went on my scooter.
- There is a big step up to the door but there is a small sign saying that a mobile ramp is available (for a back door I think) and to ring the bell for assistance - however, the bell is quite high.



Almost a third of the surgeries were viewed as not very easy or not at all easy for wheelchair users and people with mobility issues to get into.

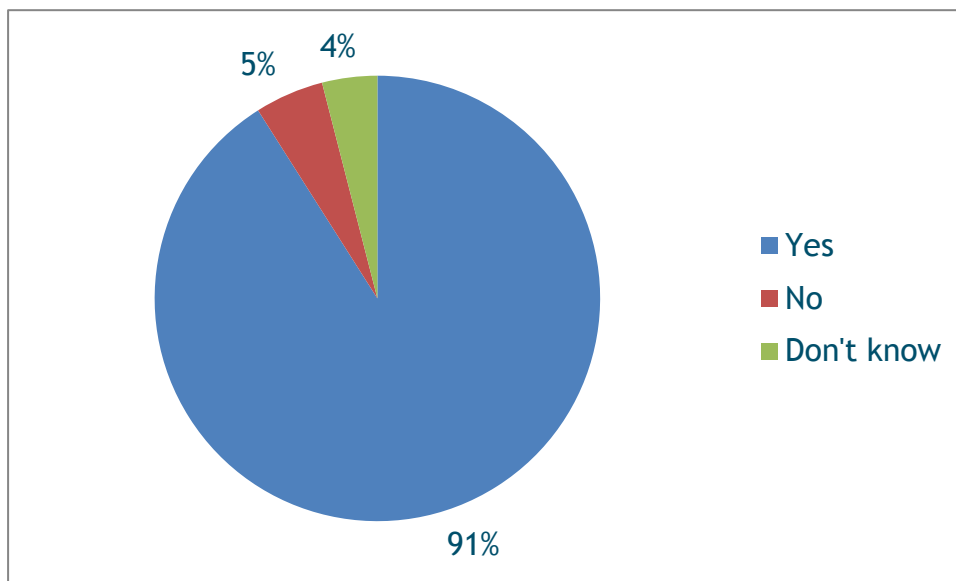
- Door too narrow to take wheelchair, outside door closes too quickly.
- Two narrow doors to navigate when getting into dentist.

However, it was acknowledged that it is not always easy to make adjustments to old or converted buildings.

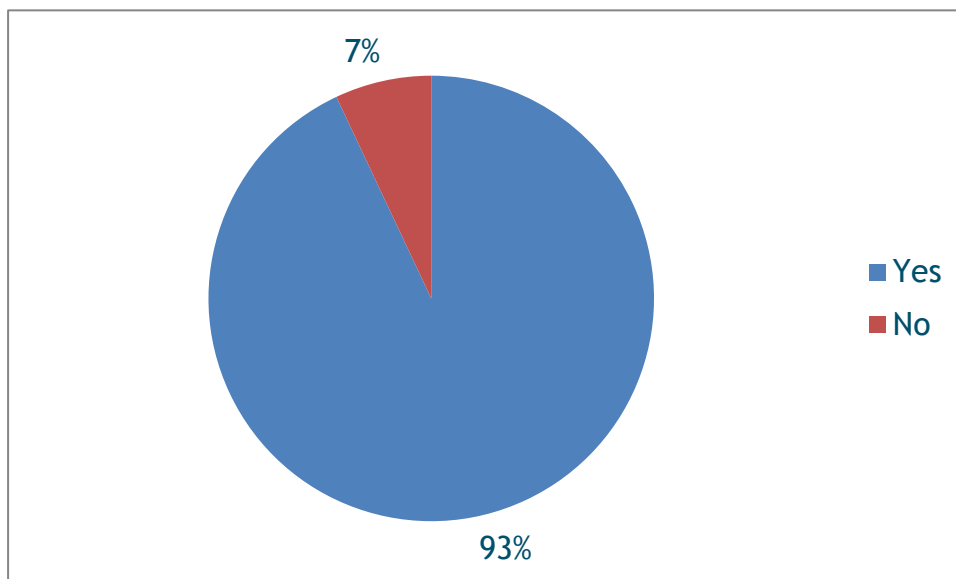
- Nature of building makes it difficult to improve current access.

### On arrival

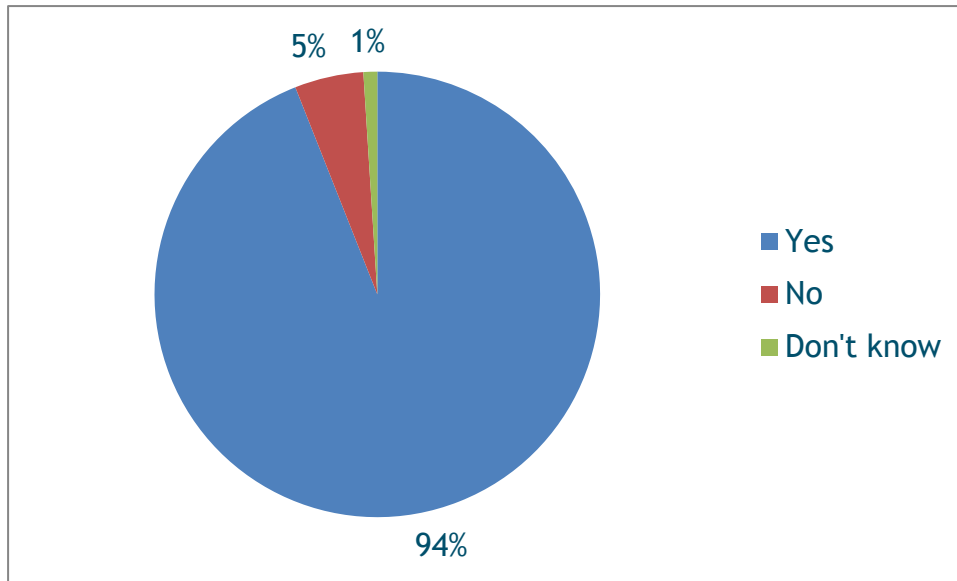
- Are there signs providing information in your first language?



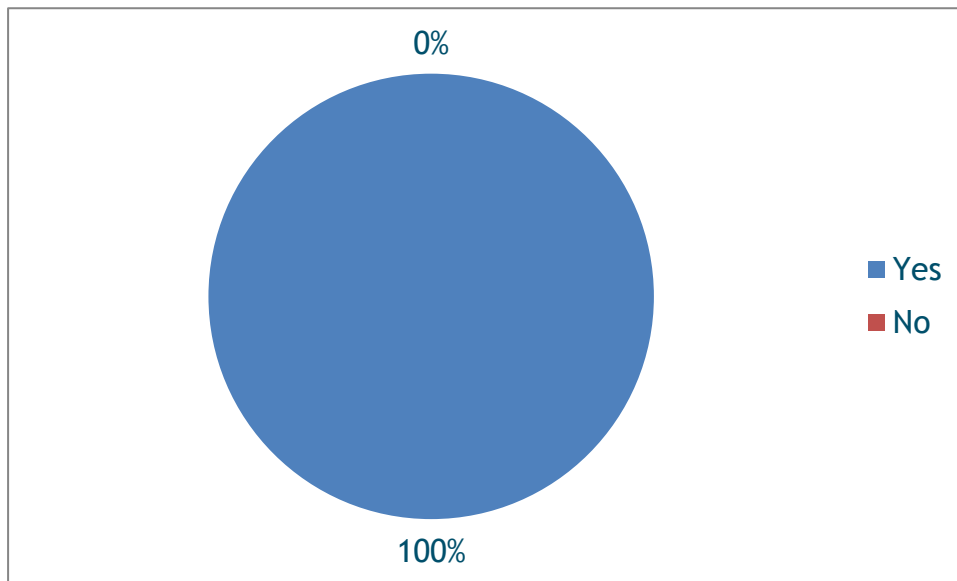
- Were you acknowledged on arrival (eye contact, smiles, a greeting)?



- Did the reception staff make you feel welcome and at ease?



- Does the environment appear to be clean and well maintained?



Over 90% of respondents were acknowledged on arrival and made to feel welcome and at ease.

- The receptionist smiled and used my first name which I find nice and personal!
- Staff are always very friendly and helpful.

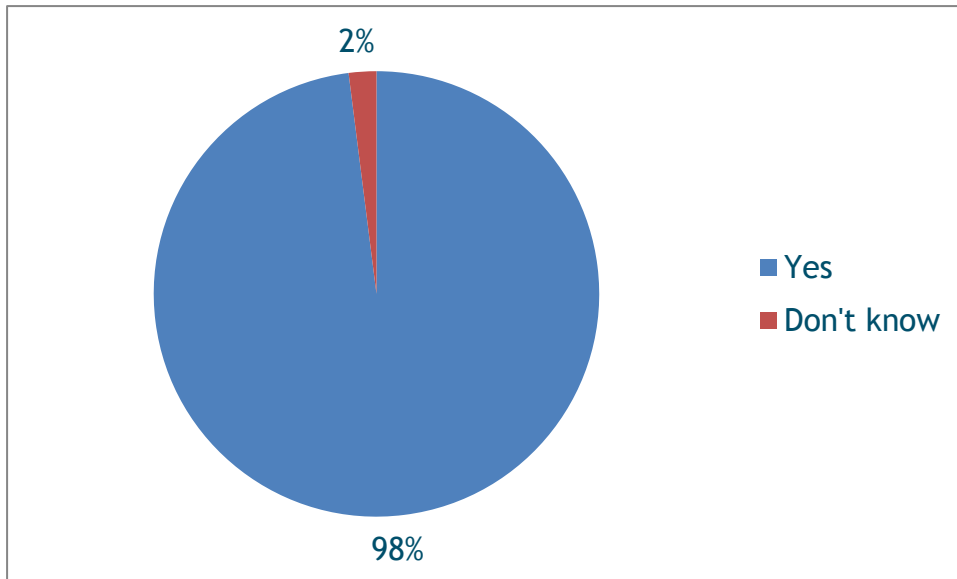
A small minority of respondents did not receive a warm welcome.

- Waited several minutes after entering for someone in reception area to acknowledge my presence (three staff present).

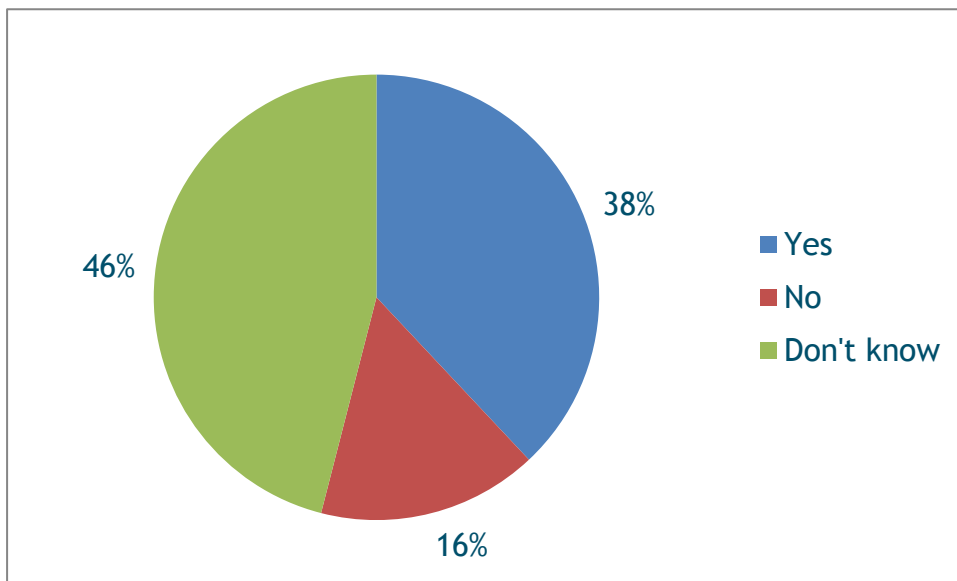
All respondents said that the environment appeared to be clean and well maintained.

General

- Is information clear and visible?

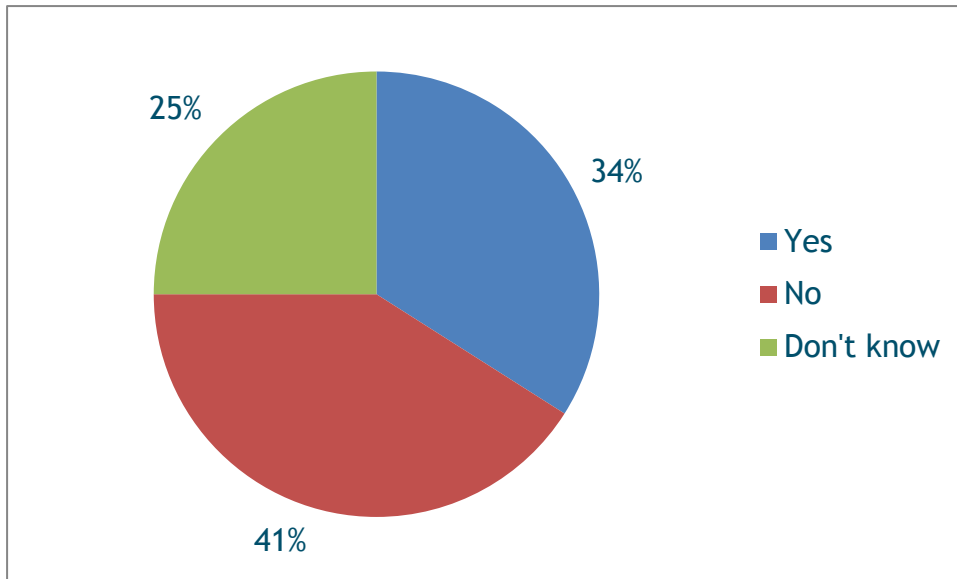


- Is there hand gel available?

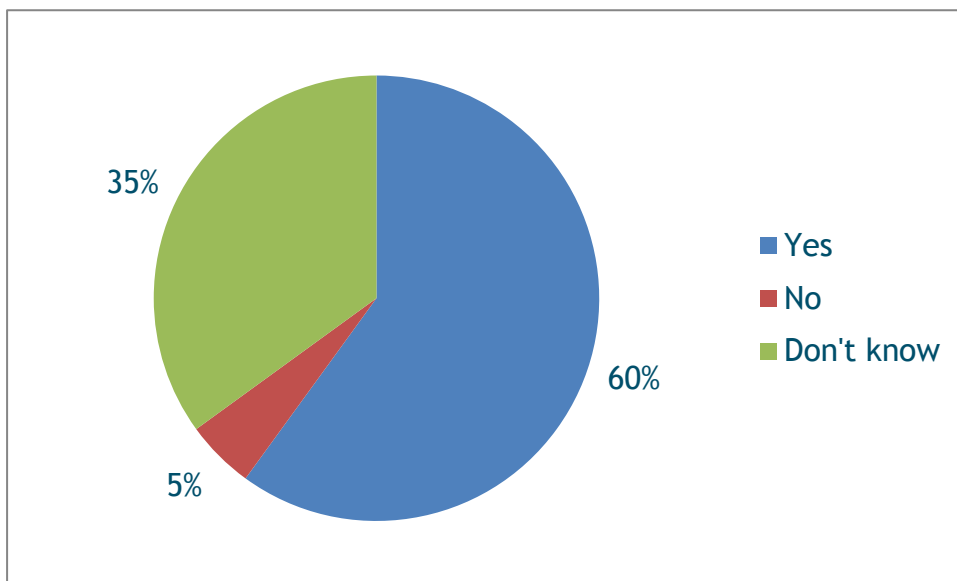




- Is there information about the staff members and the person in charge?



- Are security and fire procedures evident?

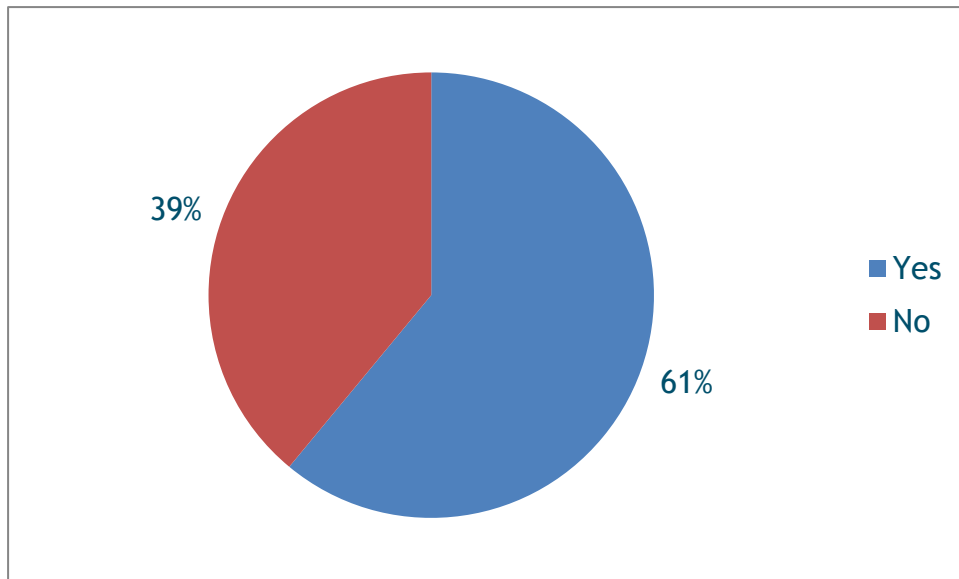


Generally, information was clear and visible but surgery information was not always evident.

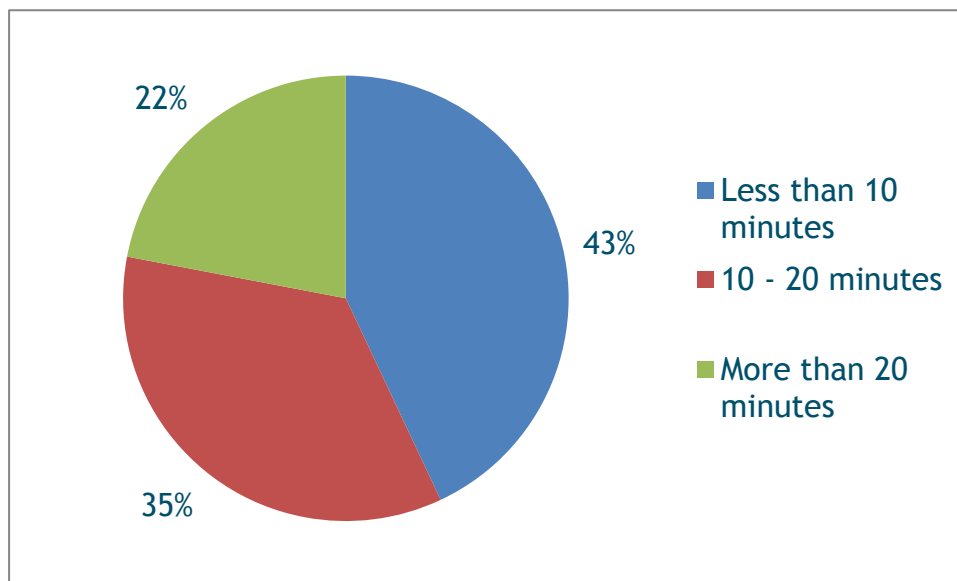
- Could not see information on staff or security and fire procedures.

Waiting time

- Did you go in for your appointment on time?



- If not, how long was the delay?



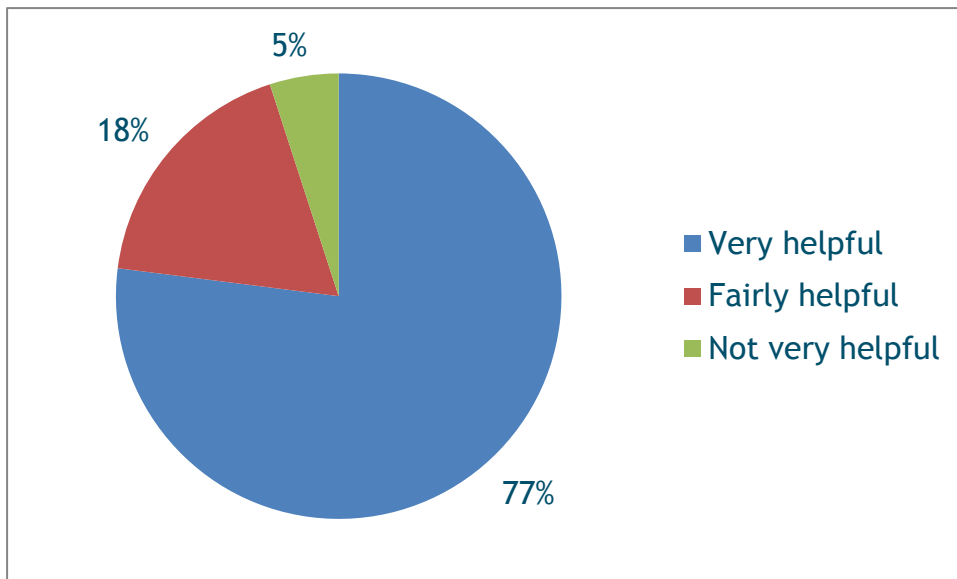
Although nearly 40% of respondents said they did not go in for their appointment on time some appreciated why there was a delay.

- As this dental clinic deals with a lot of disabled people I expect to wait.

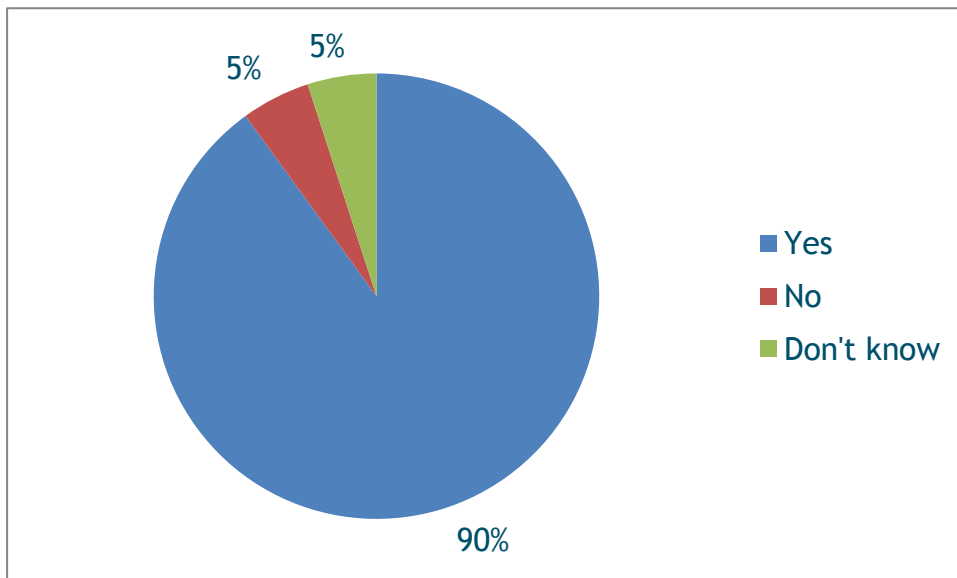


### Appointment

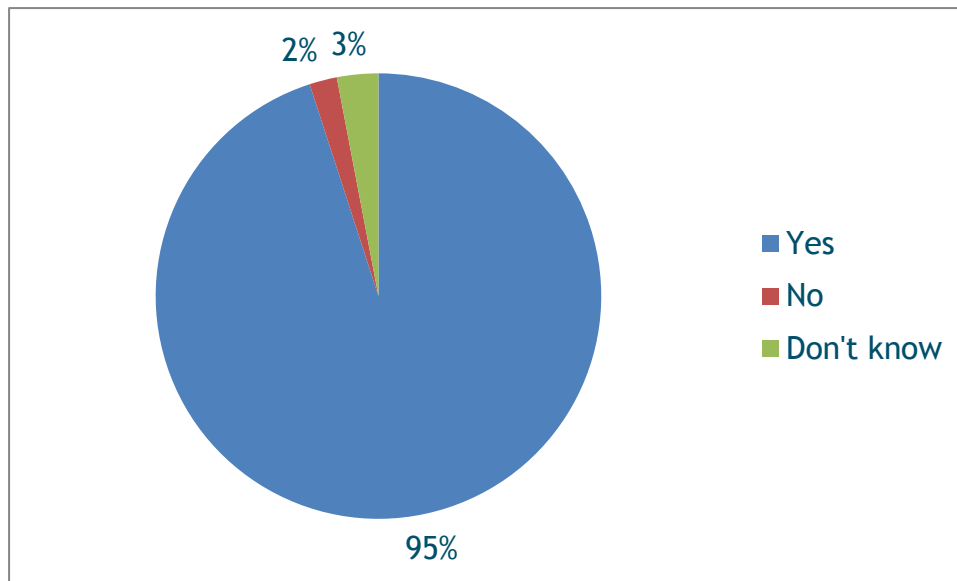
- Was the person you saw helpful?



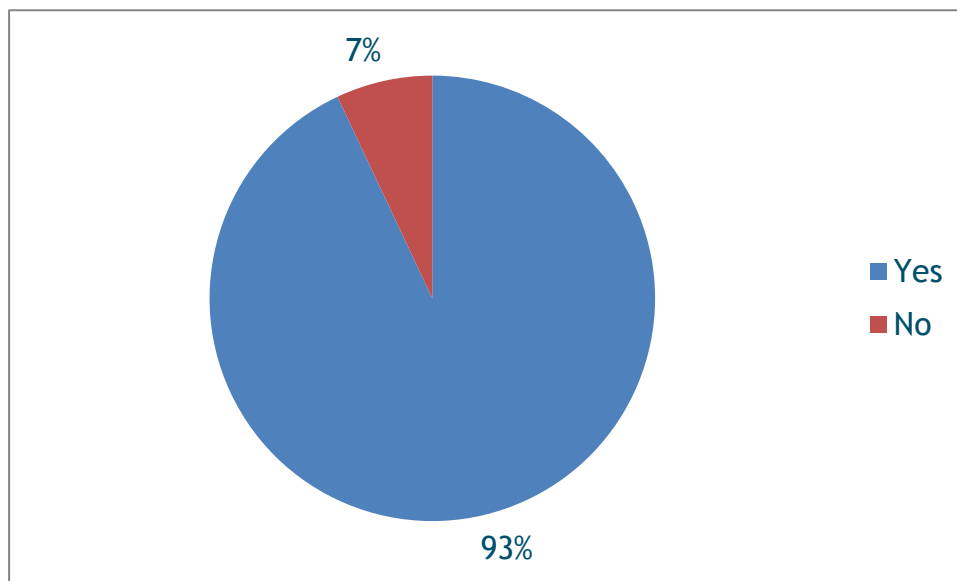
- Did they give you all the information you needed?



- Were you able to ask questions?



- Did they explain your treatment and/or medication and what happens next?



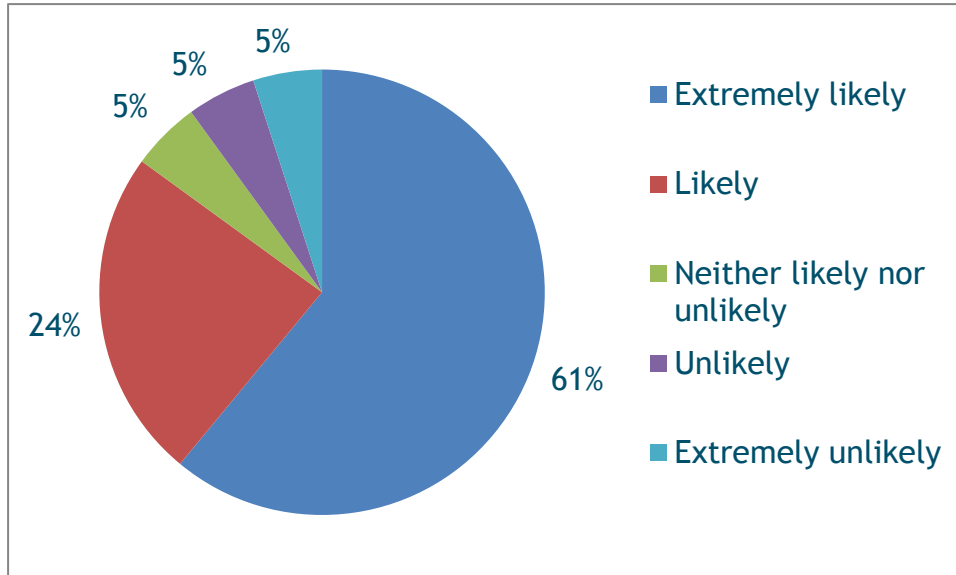
Over 90% of respondents said that the person they saw was very helpful or fairly helpful, they gave them all the information they needed and the opportunity to ask questions and explained what happens next.

- The dentist was well informed about my medical conditions and very caring. She gave me time and explained everything.
- Explained what he was going to do and he was so gentle and understanding of any issues to which I have.
- A very careful and caring dentist.



Recommendation

- How likely are you to recommend this surgery to friends or family if they needed similar care or treatment?



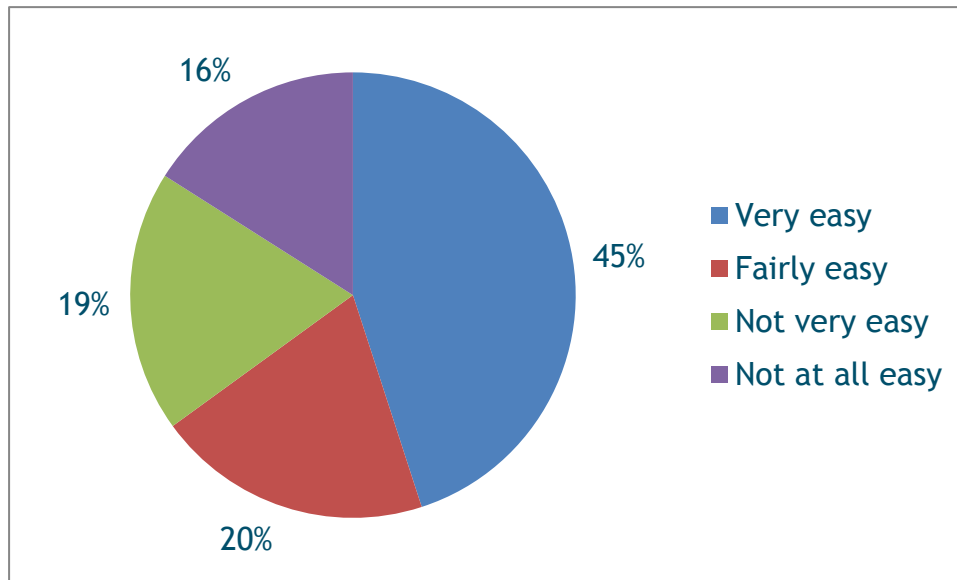
- I have many health problems and have absolute confidence in this dental service.
- They are the best I have been to.
- The practice is run in a very caring and professional way.
- A good quality practice that has continually developed.
- Since being referred here I cannot fault this service.
- It would have been nice to have been informed that the old dentist had retired and a new company taken over.
- Dour and uninspiring place and staff.

## 4.2 GP surgery

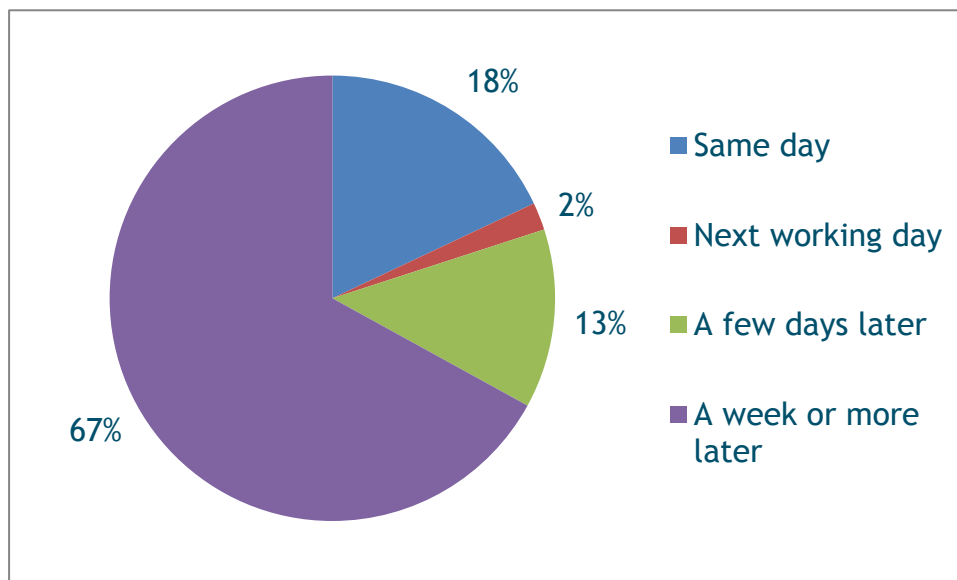
A total of 102 surveys were completed.

### Before the appointment

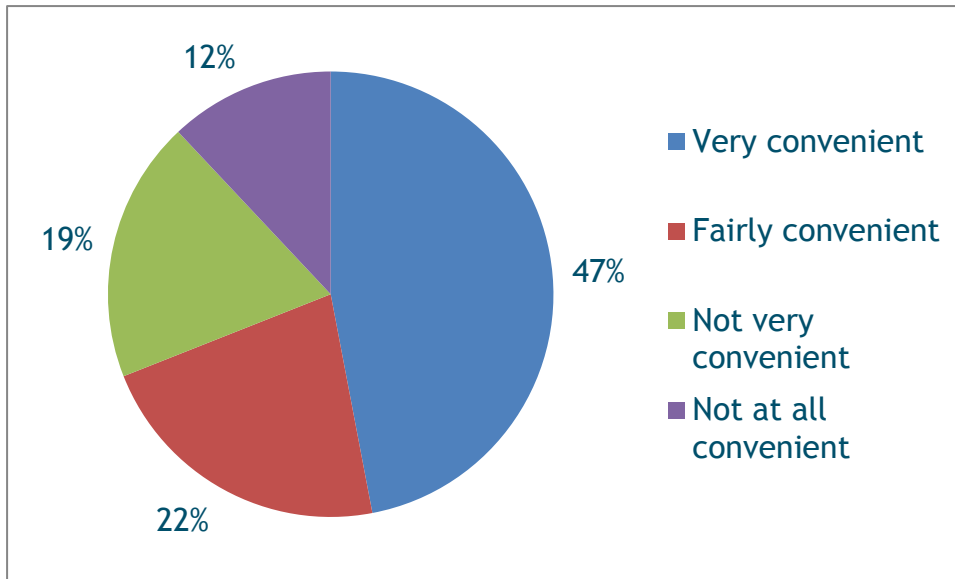
- How easy was it to get an appointment?



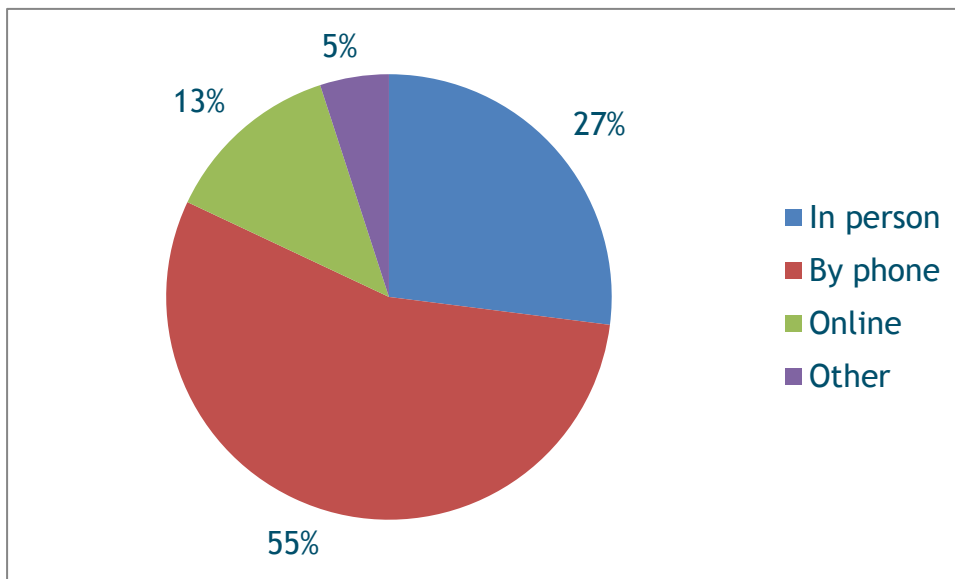
- How far in advance was the appointment?



- How convenient was this for you?



- How did you make the appointment?



Almost two thirds of respondents said it was very or fairly easy to make an appointment. Just over two thirds said that the appointment was a week or more later and at a time that was very or fairly convenient for them.

- I can get an emergency appointment if necessary but on this occasion it was non-urgent.
- Earliest appointment they could offer me was in two weeks.
- I do not have any problem with making an appointment generally, only occasionally I am advised unavailability on the same day appointment.

Although over half of the respondents made their appointment by phone, they did not always find it easy to get through to their surgery especially calling early in the morning to try to get an appointment for the same day.

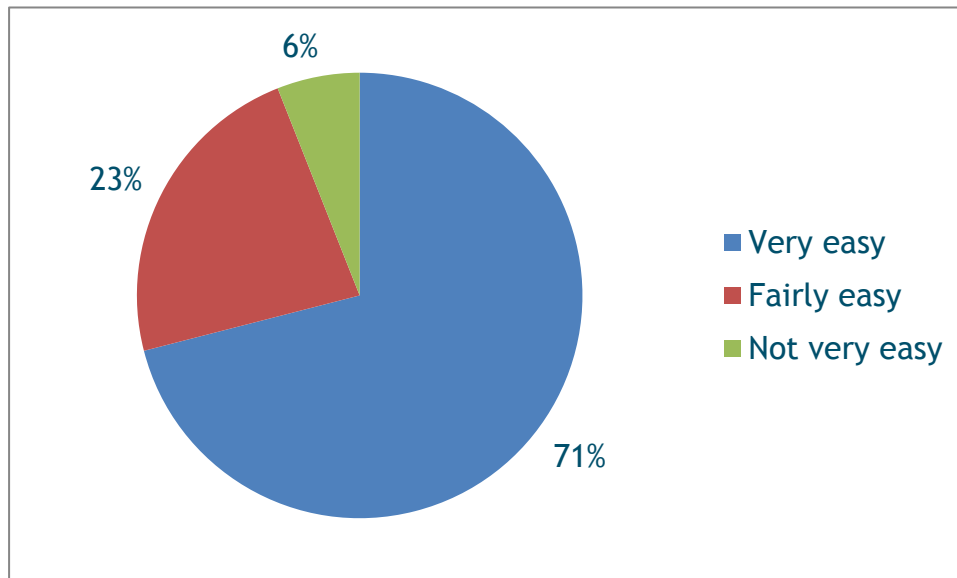


## Healthwatch Derby Mystery Shopper report

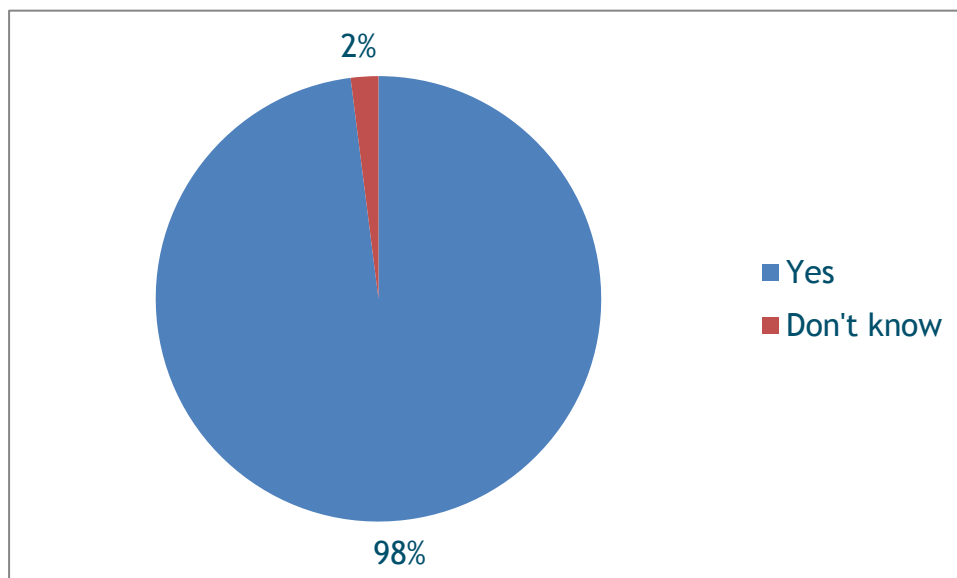
- It is difficult to have same day morning appointment if you do not ring on time at 8.30 when the surgery opens or 11.30 for the afternoon appointment. Hard luck if you do not get to speak with the receptionist within the first five minutes.
- Impossible to make one in advance, you have to phone at 8.00 am then wait 30 minutes in the queue to talk to the receptionist.

### Access

- Is the surgery easily accessible (walking/public transport/driving)?

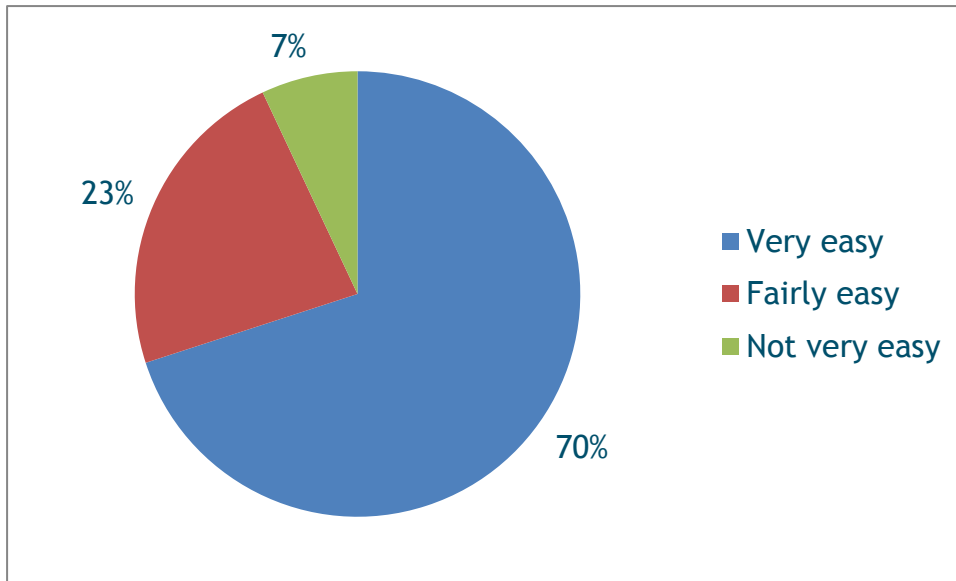


- Is there a ramp or flat access?

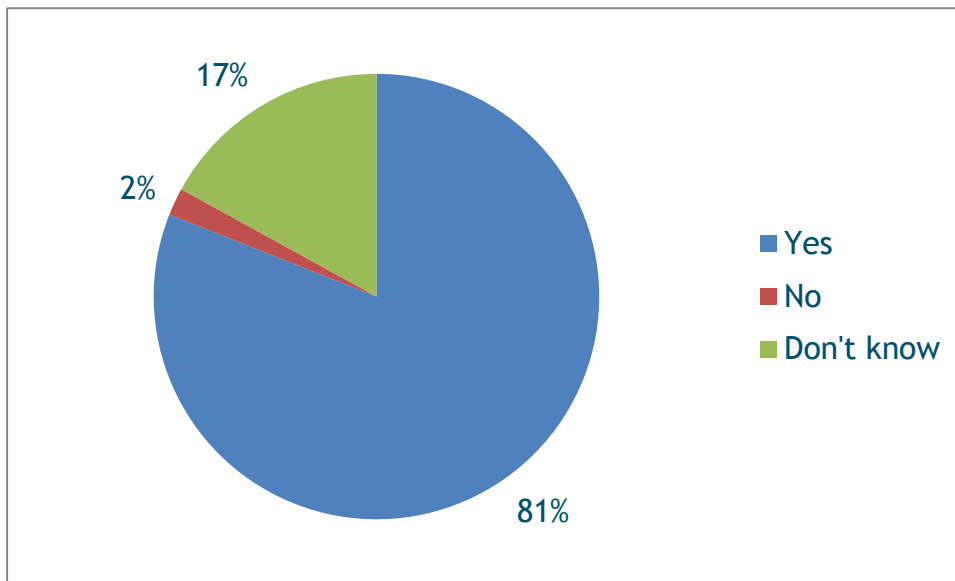




- Can wheelchair users and people with mobility issues get in easily?



- Is there a wheelchair accessible toilet?



Almost 95% of respondents said that it was very easy or fairly easy to access their surgery by walking, public transport or driving although there are a few problems for patients.

- I had to get a taxi as buses from where I live are few and far between on a Sunday.
- But car park is very small and usually full.

98% of respondents said that their surgery has a ramp or flat access and 93% said that it is very or fairly easy for wheelchair users and people with mobility problems to get into the surgery. Some surgeries have made improvements on access while patients at others may struggle.



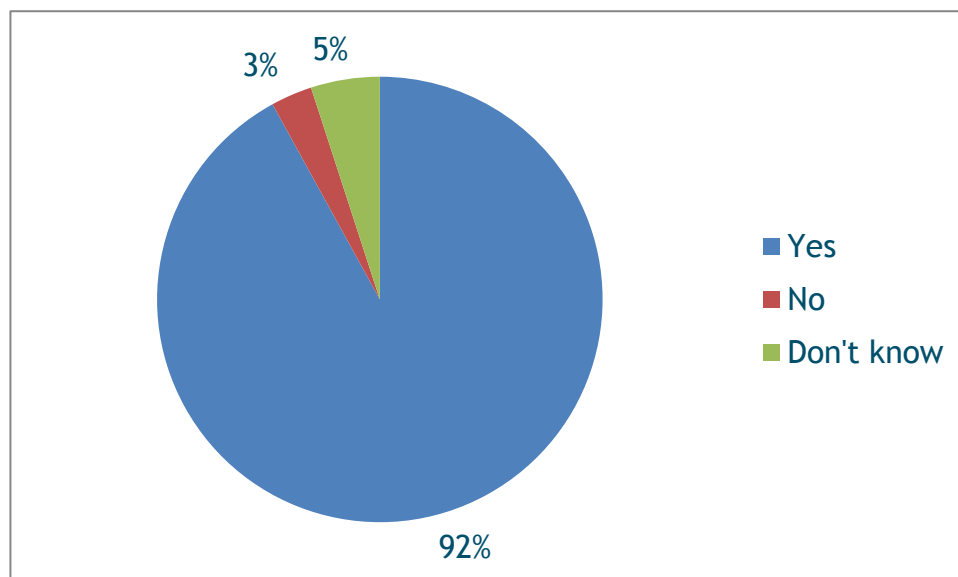
- Access is now much better as they have installed automatic doors.
- The practice have put in a lift for accessibility for people with mobility problems.
- Although the surgery building is fairly easy to access some of the doctors are upstairs with no lift access. There is no way of knowing which surgery you have booked into as this is not displayed on the website.
- Access is difficult as you have to go through two doors which open in opposite directions.
- The automatic doors are not always working - impossible for a wheelchair user to open the door if they aren't. There is an awkward threshold strip into a small porch/lobby, then a very tight 90 degree turn to a second door.
- One surgery is accessible with an automatic door, but the other has a heavy manual door that you have to push.

Accessible toilet facilities are not always obvious as 17% of respondents said they did not know if their surgery had one and are not always easy for wheelchair users to use.

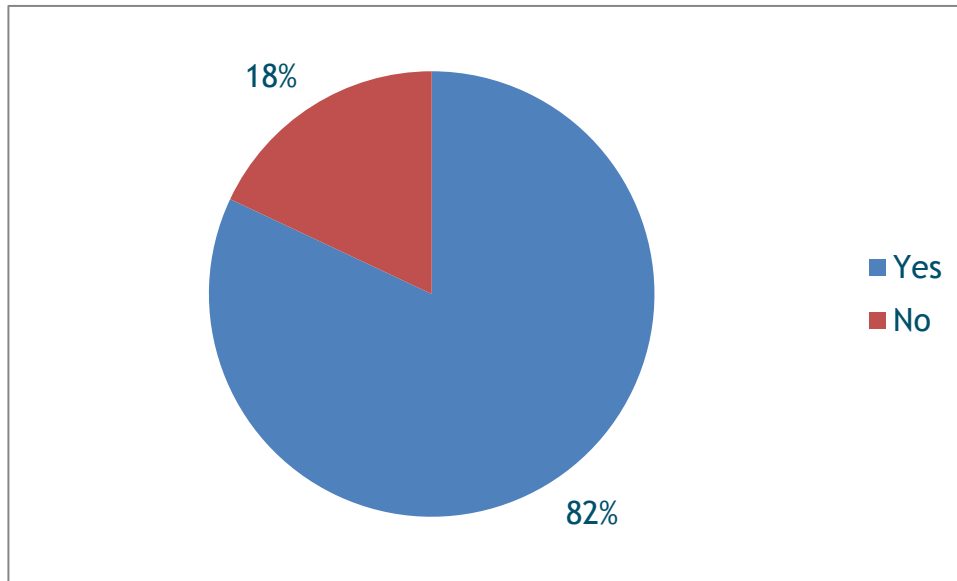
- Did not see any toilet signs.
- There is a toilet, but it is impossible for me to get to it in my wheelchair as it is at the end of a narrow corridor. I have no idea if it is supposed to be accessible.
- The toilet is tucked away in a corner and although strictly speaking it is accessible, the access is not easy.

### On arrival

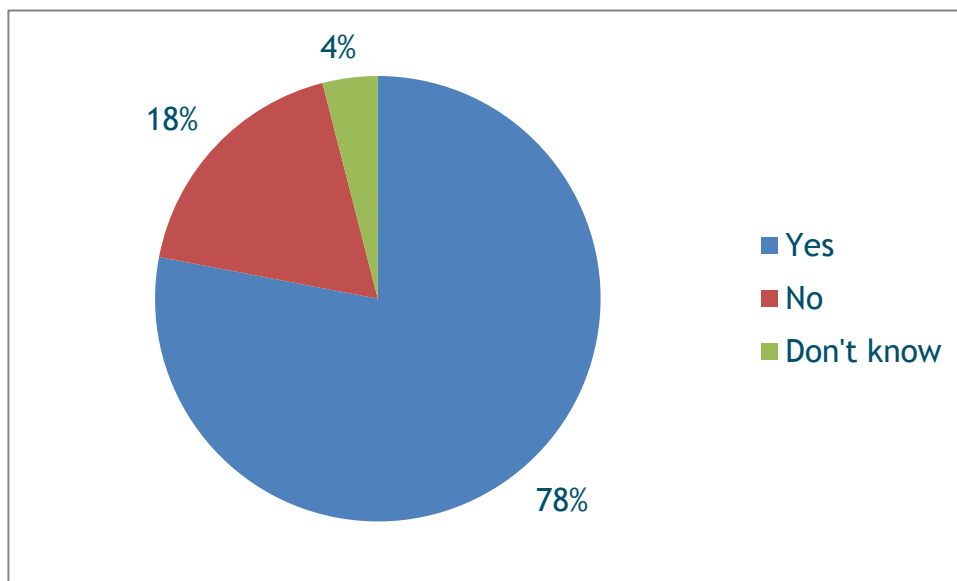
- Are there signs providing information in your first language?



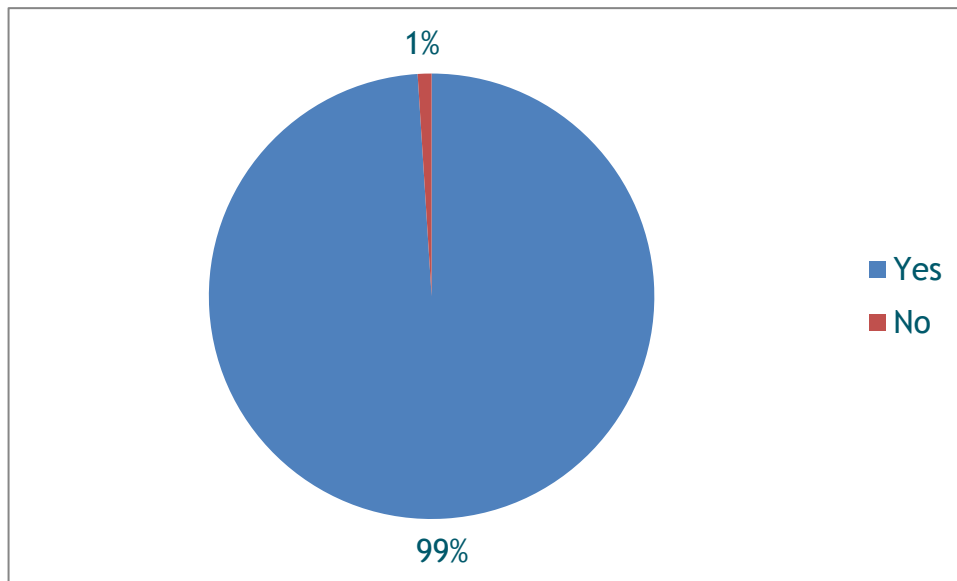
- Were you acknowledged on arrival (eye contact, smiles, a greeting)?



- Did the reception staff make you feel welcome and at ease?



- Does the environment appear to be clean and well maintained?



Over three quarters of respondents were acknowledged on arrival and made to feel welcome and at ease.

- The receptionist that was on this morning was very nice and friendly.
- It depends who is on reception as to whether they are welcoming and have good eye contact! Most are pretty good; there's just one girl who's a little abrupt!

One wheelchair user had problems on arrival.

- The receptionists just ignore you - you are supposed to register your arrival on a touch screen that I find impossible to use. No lowered counter for wheelchair users, so you have to park sideways on to the reception counter and twist awkwardly to speak to the receptionist.

Increasingly, self check-in systems are being used in GP surgeries.

- There is a self check-in screen which you are expected to use. There are many language options on screen. I have noticed that even when patients go to the reception desk they are directed to the self check-in screen.
- There is a screen booking-in system and if you use this, which I did, the reception staff do not seem to make any contact with you. I did note however that they appeared helpful to people who did not use this system.

The layout of some surgeries makes it difficult to see the receptionist.

- Receptionist was on the phone on my arrival, and she was out of my line of sight. No comment was made by her for a few minutes.



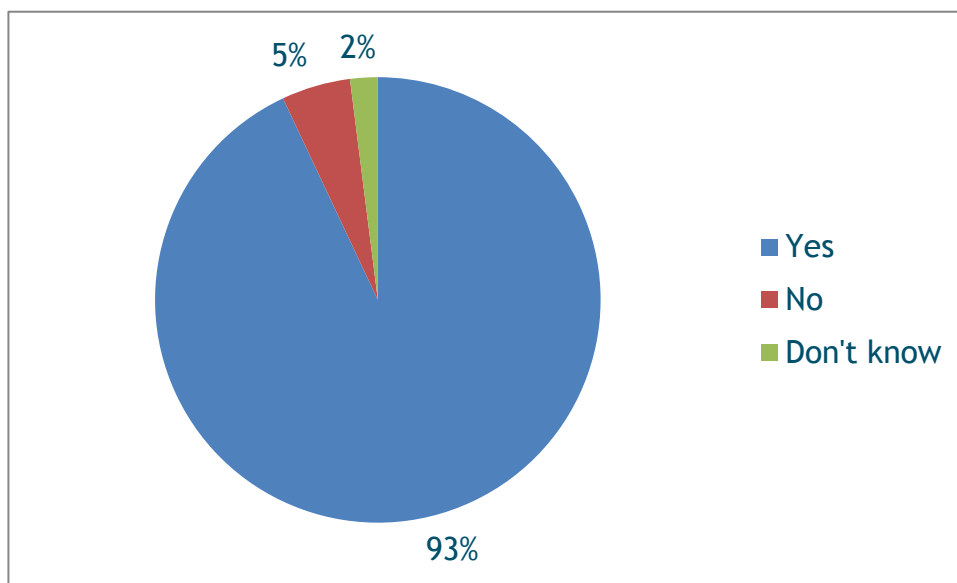
- The receptionist is not in direct line of view, but is around the corner from the reception window, so unless you crane your neck or wave your arms or shout out, the receptionist cannot see you.

While almost all respondents said that the environment appeared to be clean and well maintained, one person did comment on the state of fixtures and fittings.

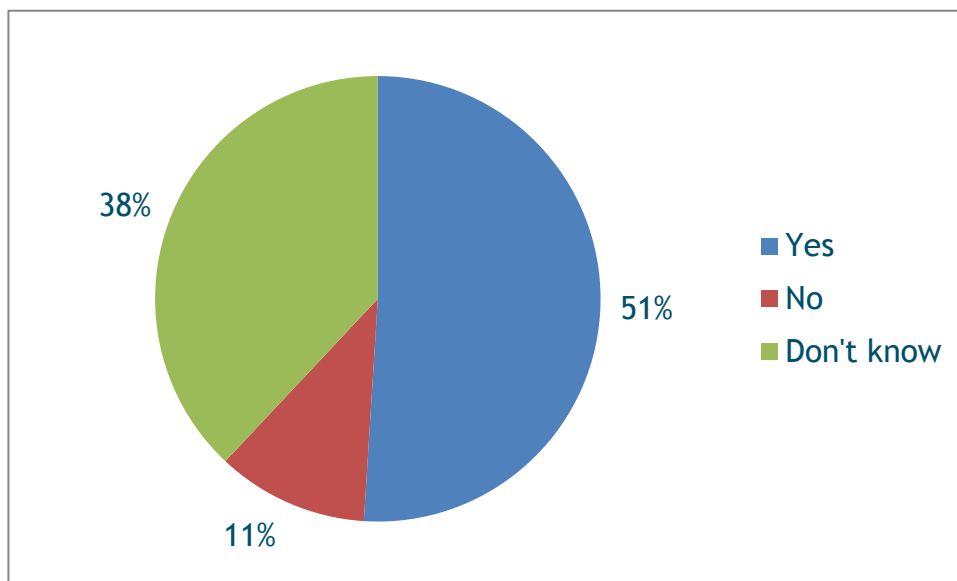
- Recently re decorated and new plants, carpet and chairs.
- Clean and tidy but a little care worn.

General

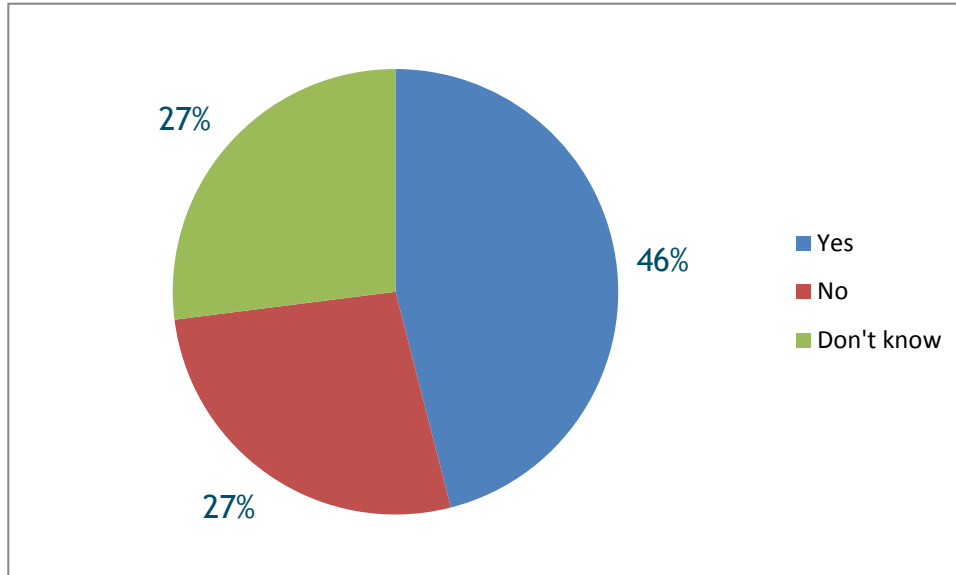
- Is information clear and visible?



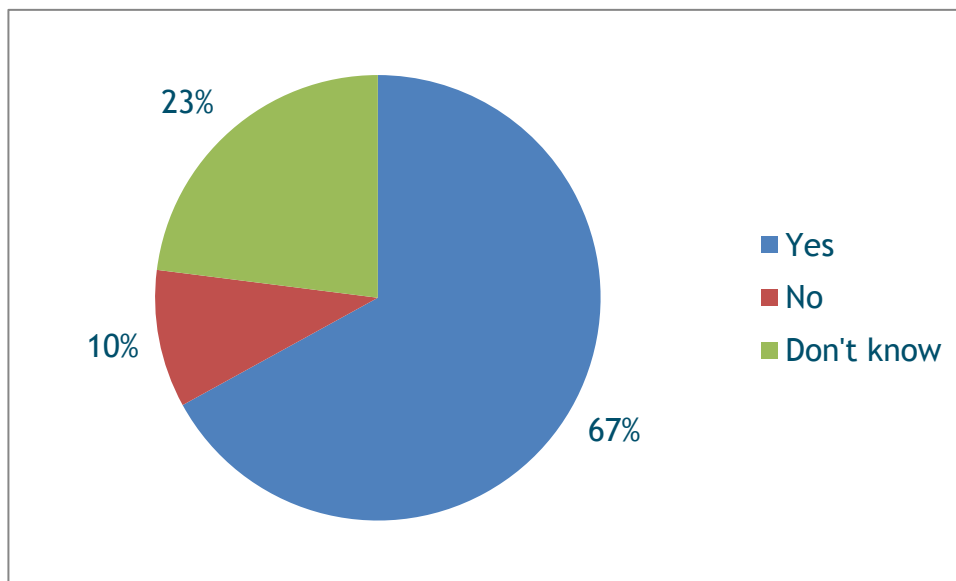
- Is there hand gel available?



- Is there information about the staff members and the person in charge?



- Are security and fire procedures evident?



93% of respondents said that information was clear and visible but sometimes there was too much information.

- There is a noticeboard at the far end of the waiting room which is crammed with all kinds of notices. They cannot be read unless you are close to the noticeboard and there are chairs for patients directly below the noticeboard, which can make it embarrassing. Also, patients do not know about important relevant information because of the clutter and small font size of the notices.

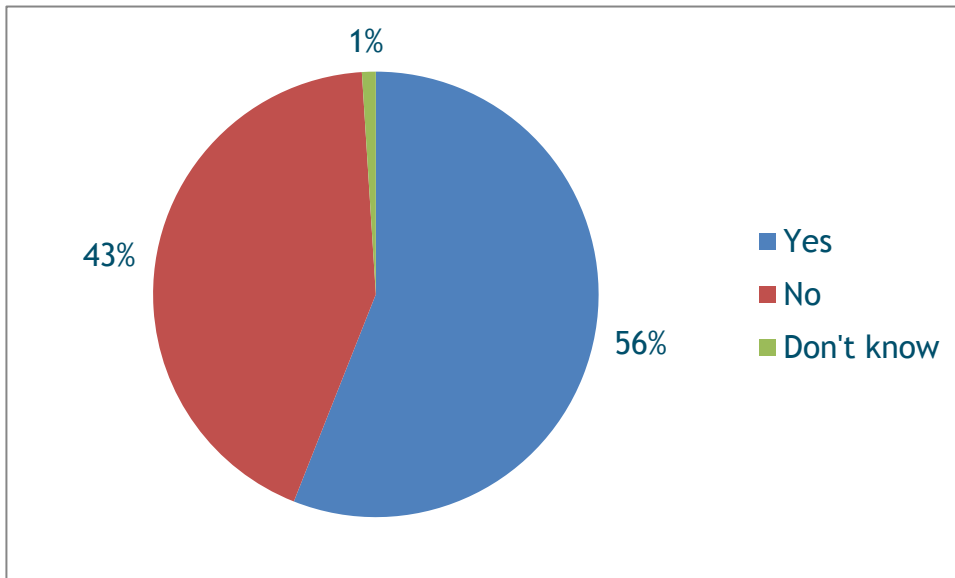


Almost half of the respondents saw information about the staff members, but not necessarily the person in charge.

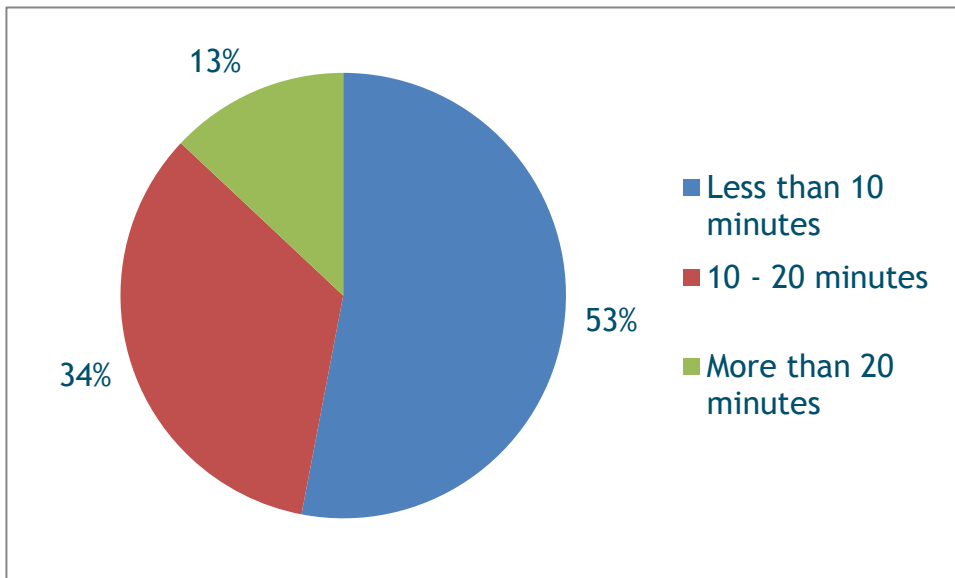
- Names of doctors and nurses on duty displayed but no other staff identified.

Waiting time

- Did you go in for your appointment on time?



- If not, how long was the delay?



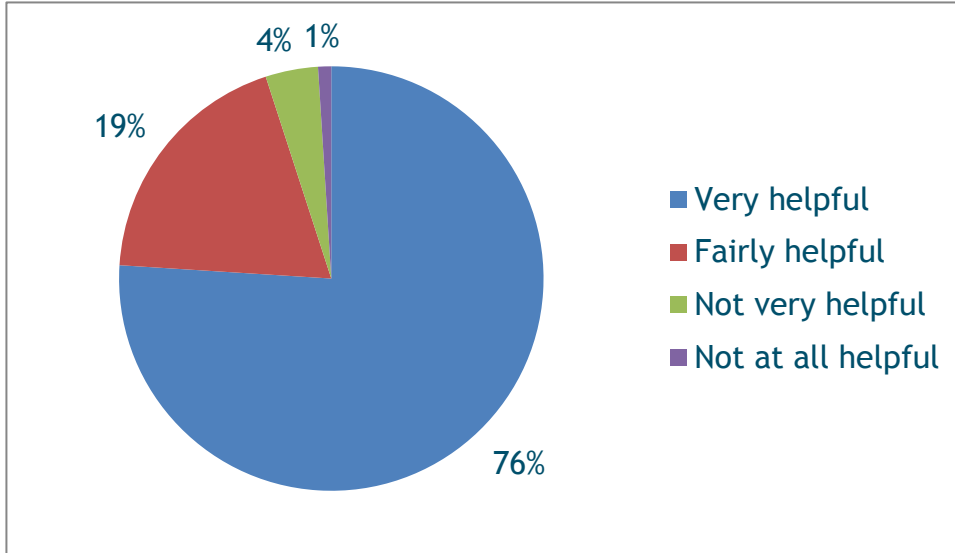
Over half of the respondents said they went in for their appointment on time. Of the ones that didn't, 53% waited less than 10 minutes and generally patients do not mind waiting.

- Don't mind waiting as the doctor I see is great - he does not rush you.

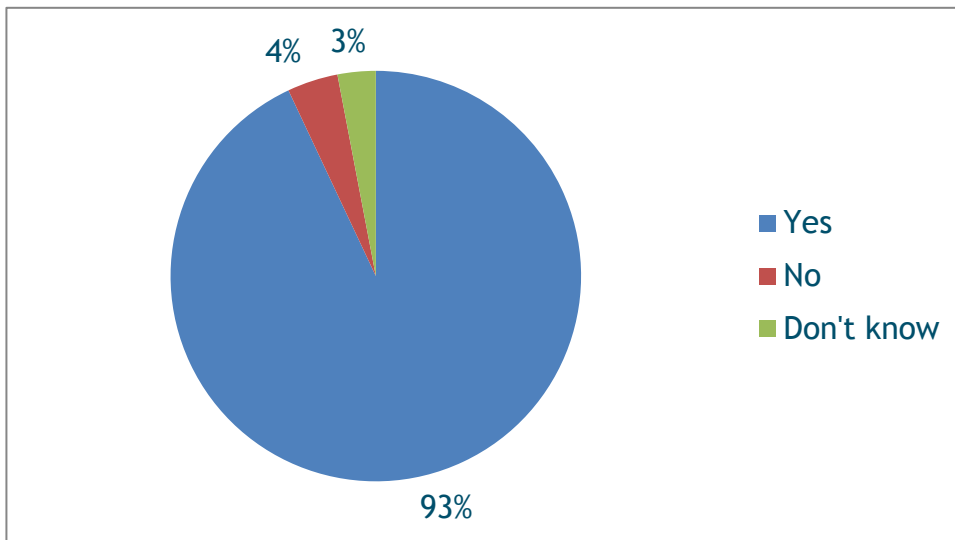
- I was prepared to wait as there were a number of small children in front of me.

Appointment

- Was the person you saw helpful?

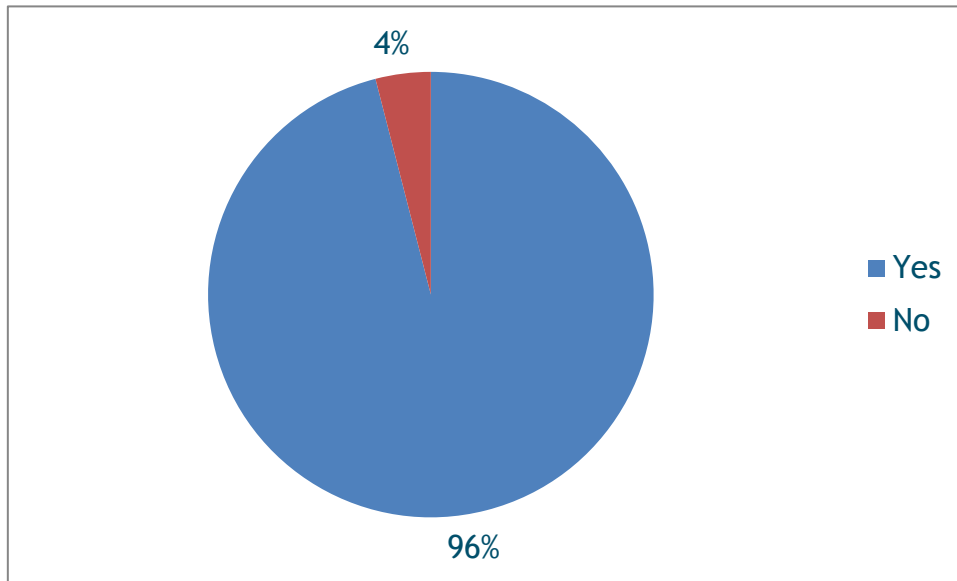


- Did they give you all the information you needed?

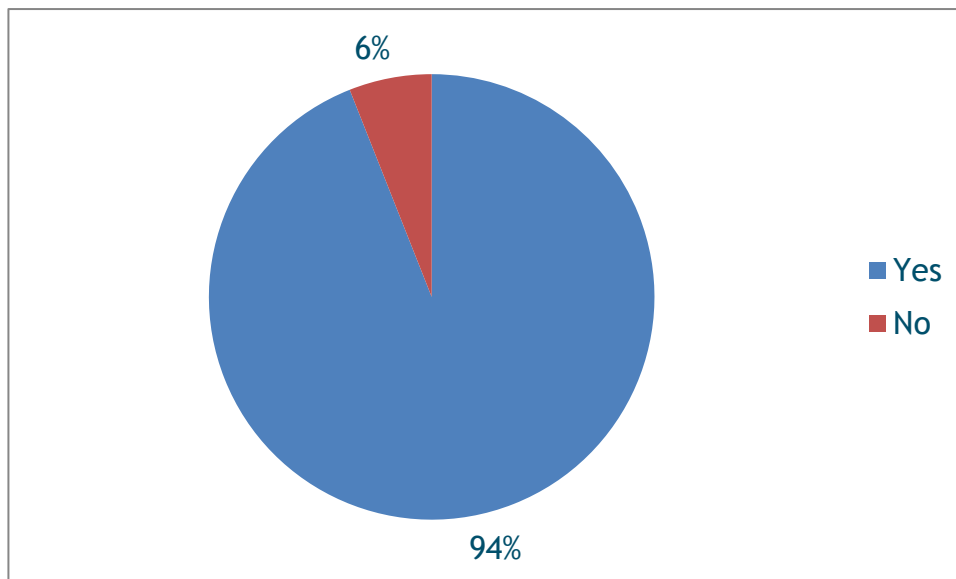




- Were you able to ask questions?



- Did they explain your treatment and/or medication and what happens next?



Over 90% of respondents said that the person they saw was very helpful or fairly helpful, they gave them all the information they needed and the opportunity to ask questions and explained what happens next.

- I had booked a double appointment as it was the first time I had seen this particular doctor. She was very thorough and included a full medicine review.
- Exceeded expectation because I was allowed to discuss more than one concern. GP thorough and checked back into my medical history. Unhurried

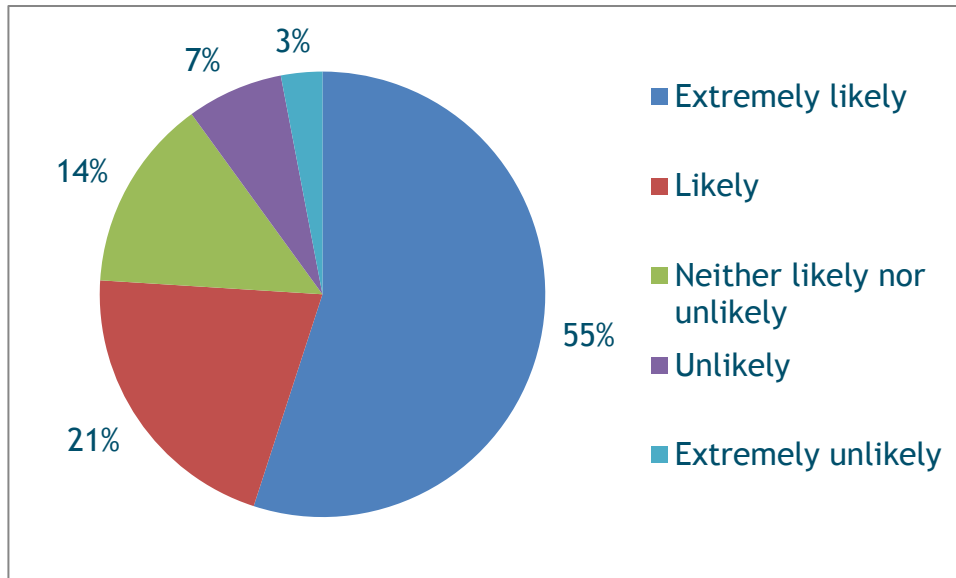


appointment - time given to address my concerns. Clear plan going forward and follow-up, reassuring.

- Doctor showed me on a picture where the pain was coming from.

Recommendation

- How likely are you to recommend this surgery to friends or family if they needed similar care or treatment?



- I am very impressed with the surgery's approach to meeting the needs of its patients.
- As a few doctors have left we were a bit worried about new doctors - think there are three new doctors. I have seen two of them - happy, kind and thoughtful.
- Not as good as it used to be but compares well with other surgeries I have heard of.

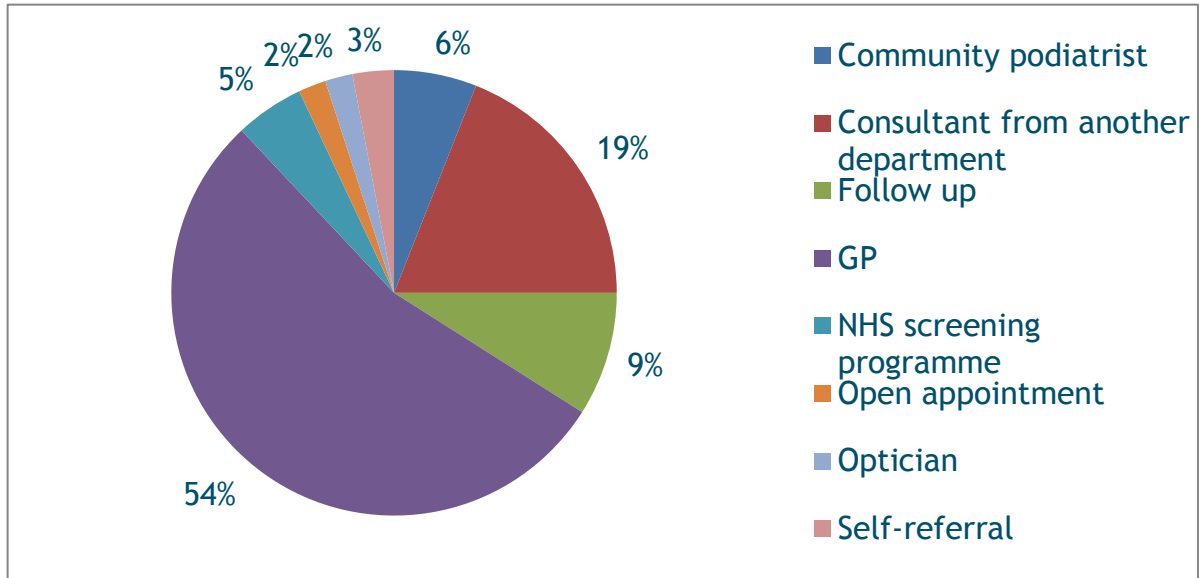


### 4.3 Hospital

A total of 86 surveys were completed.

#### Referral

- Who referred you for this appointment?

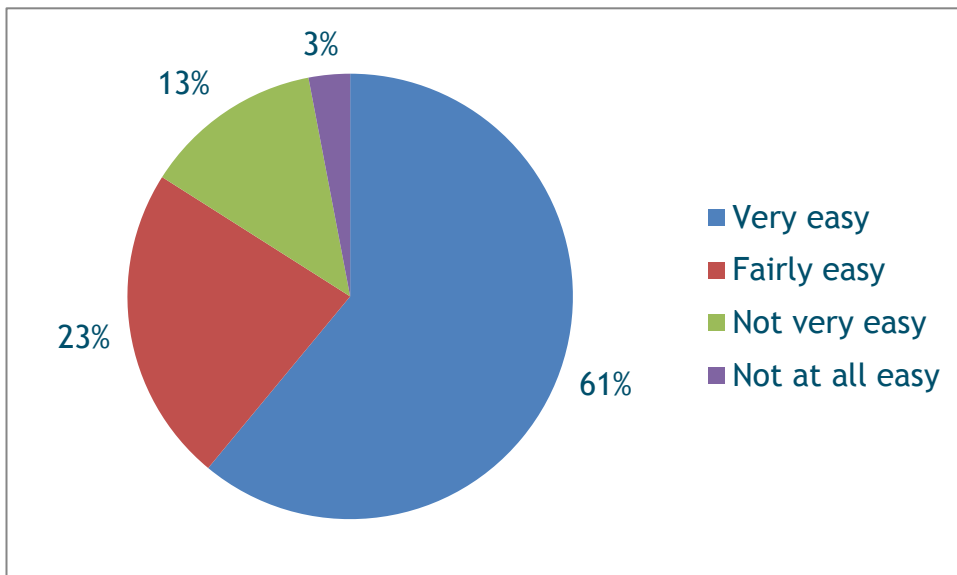


Most respondents who commented on the referral system found it worked well although long waiting times were mentioned.

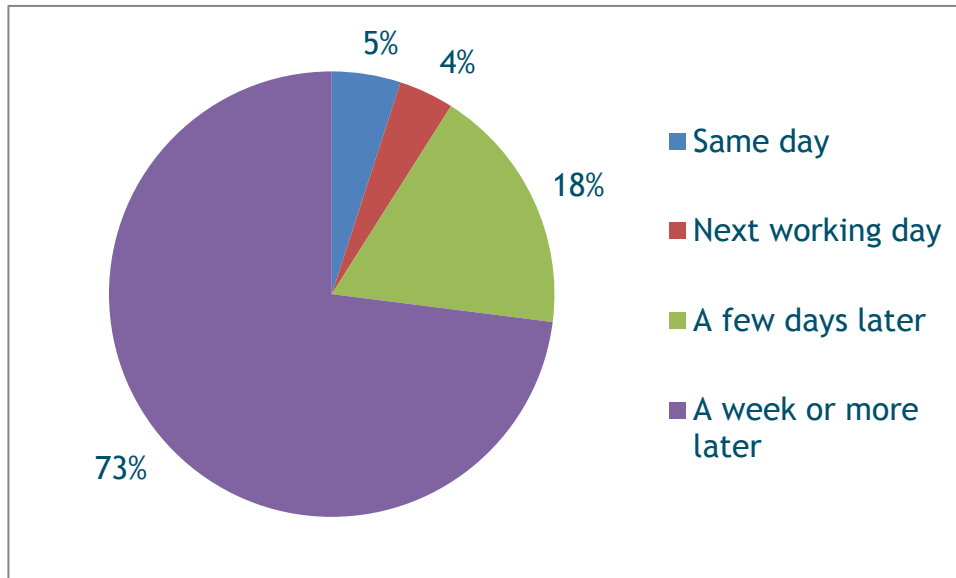
- It was all done automatically.
- Quick, date came through and could change if need be, very efficient.
- Takes far too long to wait (over 10 weeks).
- There's not much you can do - just wait.

#### Before the appointment

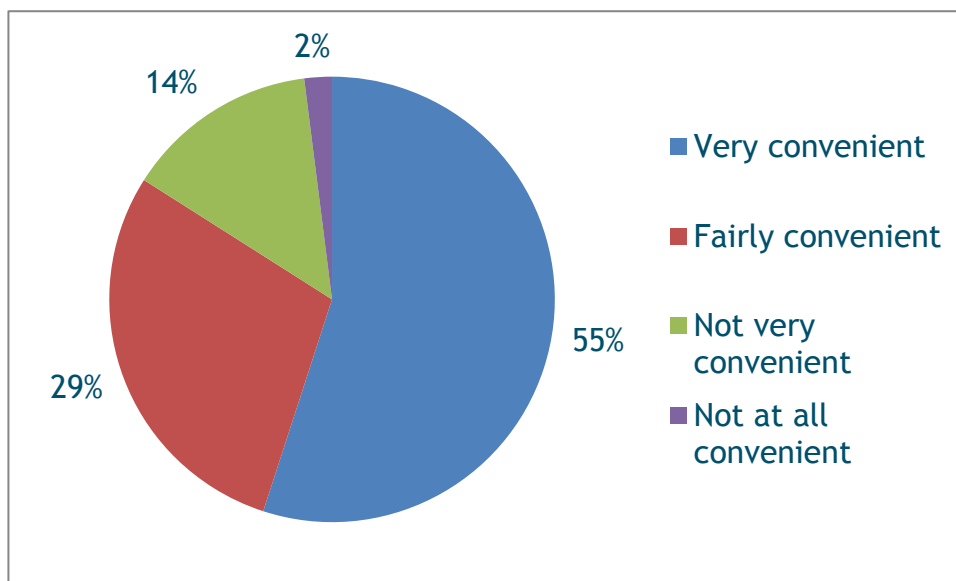
- How easy was it to get an appointment?



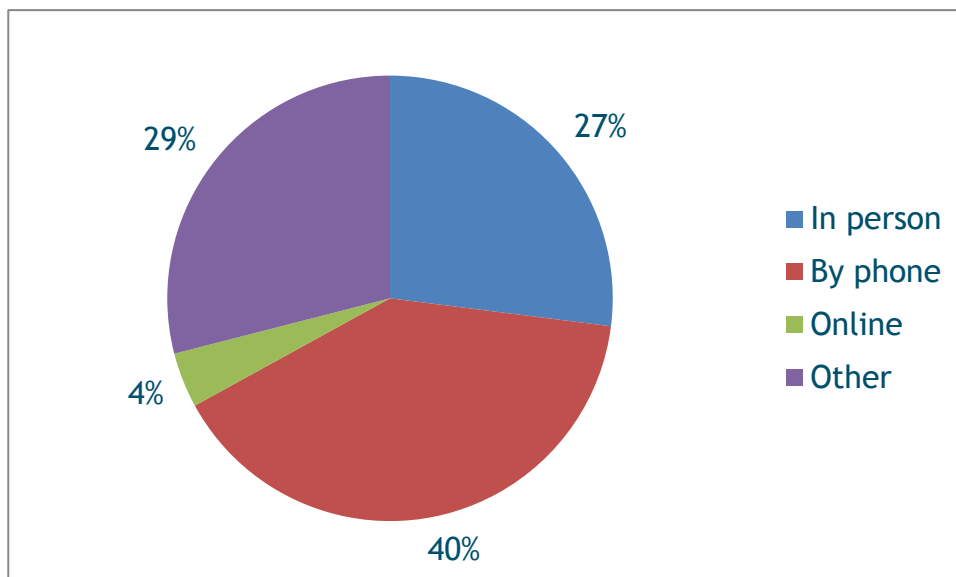
- How far in advance was the appointment?



- How convenient was this for you?



- How did you make the appointment?

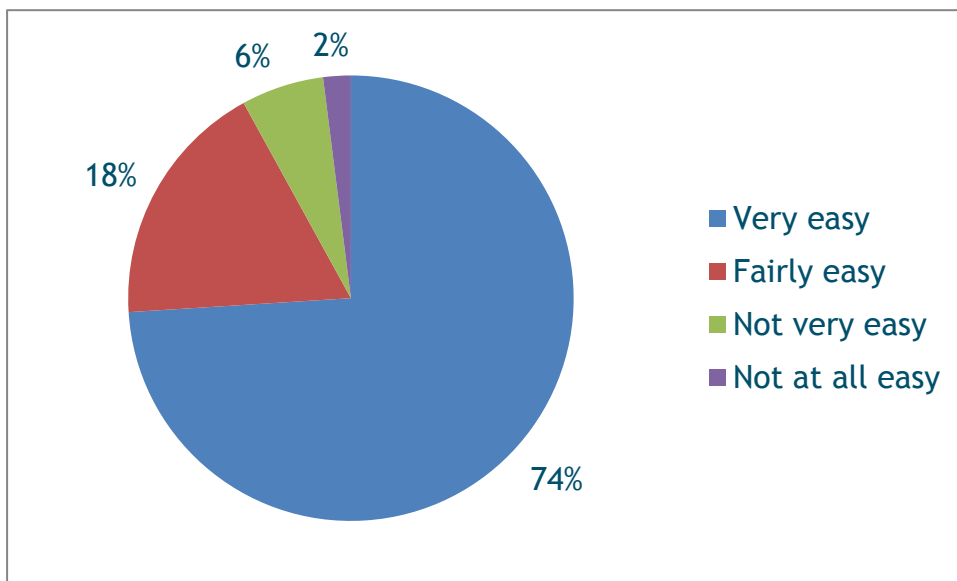


40% of appointments were made by phone and then split between in person and online, a few people received a letter.

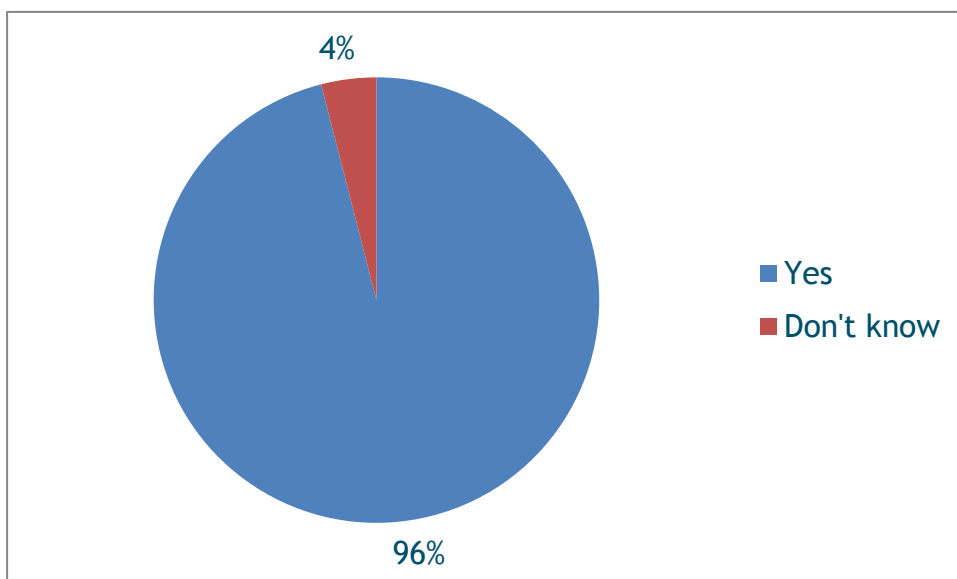
- The surgeon’s secretary phoned me with the date and time of the appointment.
- No delay in waiting for phone to be answered. Form checked over phone to ensure it was correctly filled in.
- Appointment sent by post soon after previous appointment which had been on a Saturday morning.

Access

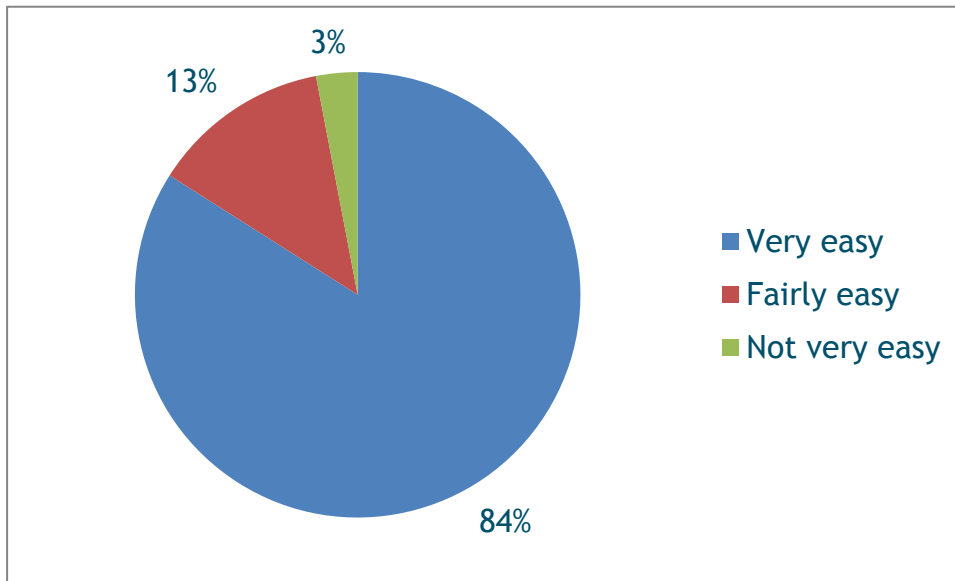
- Is the hospital easily accessible (walking/public transport/driving)?



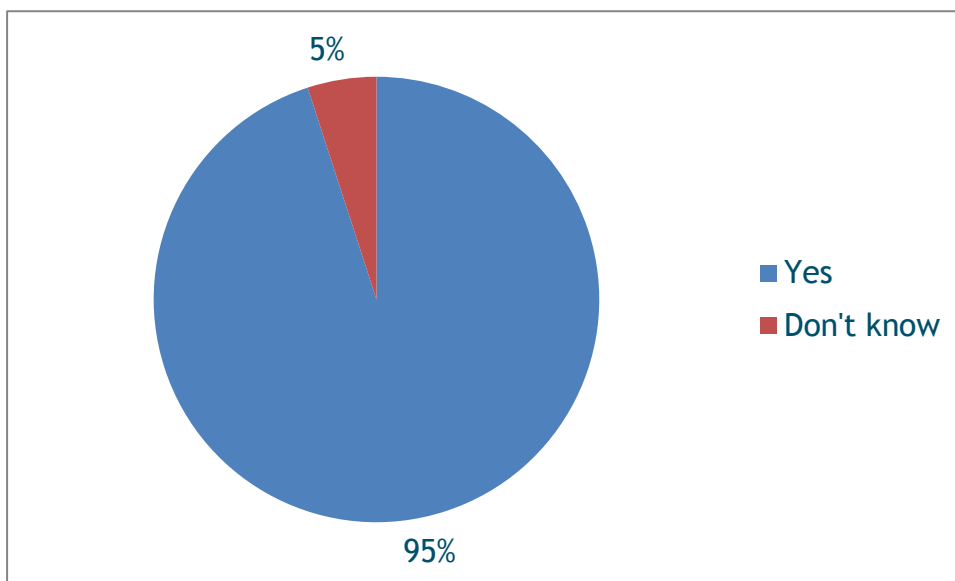
- Is there a ramp or flat access?



- Can wheelchair users and people with mobility issues get in easily?



- Is there a wheelchair accessible toilet?



Over 90% of respondents said that it was very easy or fairly easy to access the hospital by walking, public transport. However, parking difficulties was a recurring theme.

- Although there are disabled spaces near the main entrance they are only short stay. The only regular disabled parking where you can park for more than a couple of hours is really far away from the main entrance.
- Car parking was a problem however due to knowledge of car parks was able to get a space quite quickly.

Wheelchair users and people with mobility issues can generally access hospital buildings easily and further help is then available.

- My friend had to take a wheelchair pushed by a volunteer.



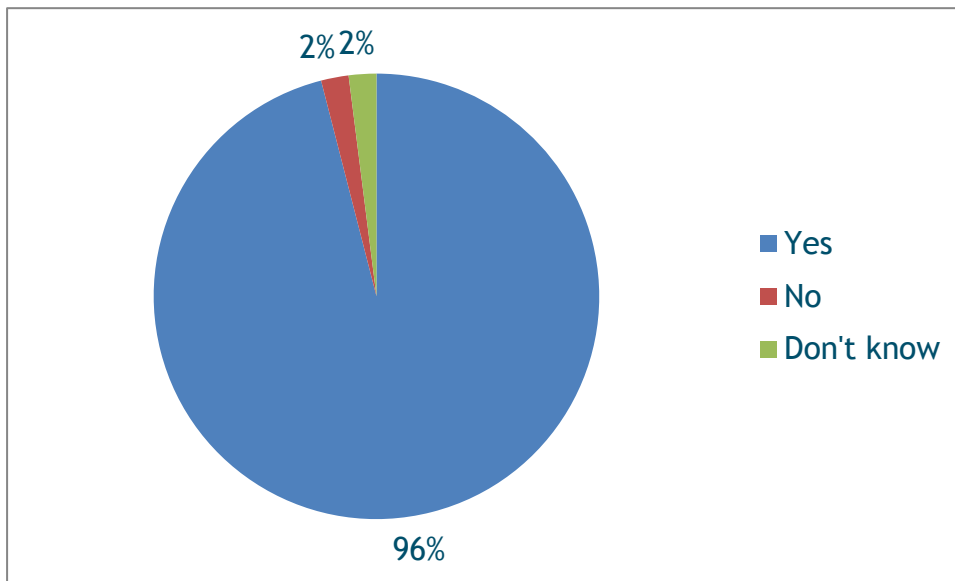
- There are wheelchairs, porters and electric vehicles to help patients move around the site.

Wheelchair accessible toilets are obvious, with 95% of respondents saying that there was one. However, the definition of accessible was questioned.

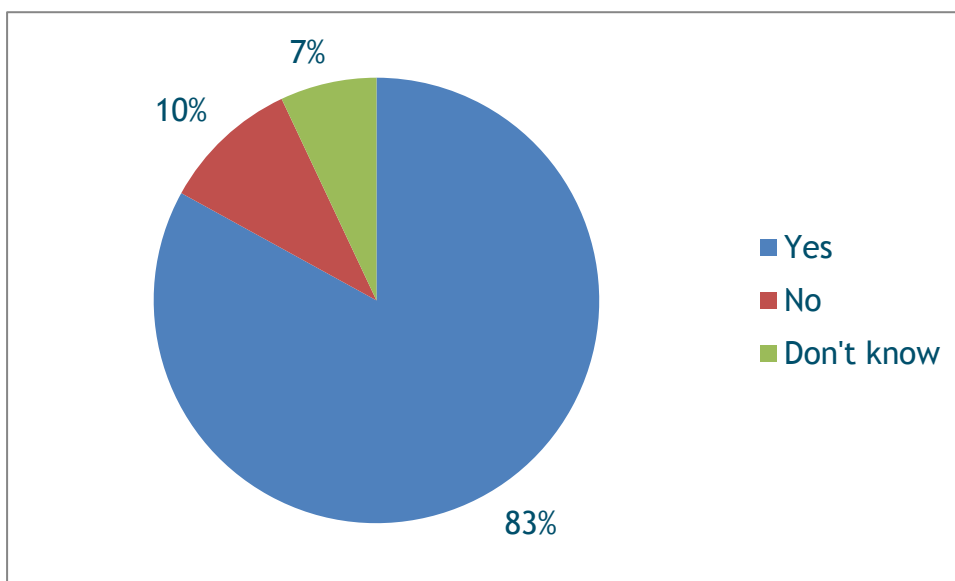
- There are toilets that claim to be accessible, but many of them are either extremely difficult or impossible to use without assistance. Few have sufficient space to turn the wheelchair.

On arrival at hospital

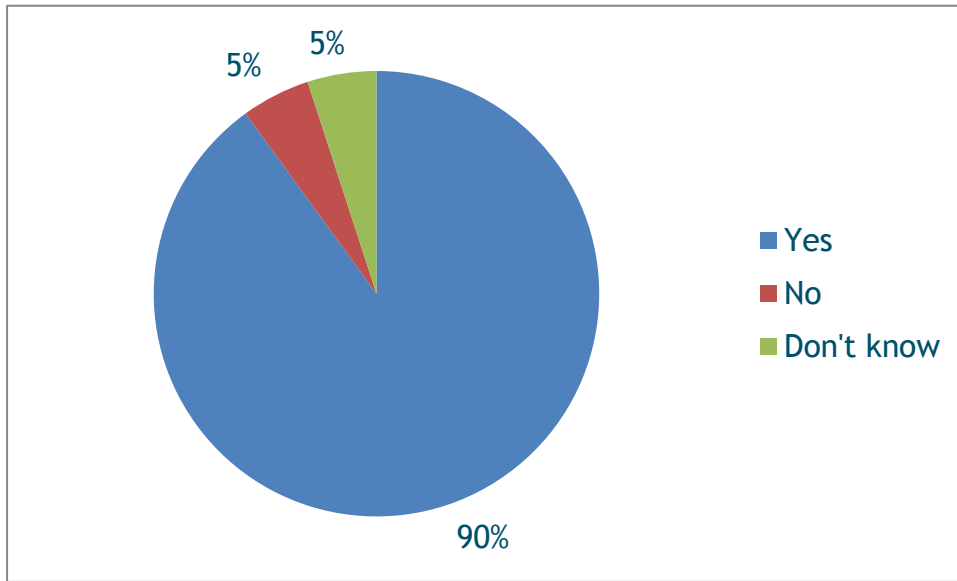
- Are there signs providing Information in your first language?



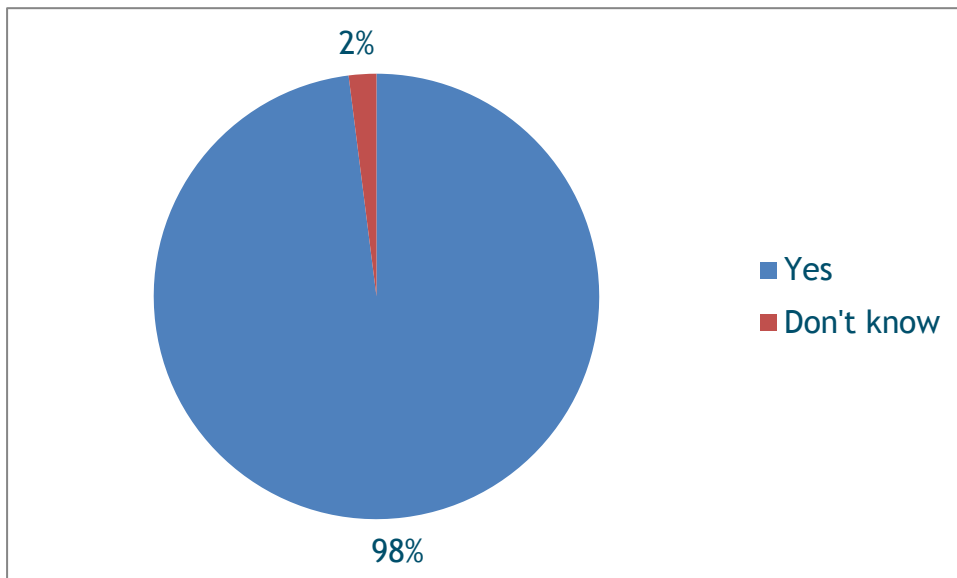
- Were you acknowledged on arrival (eye contact, smiles, a greeting)?



- Did the reception staff make you feel welcome and at ease?



- Does the environment appear to be clean and well maintained?





Over 80% of respondents were acknowledged on arrival and made to feel welcome and at ease.

- On arrival you're met by volunteers who are lovely!

A small minority of respondents felt that they did not receive a warm welcome.

- Staff on arrival to hospital helpful but somewhat detached.
- Was acknowledged on arrival - not with a smile or greeting, after finishing her chat with the other two receptionists.

Some people acknowledged that they did not need to make contact with anybody at this point.

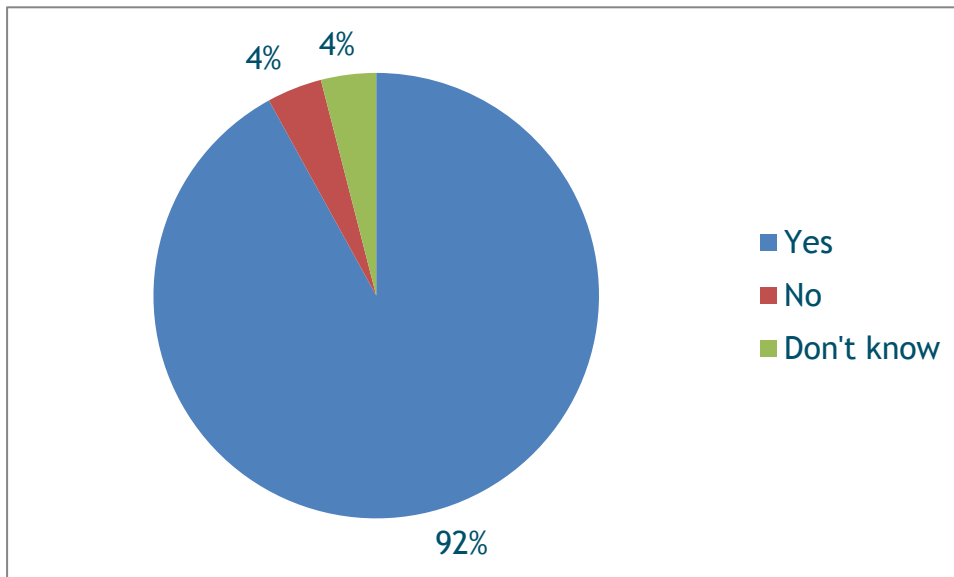
- Did not need to use this reception.
- I just waited for the buggy to take me to the department so did not need the main reception.

Almost all respondents said that the environment appeared to be clean and well maintained.

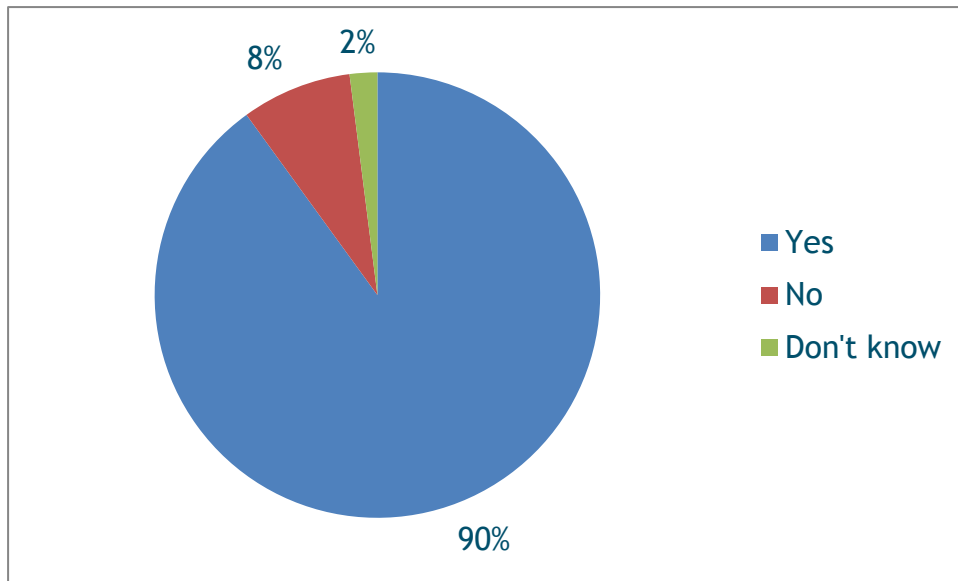
- This is a major hospital - the facilities are excellent.
- The front disabled toilet had no toilet paper or hand drying paper - I always carry tissues and wipes but was very disappointed.

#### On arrival at department

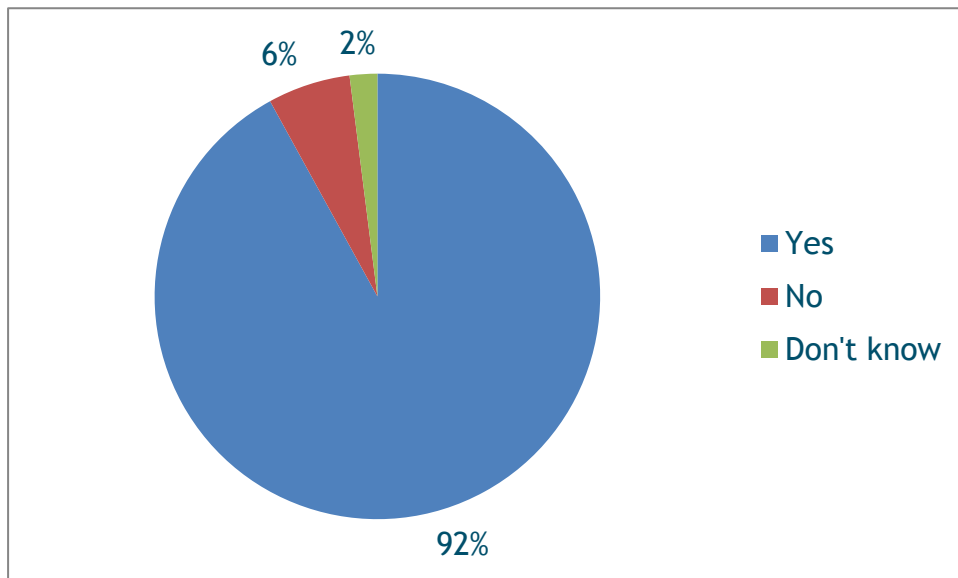
- Are there signs providing information in your first language?



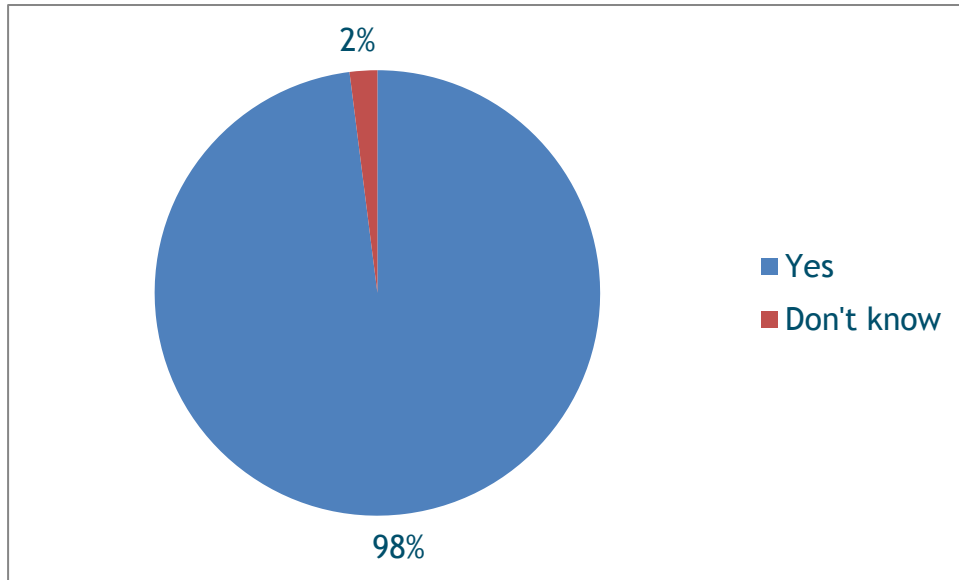
- Were you acknowledged on arrival (eye contact, smiles, a greeting)?



- Did the reception staff make you feel welcome and at ease?



- Does the environment appear to be clean and well maintained?



Even more respondents, 90%, were acknowledged on arrival and made to feel welcome and at ease when they reached the department.

- The staff are helpful, polite, courteous and able to deal with problems as they arise.

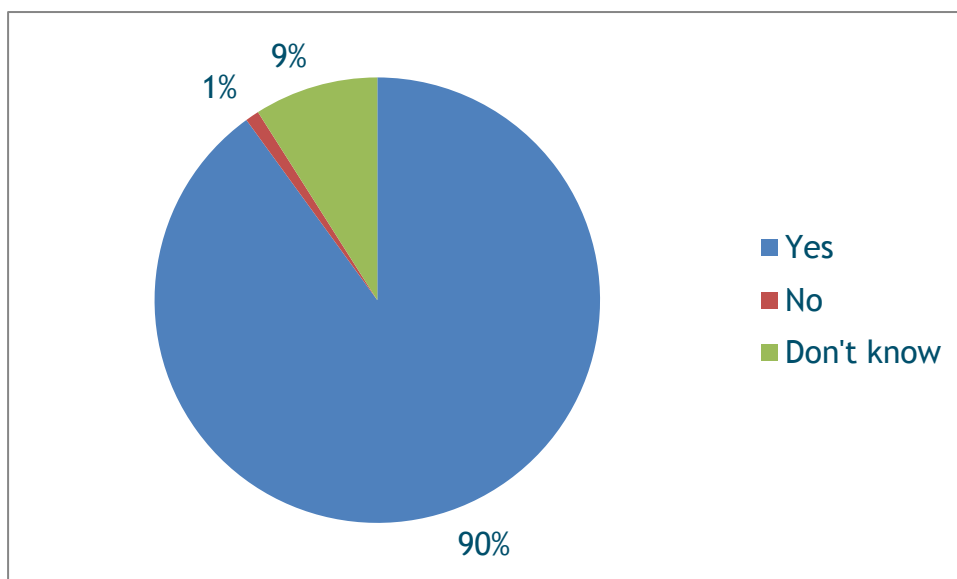
However, a wheelchair user encountered a problem at the reception desk.

- The receptionist did not move to the lowered counter area, so I could barely see her.

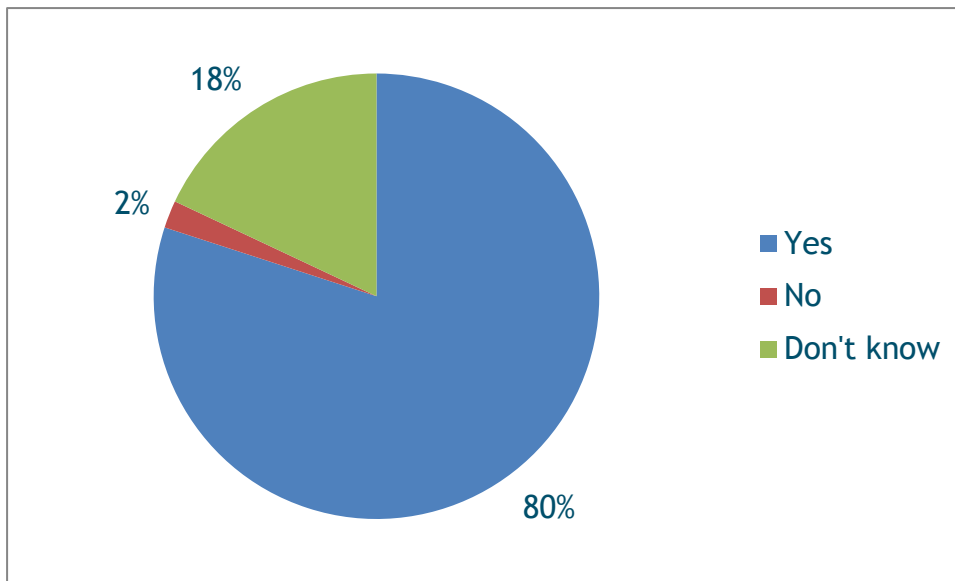
All respondents said that the environment appeared to be clean and well maintained.

#### General department information

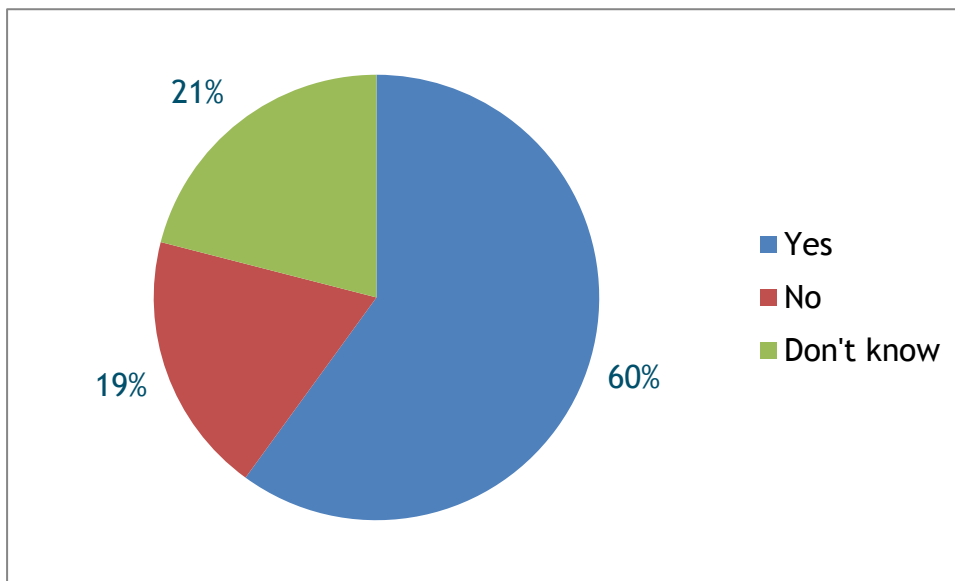
- Is information clear and visible?



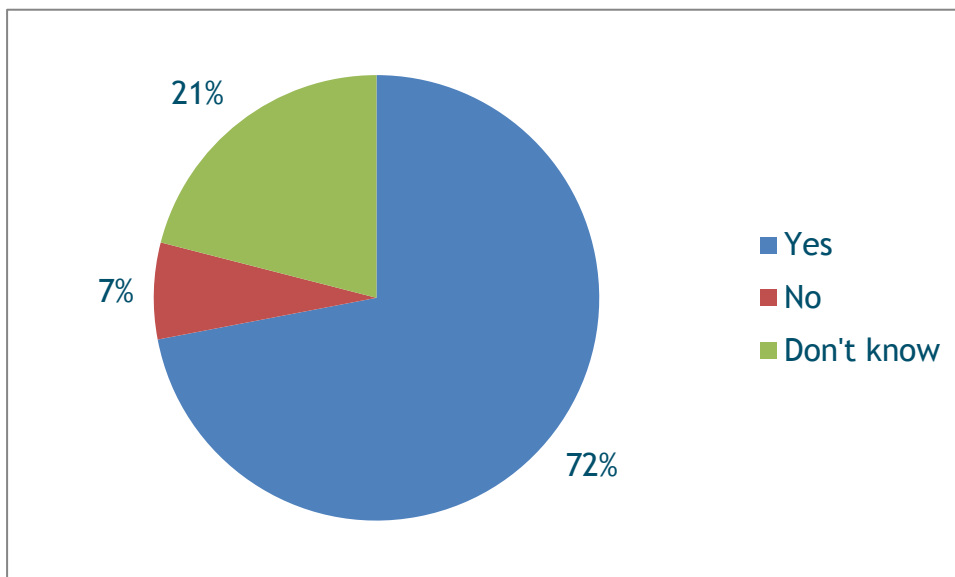
- Is there hand gel available?



- Is there information about the staff members and the person in charge?



- Are security and fire procedures evident?



90% of respondents said that information was clear and visible but there were some problems.

- There were many signs, sheets and banners with lots of cluttered information.
- Information is not always clear and visible to wheelchair users.
- This was the first department - then you got taken to another waiting room where I could not see the signs for the toilets. A lady had to ask where they are.
- Very disappointed, could not see any toilet signs - but there's a picture about washing hands.

60% of the respondents saw information about the staff members and 72% said that security and fire procedures were evident.

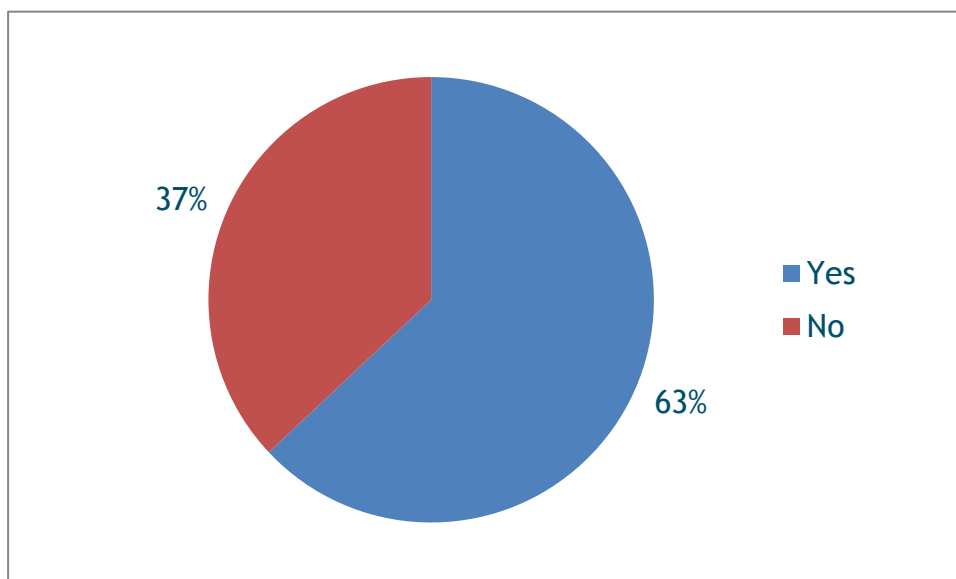
- I've been to this department many times and never noticed any information on who is working or in charge or anything on fire safety.

While 80% of respondents saw hand gel, it wasn't always considered to be in the best position.

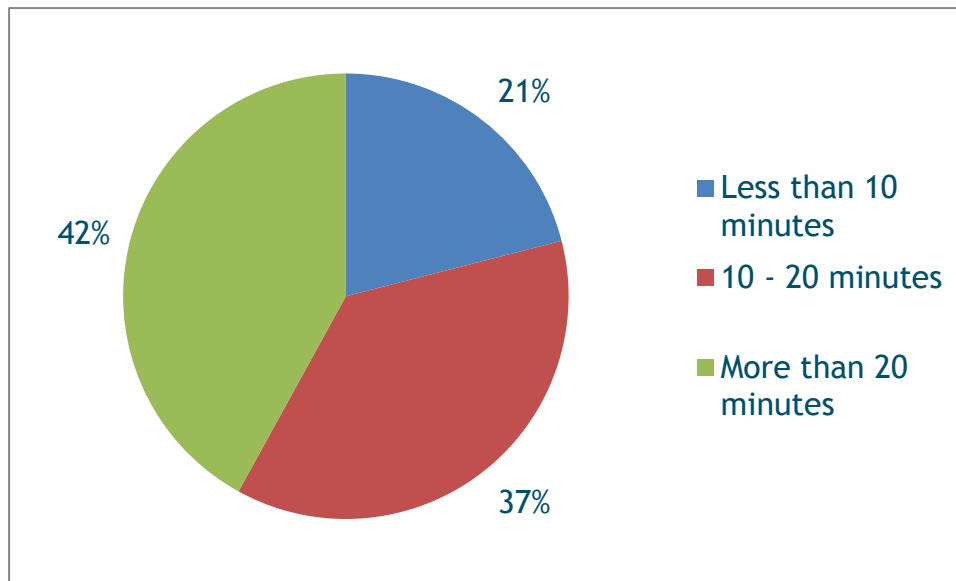
- Hand gel in pathways and in reception.
- No hand gel at reception but it's in the waiting room, can't see if everyone would see it.
- Hand gel is very difficult to access for a wheelchair user.

### Waiting time

- Did you go in for your appointment on time?



- If not, how long was the delay?



Almost two thirds of respondents said they went in for their appointment on time or early.

- My appointment was for 12.40, I arrived at 12.10 and was called in at 12.15 - very good.
- One minute early going in, whole appointment over and done in less than 10 minutes.

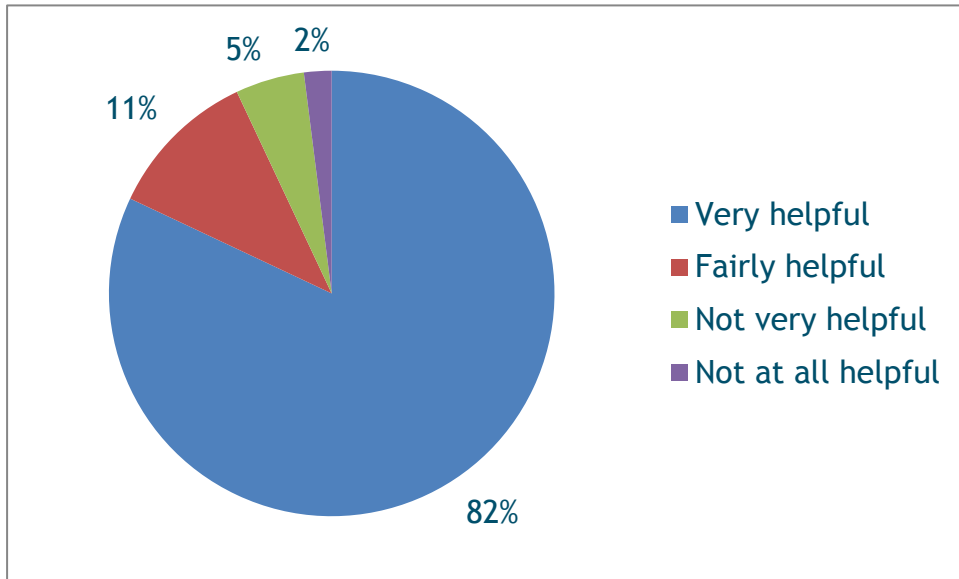
Of those who didn't go in on time, some were kept up-to-date on the length and/or reason for the delay.

- First it was 30 minutes then the board was changed to 45 minutes late - I got in 44 minutes late.
- They were very busy and a doctor short so had to wait for a doctor from the ward to come, no problem.
- Staff did come and explain why not seen immediately - this is unusual but perhaps with it being a Saturday and less busy staff were more attentive?

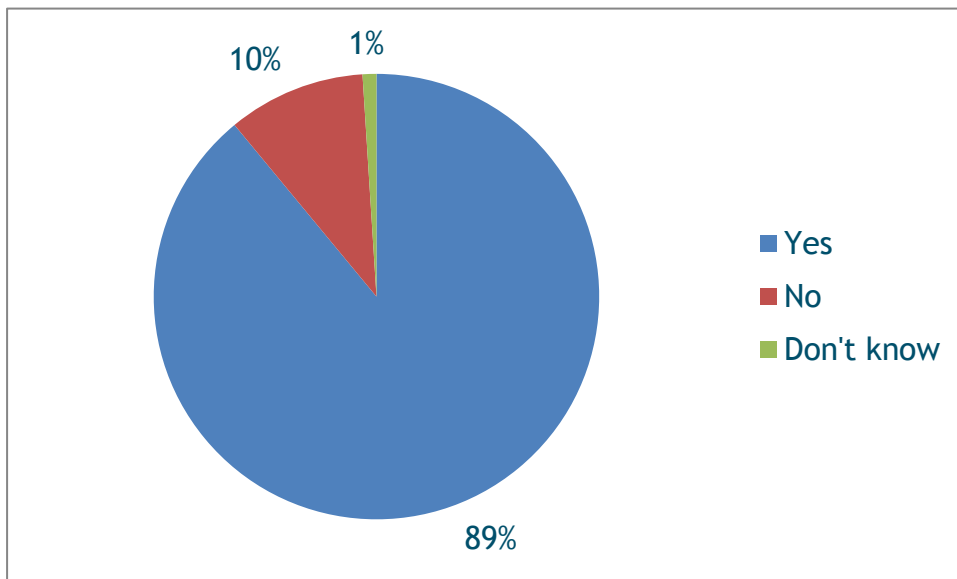


Appointment

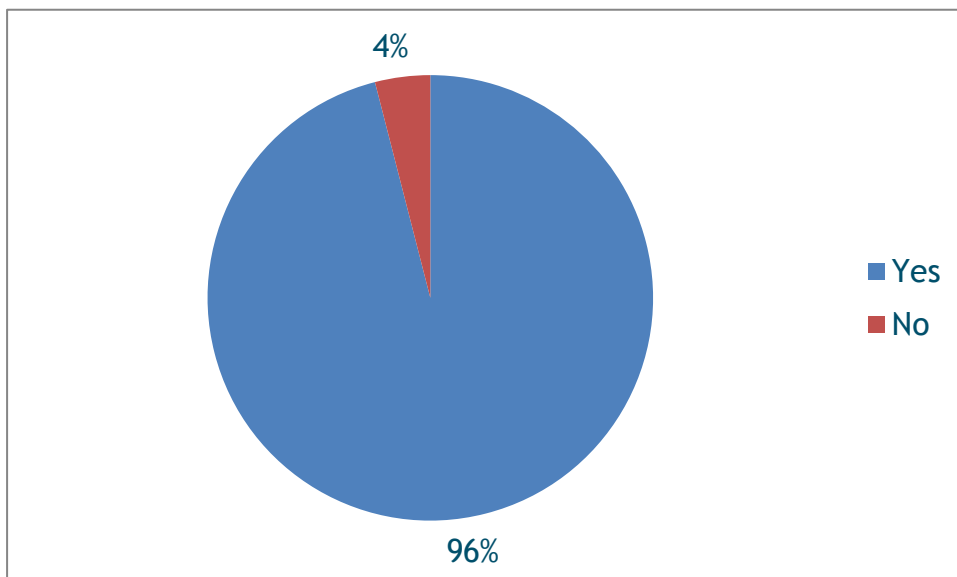
- Was the person you saw helpful?



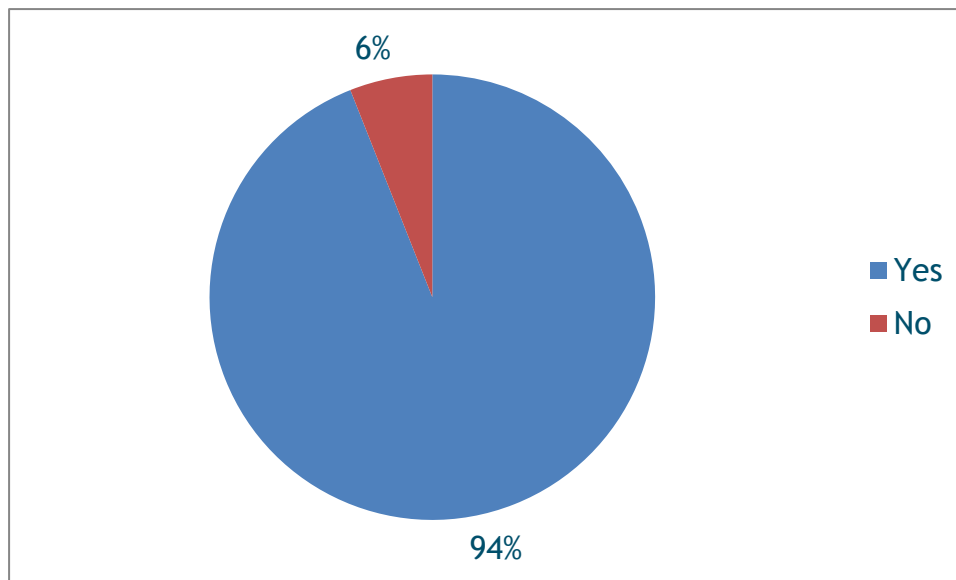
- Did they give you all the information you needed?



- Were you able to ask questions?



- Did they explain your treatment and/or medication and what happens next?

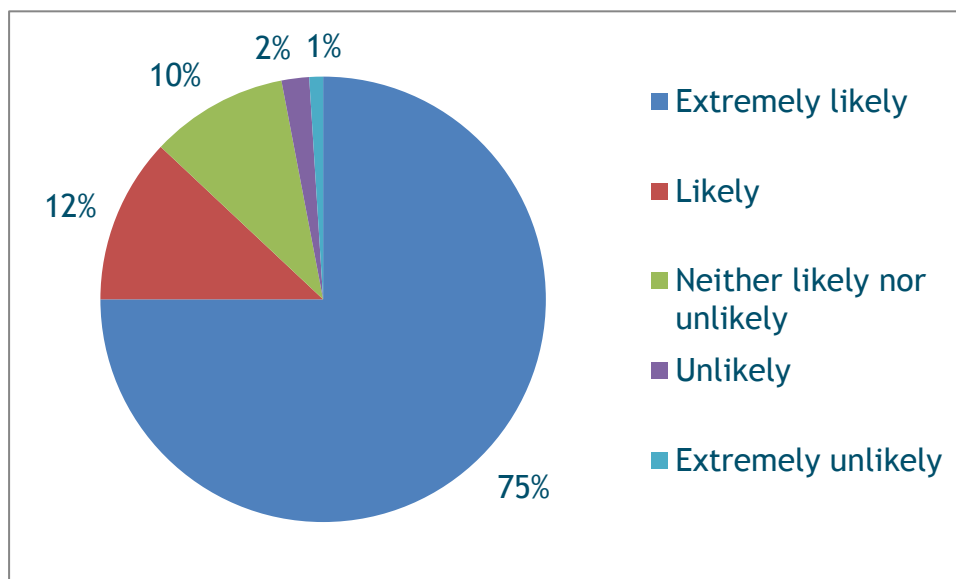


Over 90% of respondents said that the person they saw was very helpful or fairly helpful, they gave them all the information they needed and the opportunity to ask questions and explained what happens next.

- Excellent doctor, explained my problem and the treatment.
- Left with an open appointment, further treatment plan and general advice.

### Recommendation

- How likely are you to recommend this hospital to friends or family if they needed similar care or treatment?



- A nice experience in a very busy department, smoothly run, well organised and very efficient.





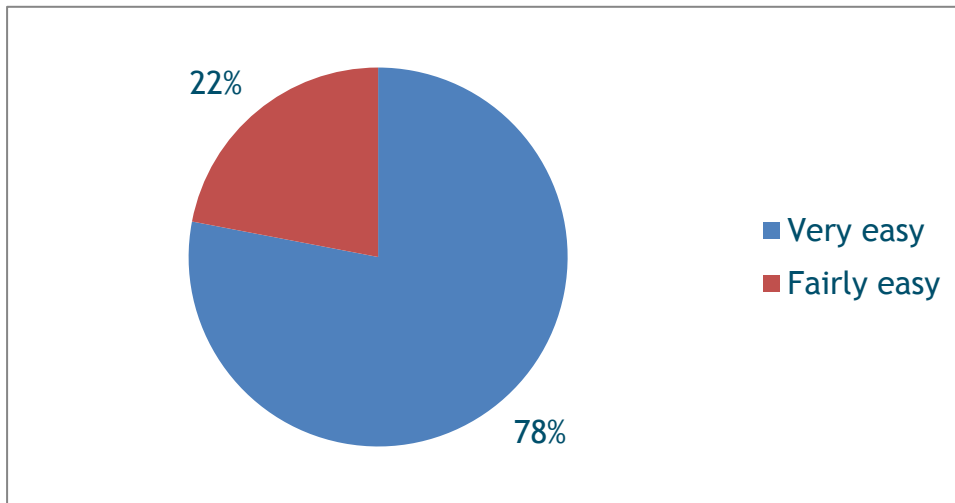
- This department is so very busy - they are great to look after you quickly
- Staff very kind and helpful.

## 4.4 Opticians

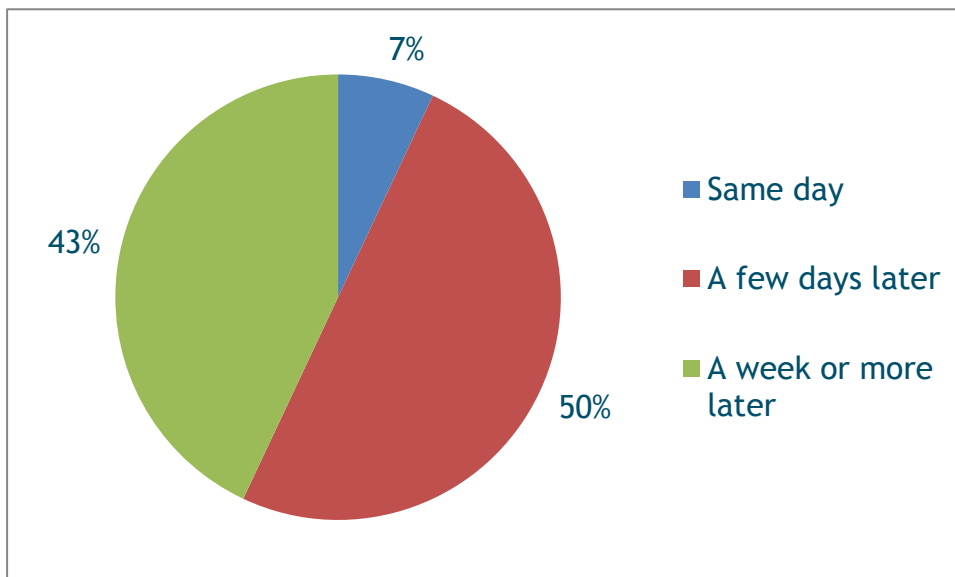
A total of 34 surveys were completed but not many additional comments were given.

### Before the appointment

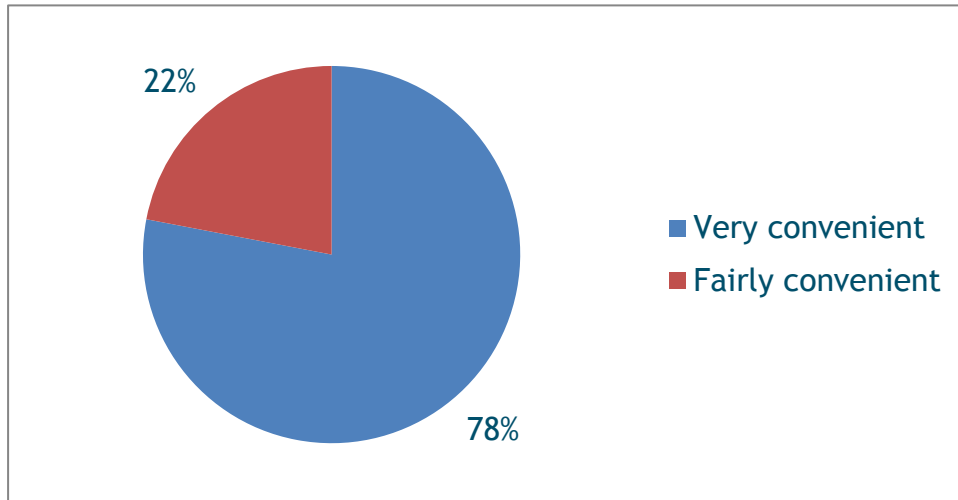
- How easy was it to get an appointment?



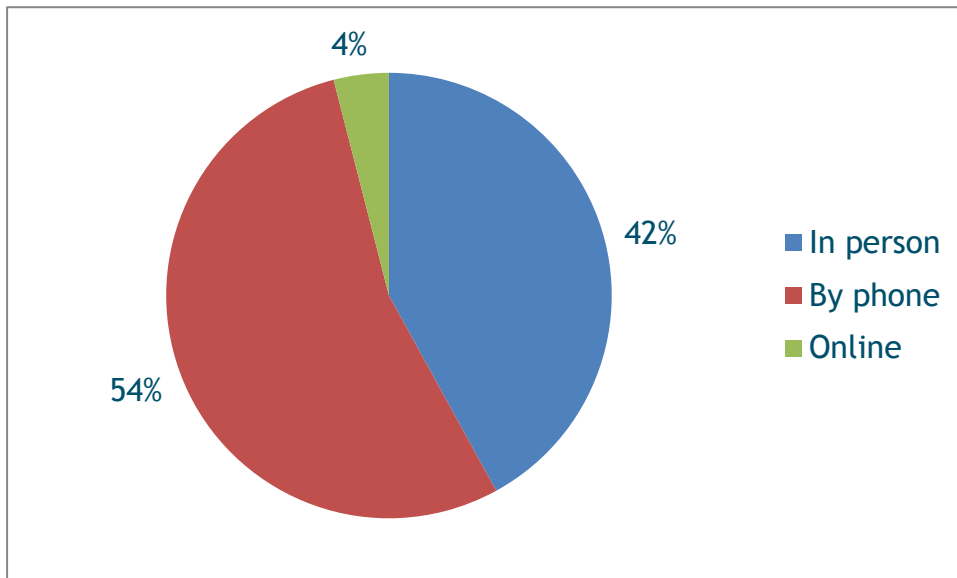
- How far in advance was the appointment?



- How convenient was this for you?



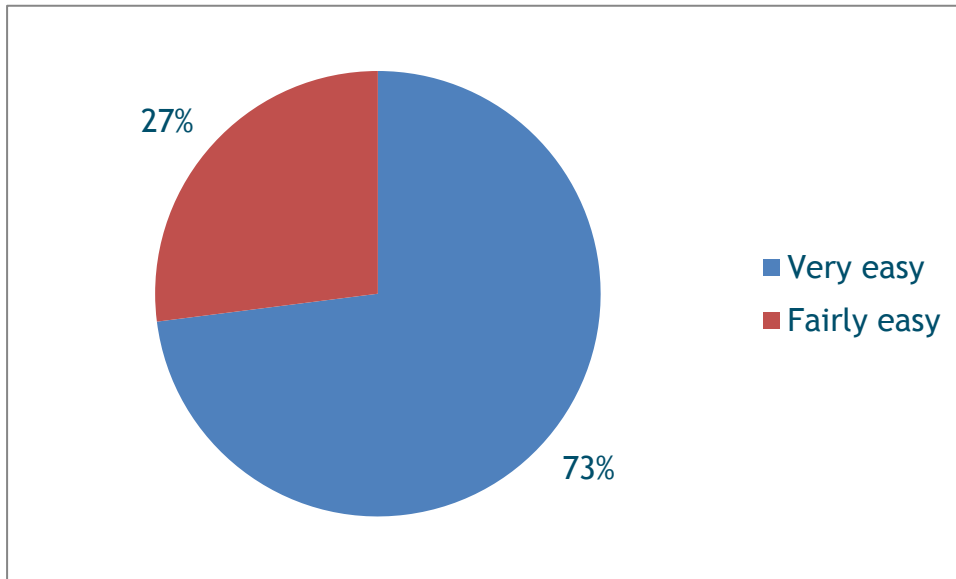
- How did you make the appointment?



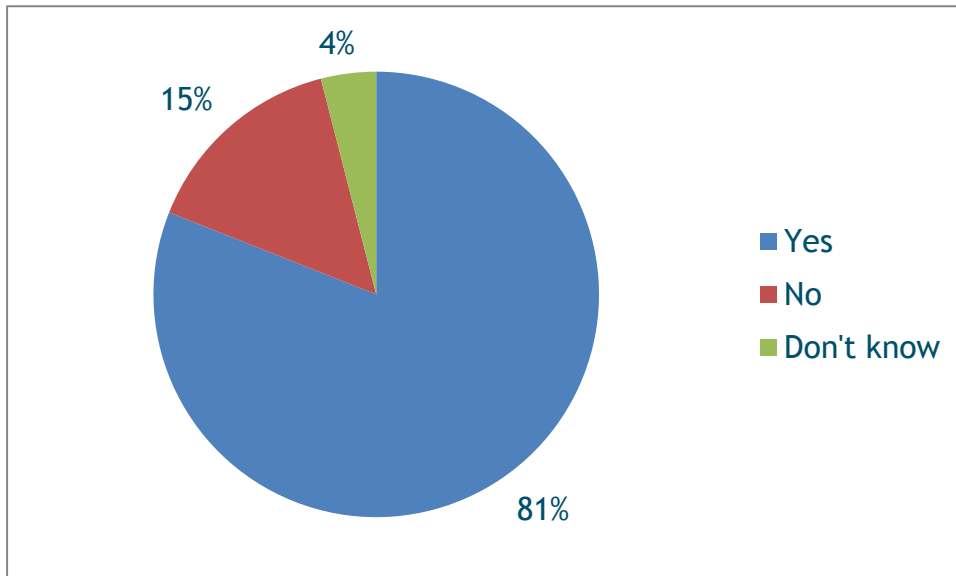
All respondents said that they found it very easy or fairly easy to get an appointment and that the appointment was very convenient or fairly convenient for them. While 4% made their appointment online, the rest were fairly evenly split between making the appointment in person or by phone.

Access

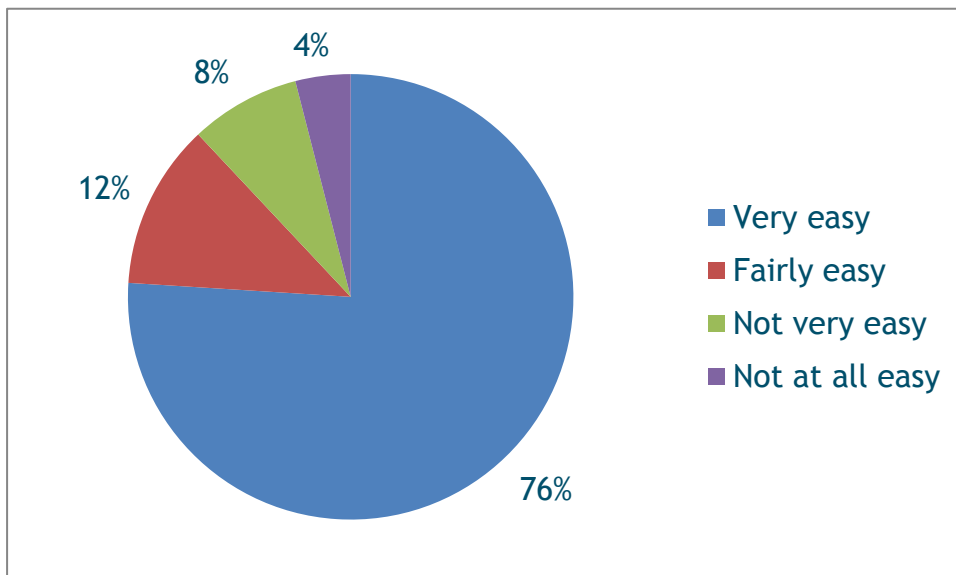
- Is the opticians easily accessible (walking/public transport/driving)?



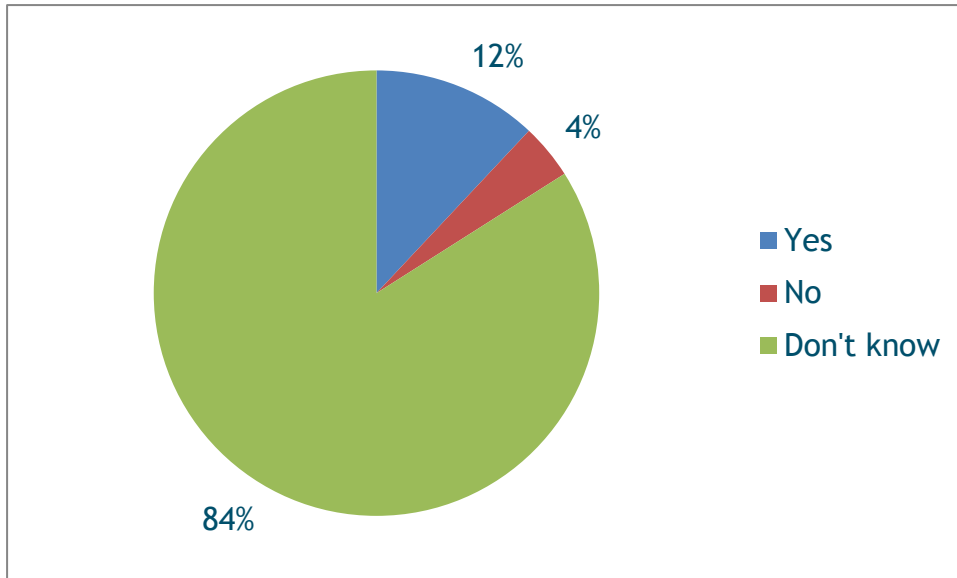
- Is there a ramp or flat access?



- Can wheelchair users and people with mobility issues get in easily?



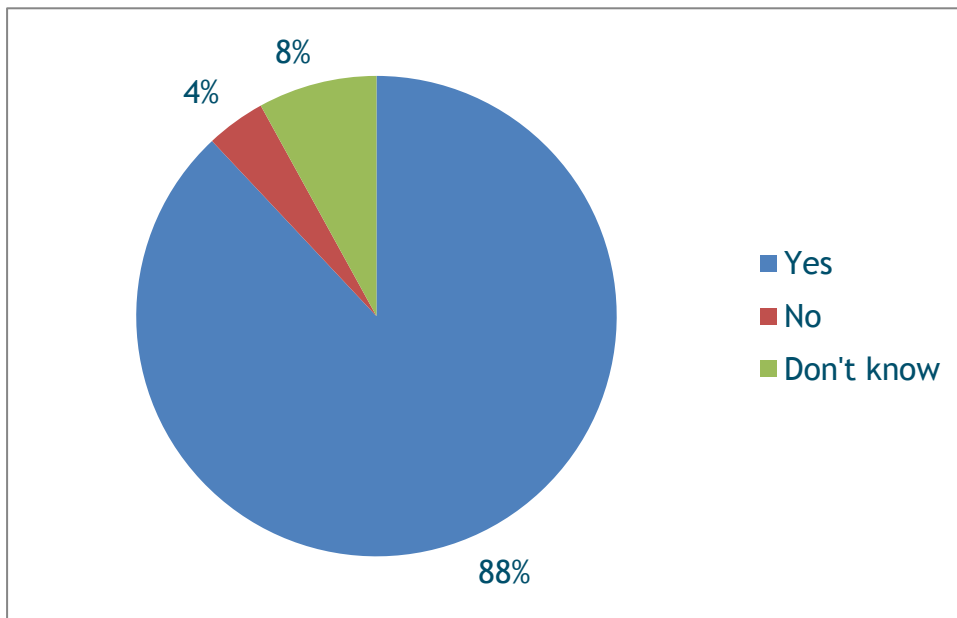
- Is there a wheelchair accessible toilet?



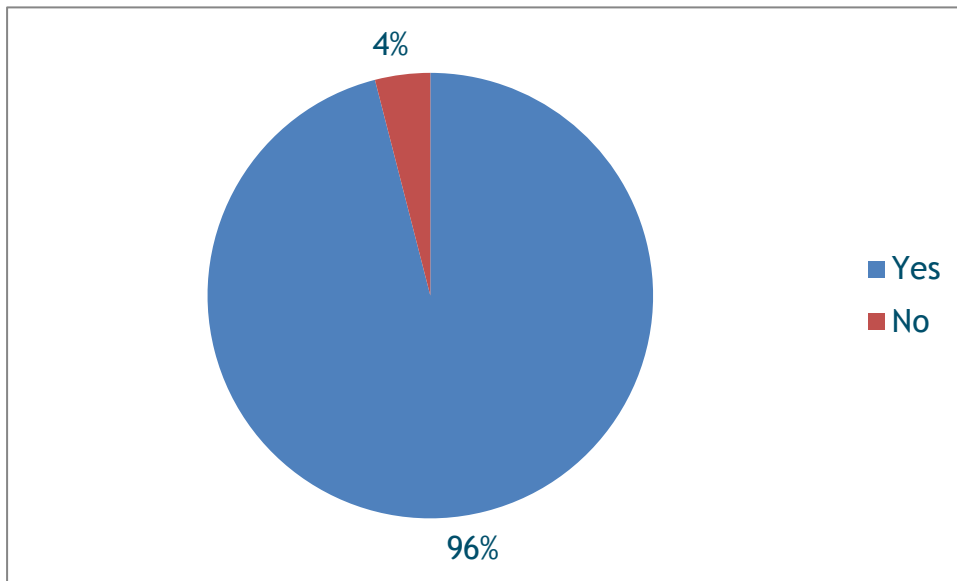
All of the respondents said that it was very easy or fairly easy to access the opticians by walking, public transport or driving. 96% also said that there is a ramp or flat access. However, this fell slightly to 88% saying that it is very easy or fairly easy for wheelchair users and people with mobility issues to get in.

On arrival

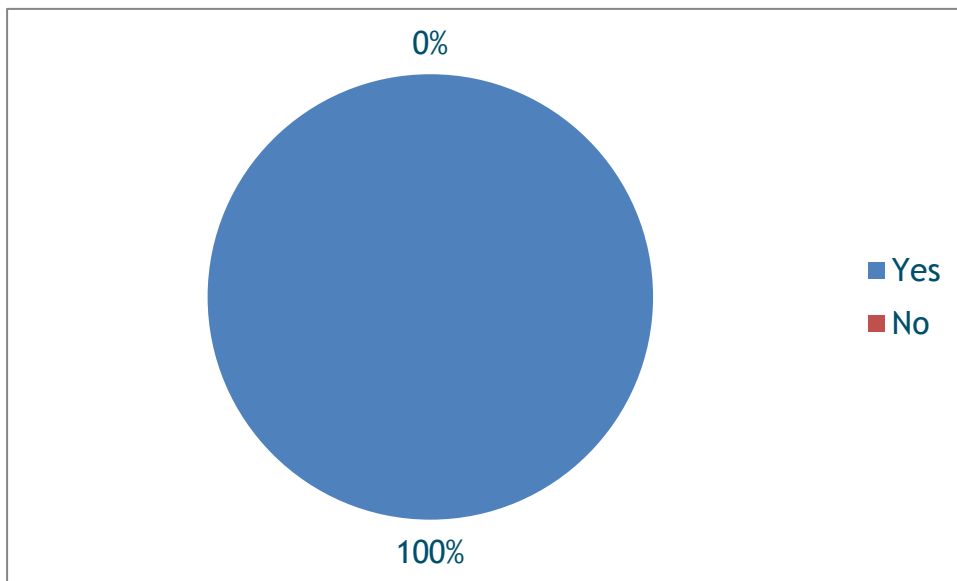
- Are there signs providing Information in your first language?



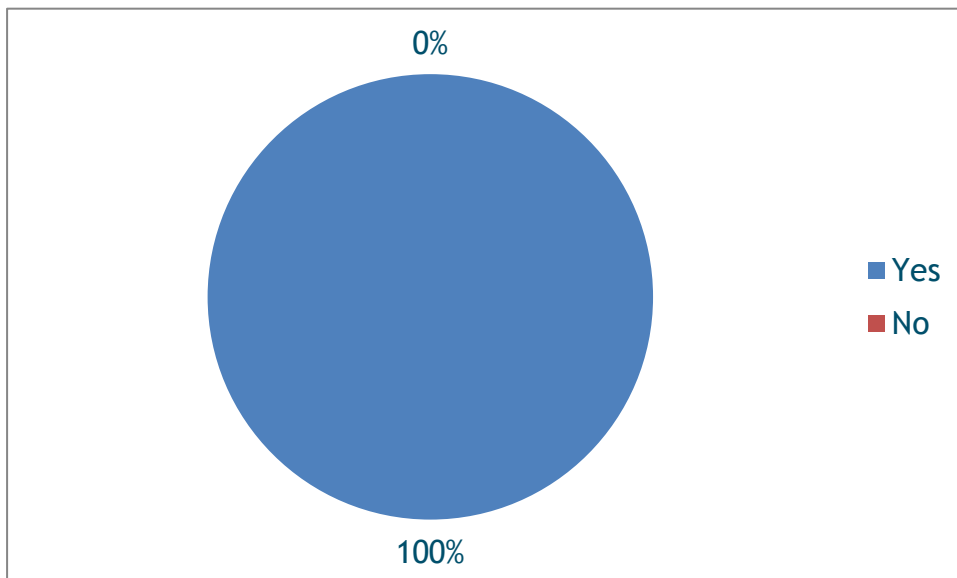
- Were you acknowledged on arrival (eye contact, smiles, a greeting)?



- Did the reception staff make you feel welcome and at ease?



- Does the environment appear to be clean and well maintained?



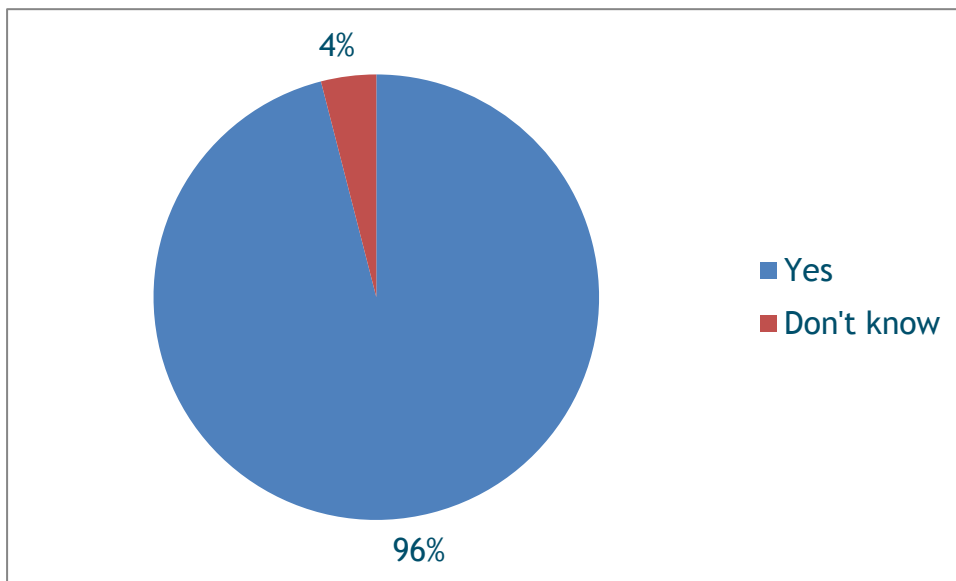
96% of respondents were acknowledged on arrival and everybody was made to feel welcome and at ease.

- Reception staff, optician and dispensing assistant were all very courteous and helpful.
- Always very friendly and nice atmosphere.

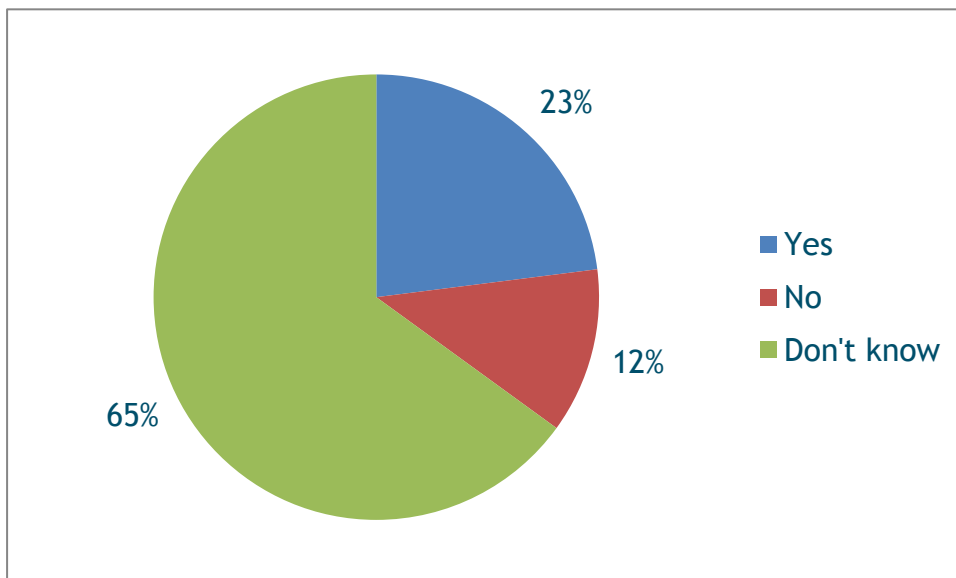
All respondents said that the environment appeared to be clean and well maintained.

### General

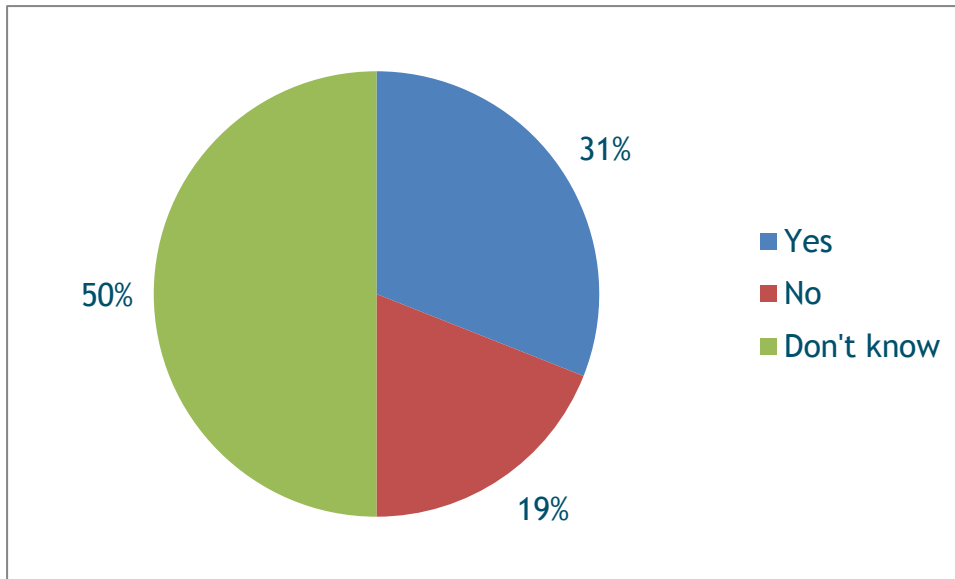
- Is information clear and visible?



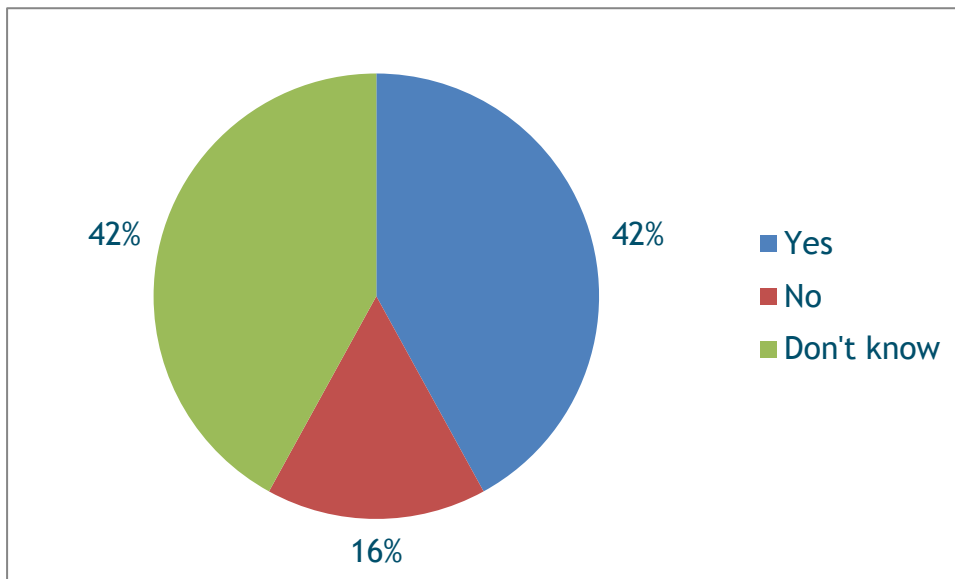
- Is there hand gel available?



- Is there information about the staff members and the person in charge?



- Are security and fire procedures evident?



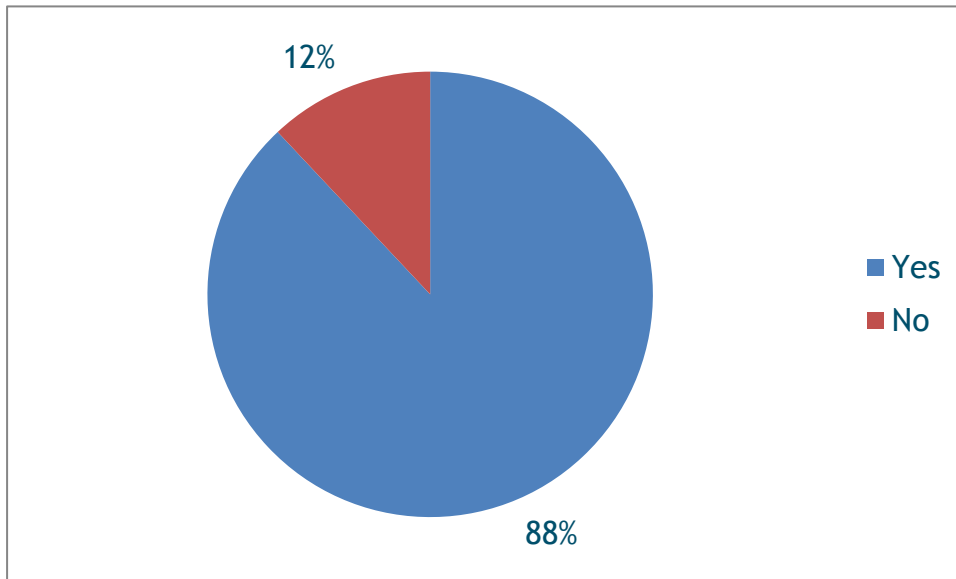
Information was clear and visible to 96% of respondents but less than a third could see information on staff members and the person in charge and only 42% saw security and fire procedures.



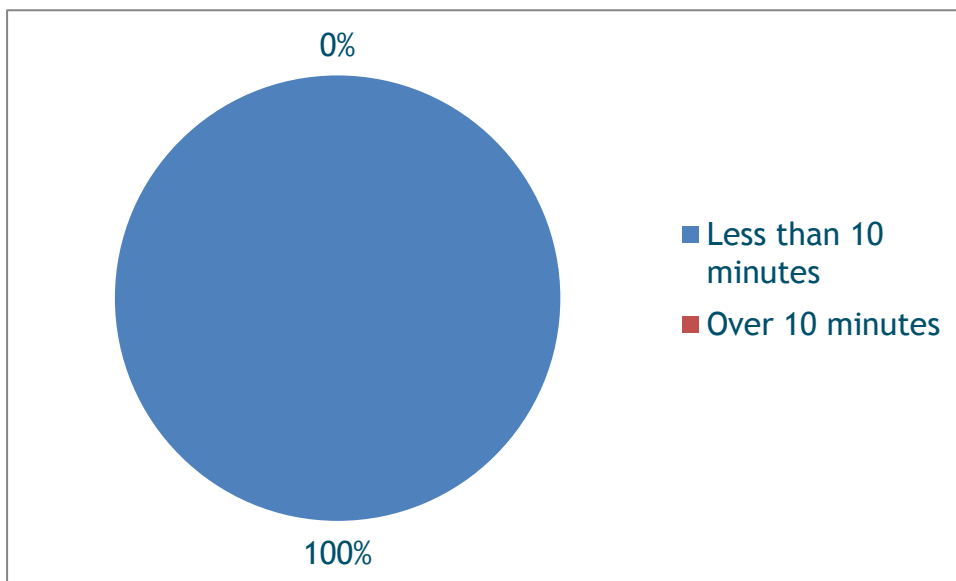


Waiting time

- Did you go in for your appointment on time?



- If not, how long was the delay?

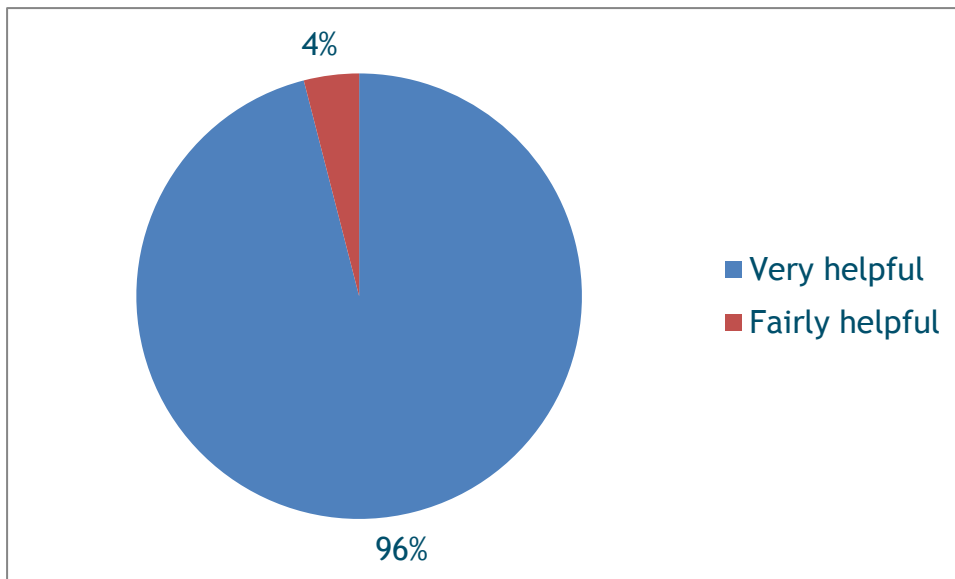


88% of respondents said they went in for their appointment on time and none of the other 12% waited more than 10 minutes after their appointment time.

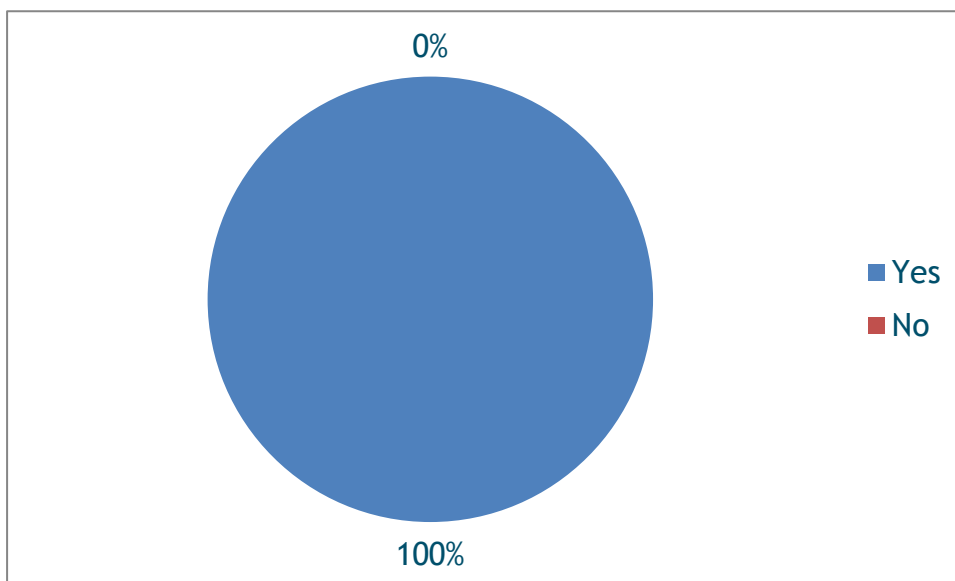
- Very efficient and on time.
- So quick, no time to look around.

Appointment

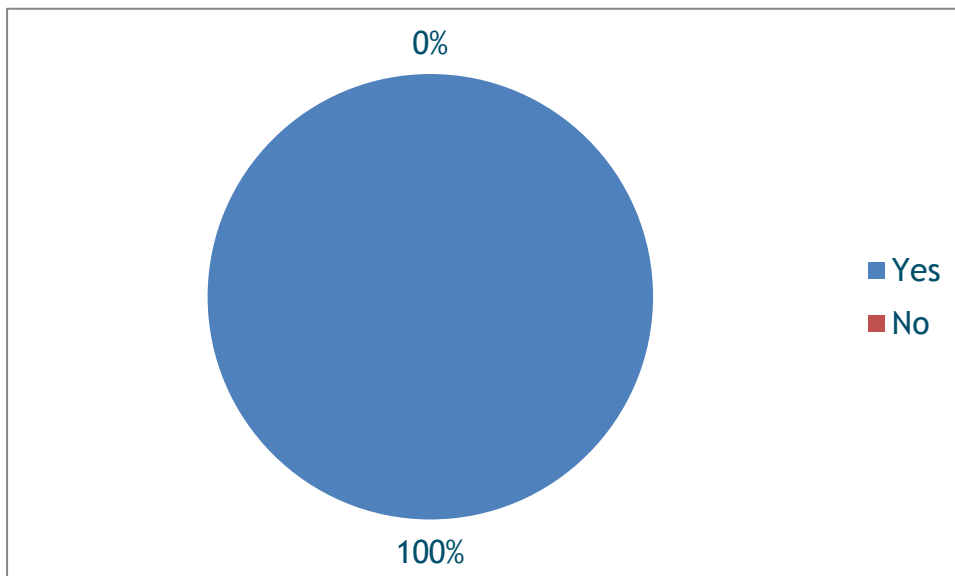
- Was the person you saw helpful?



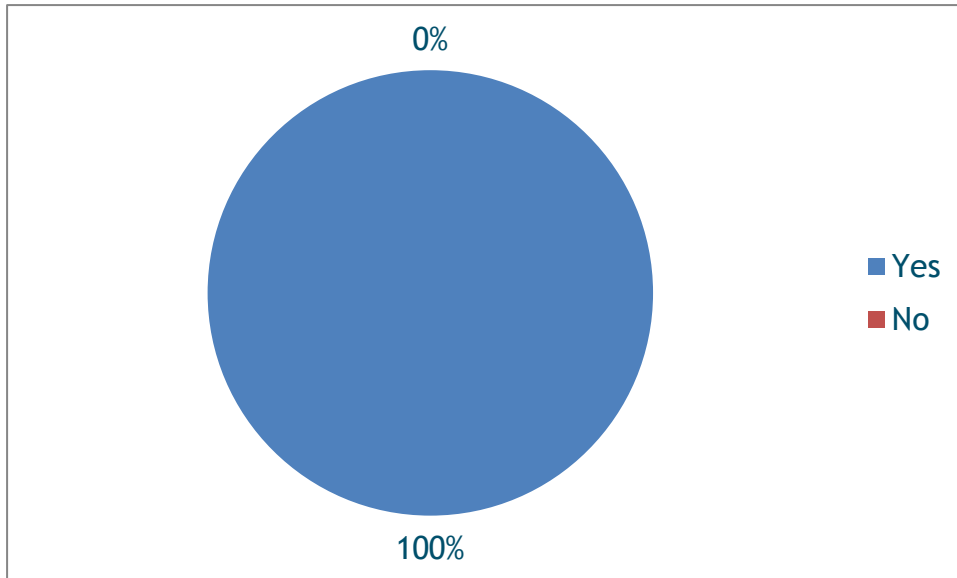
- Did they give you all the information you needed?



- Were you able to ask questions?



- Did they explain your treatment and/or medication and what happens next?

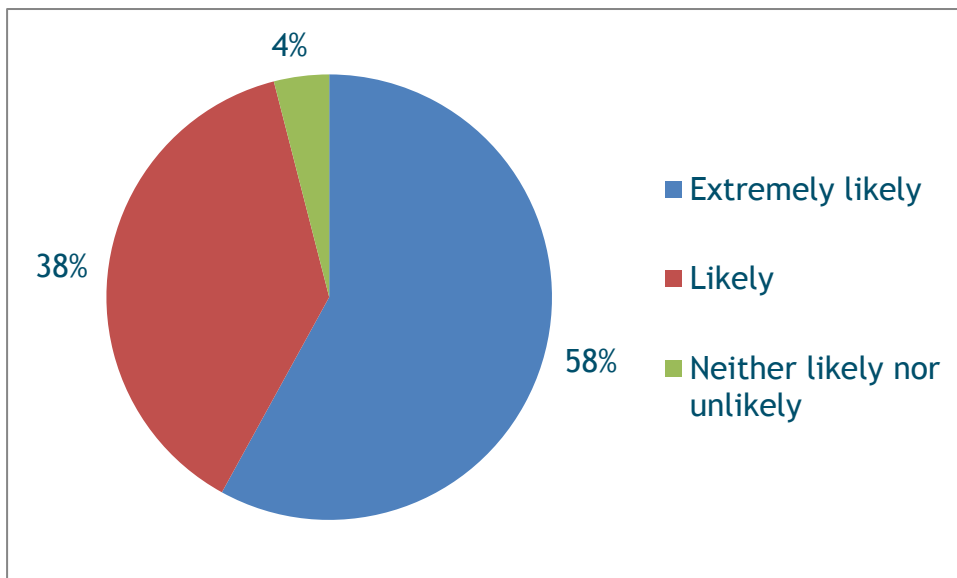


All respondents said that the person they saw was very helpful or fairly helpful, they gave them all the information they needed and the opportunity to ask questions and explained what happens next.

- I asked about light sensitivity and the optician did some additional tests and was able to give me more information. I now understand why I am more sensitive to light in the evening.
- Excellent, the optician was very helpful.

**Recommendation**

- How likely are you to recommend this opticians to friends or family if they needed similar care or treatment?



- The optician was great. The rest of the staff were also very good.

## Healthwatch Derby Mystery Shopper report

- The two young men who looked after me were kind and friendly. I was at ease with them.
- This place is great since getting the new manager - he is very helpful and makes sure all have a good experience.

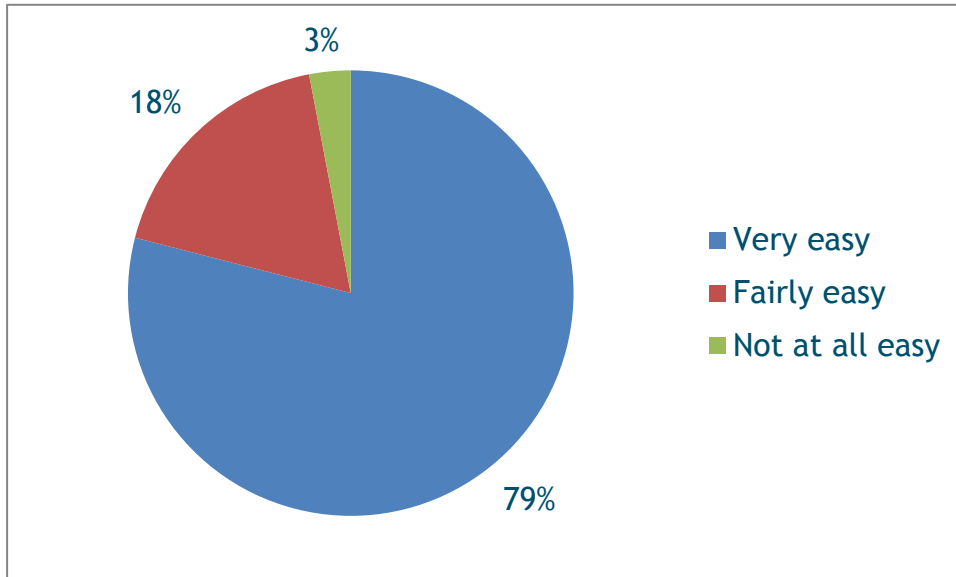


## 4.5 Pharmacy

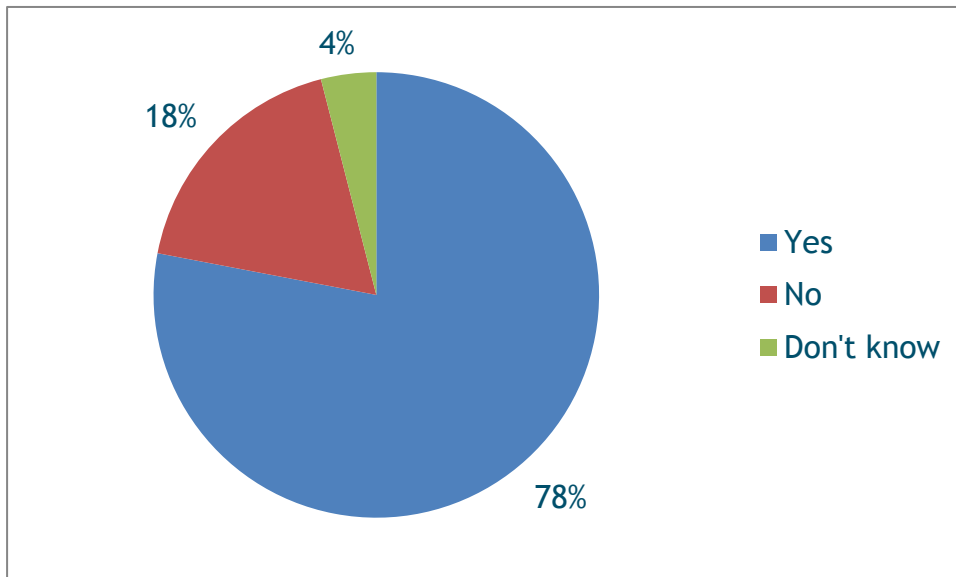
A total of 74 surveys were completed but not many additional comments were given.

### Access

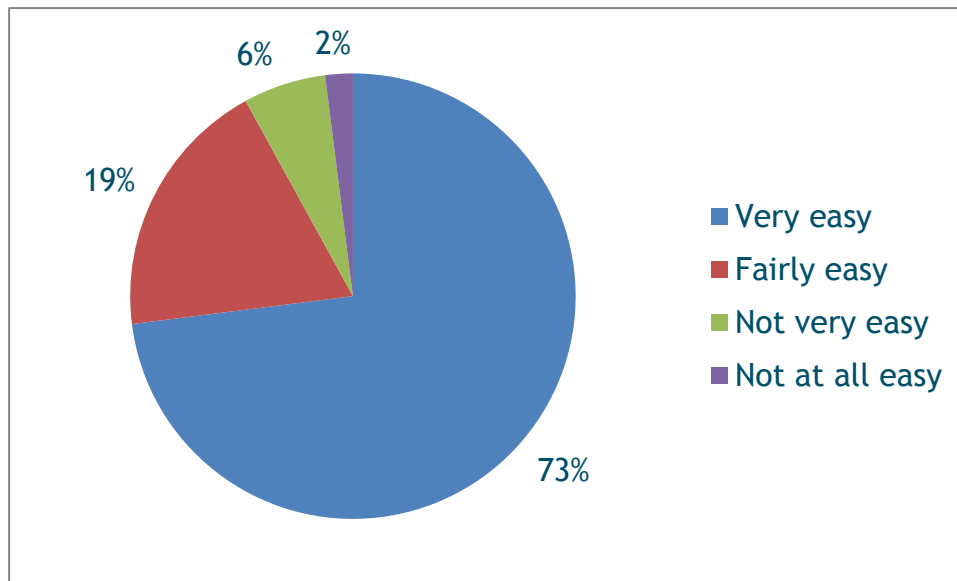
- Is the pharmacy easily accessible (walking/public transport/driving)?



- Is there a ramp or flat access?



- Can wheelchair users and people with mobility issues get in easily?

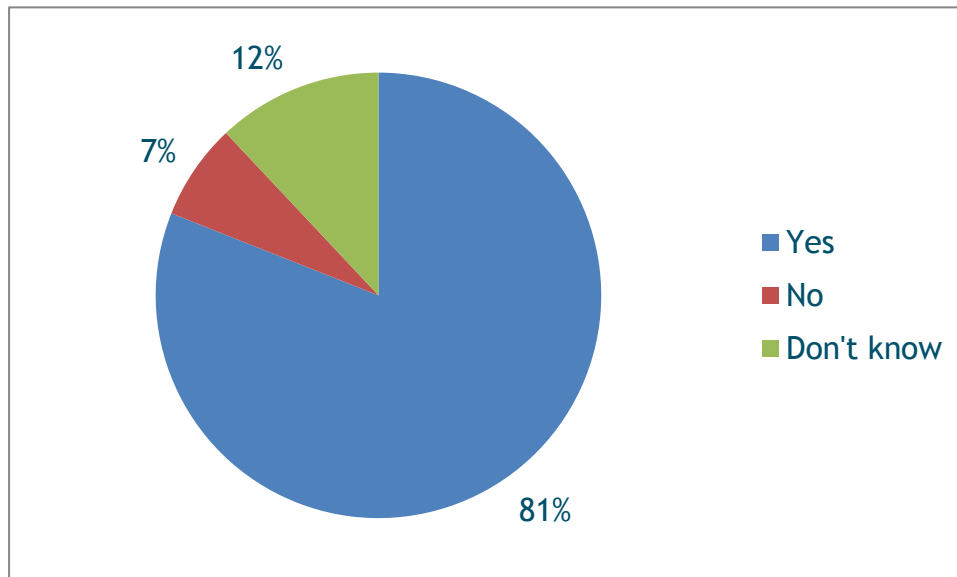


Almost all of the respondents said that it was very easy or fairly easy to access the pharmacy by walking, public transport or driving but this is not always the case. 96% said that there was a ramp or flat access and 92% felt that it would be very easy or fairly easy for wheelchair users and people with mobility issues to get into.

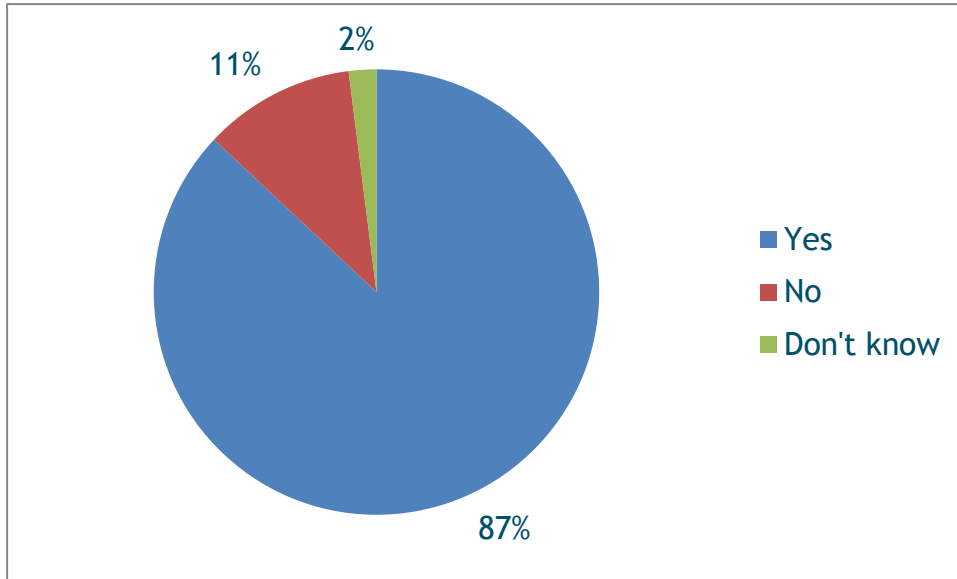
- Very easy for wheelchairs, scooters and all disabilities - flat and wide for all.

On arrival

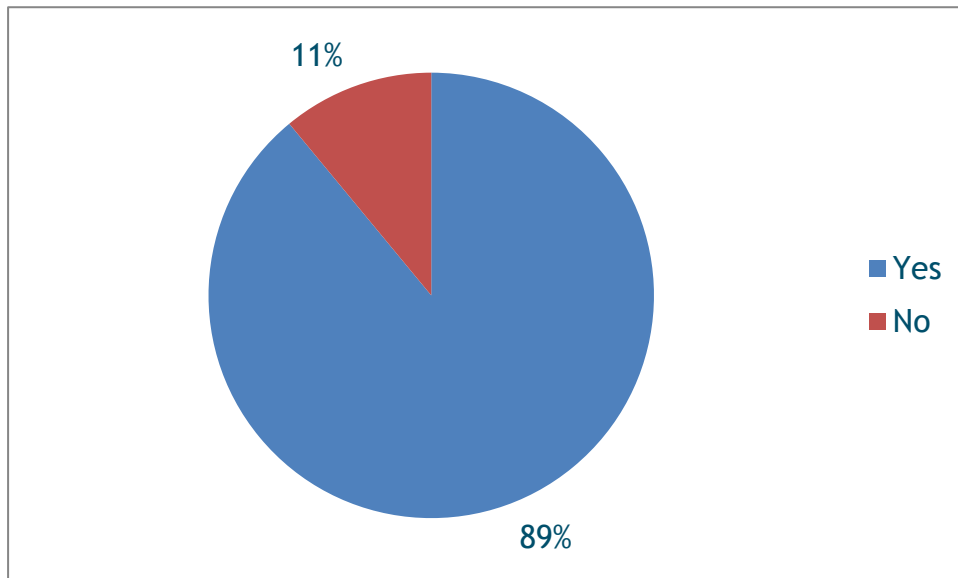
- Are there signs providing information in your first language?



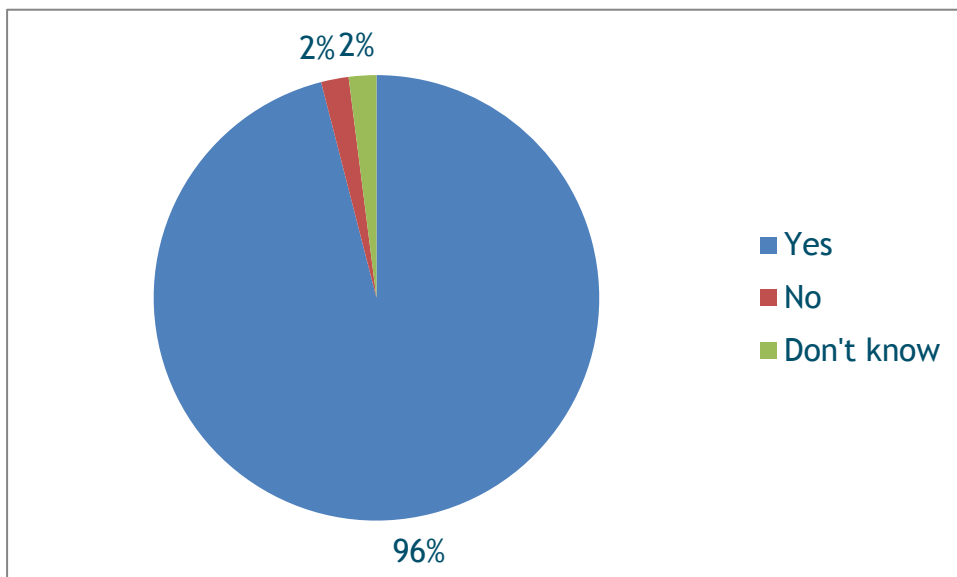
- Were you acknowledged on arrival (eye contact, smiles, a greeting)?



- Did the staff make you feel welcome and at ease?



- Does the environment appear to be clean and well maintained?



87% of respondents were acknowledged on arrival and 89% were made to feel welcome and at ease.

- Staff are always friendly and welcoming.
- Staff are always very friendly and helpful.

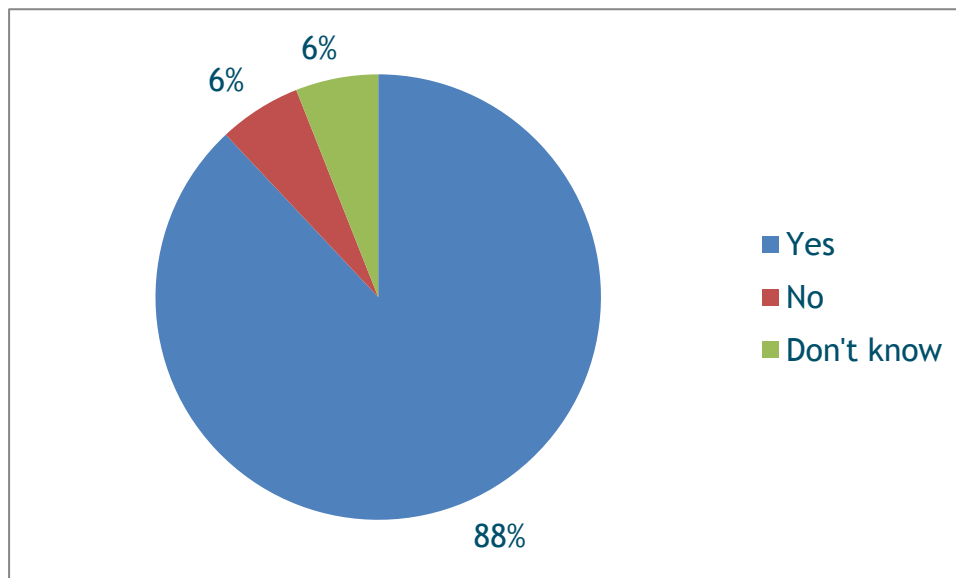
A small minority of respondents said nobody was available when they arrived at the pharmacy.

- There was no one on the counter of the pharmacy or the counter at the till so no help there, I shouted twice for someone.
- When you go early to the pharmacy you wait and no one comes - could do with a bell!

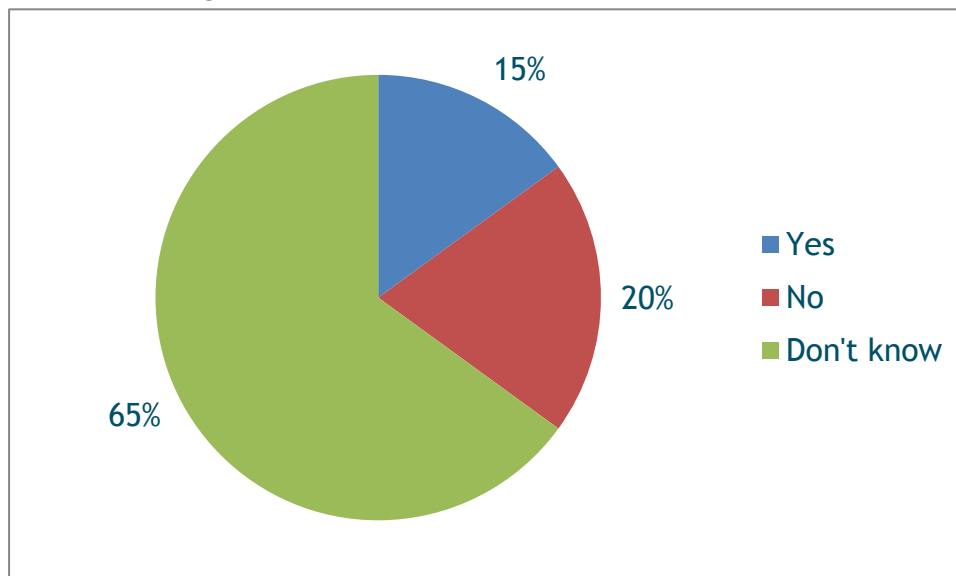
Almost all respondents said that the environment appeared to be clean and well maintained.

### General

- Is information clear and visible?

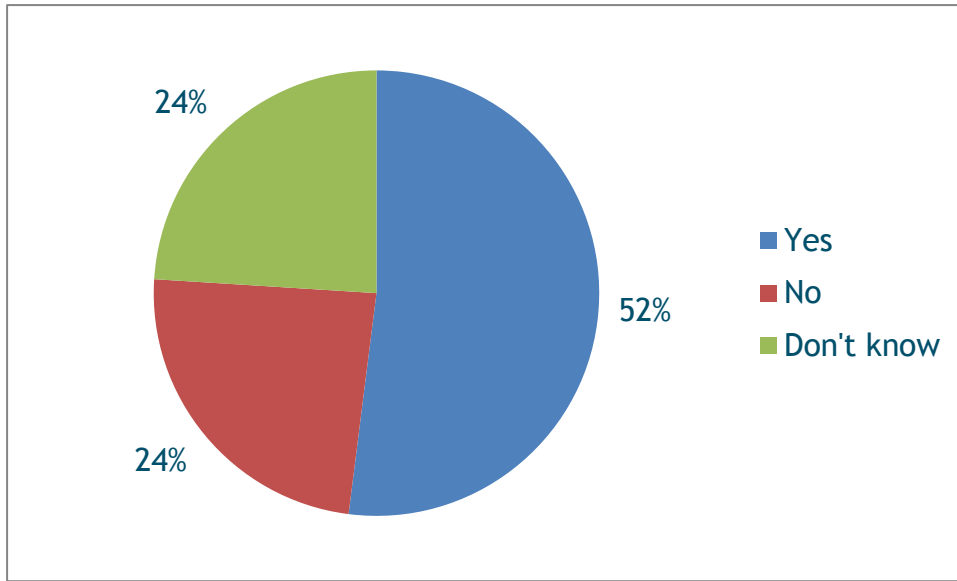


- Is there hand gel available?

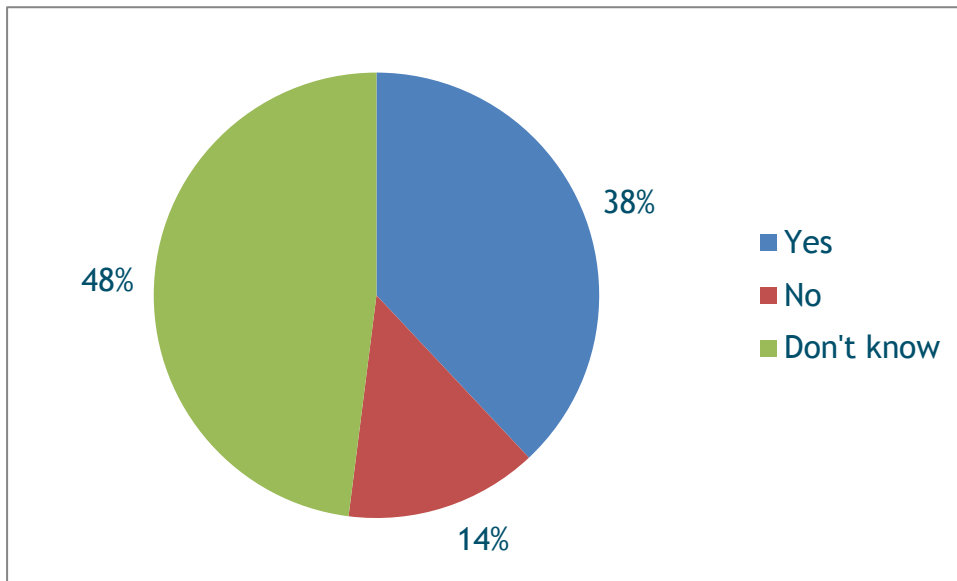




- Is there information about the staff members and the person in charge?



- Are security and fire procedures evident?

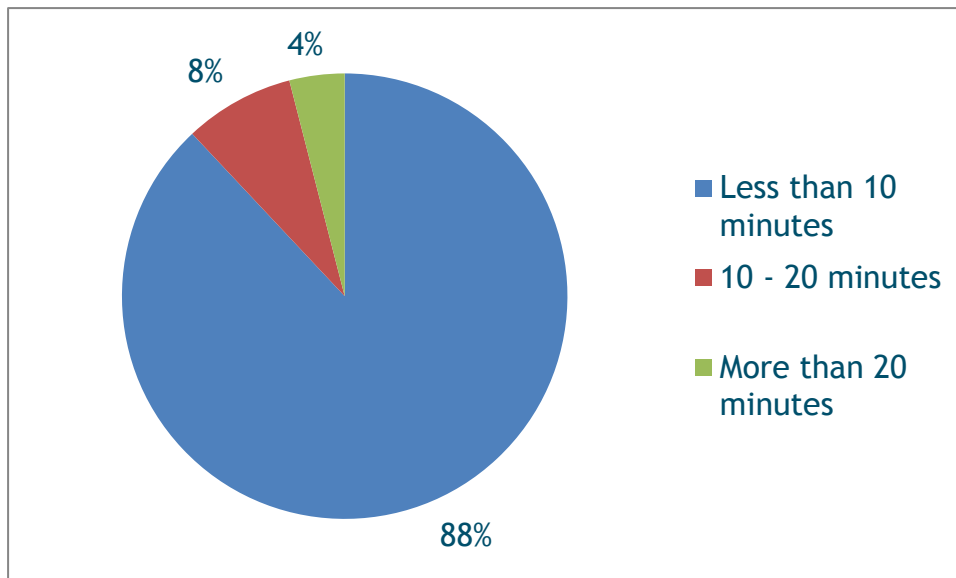


Although 88% of respondents said that information was clear and visible, only just over half noticed information about the staff members and the person in charge, and just over a third saw security and fire procedures.

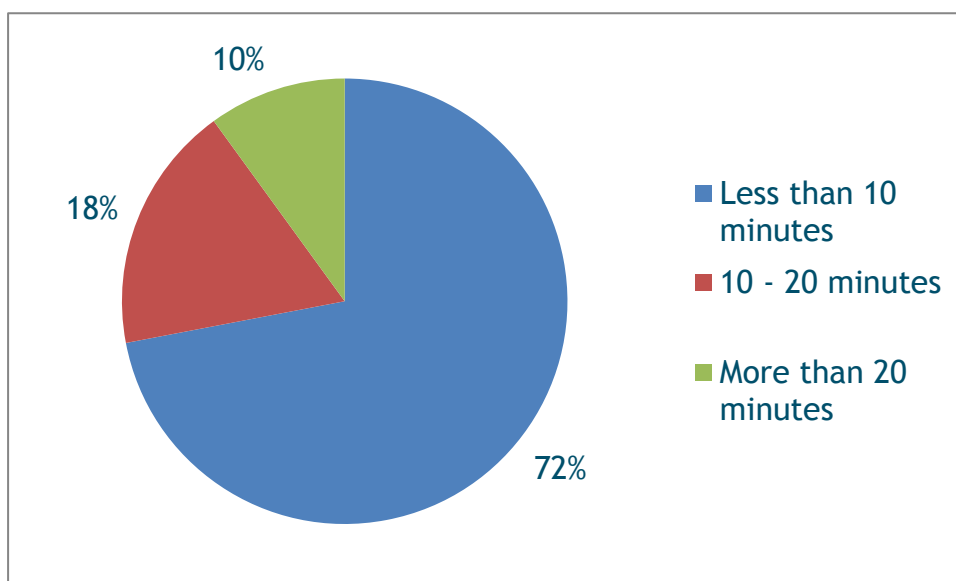
- Name of pharmacist in charge displayed but no names of other staff.

Waiting time

- How long did you wait to be seen?



- How long did you have to wait for your prescription?



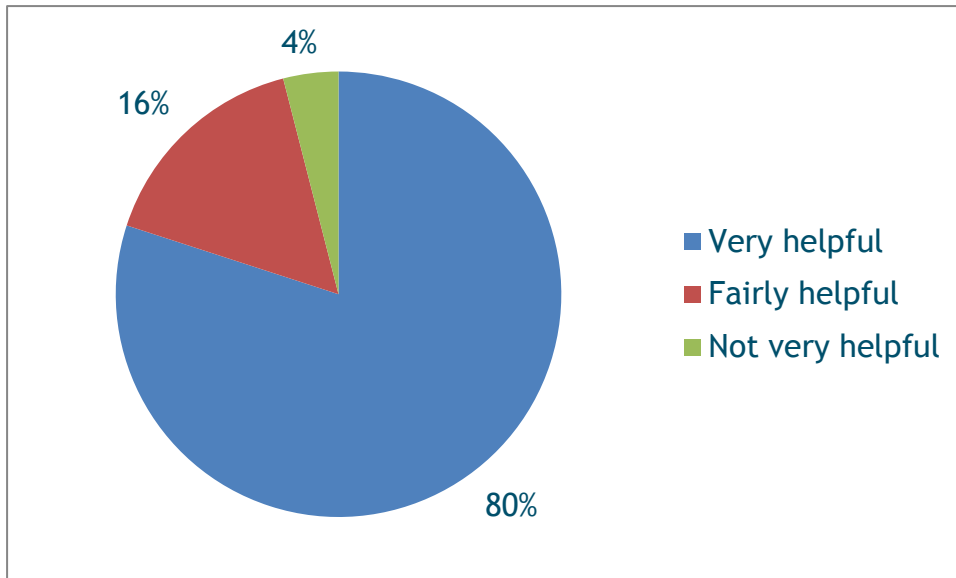
96% of respondents were seen within 10 minutes of arriving at the pharmacy and almost three quarters waited less than 10 minutes for their prescription. Occasionally there was a delay.

- Had to leave my prescription and call back later.
- Have to go back next week to collect one item which was out of stock.

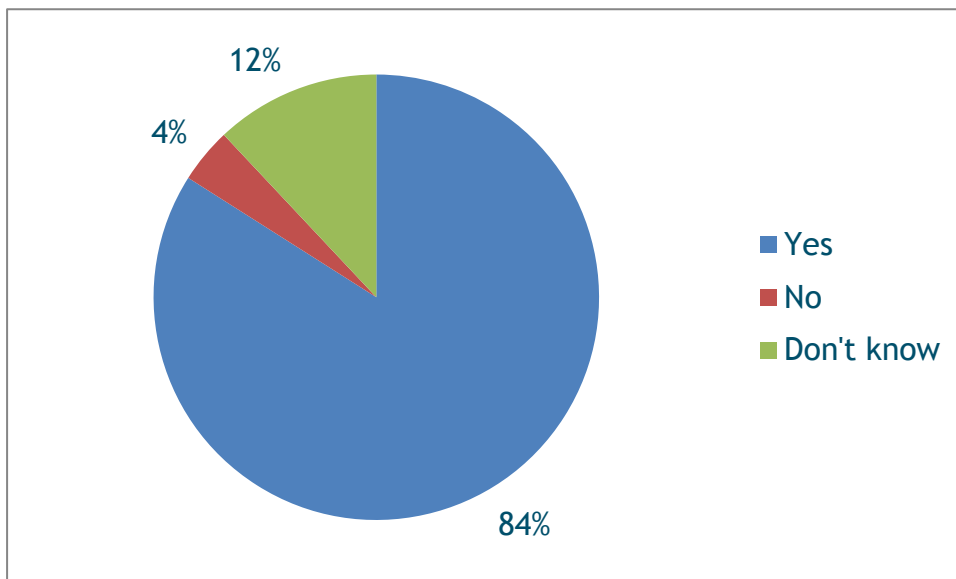


Service

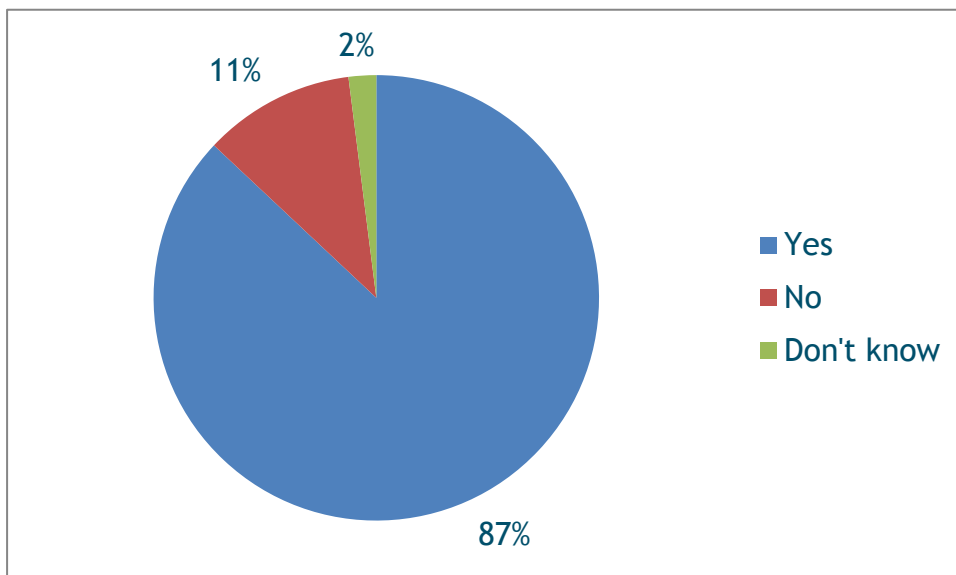
- Was the person you saw helpful?



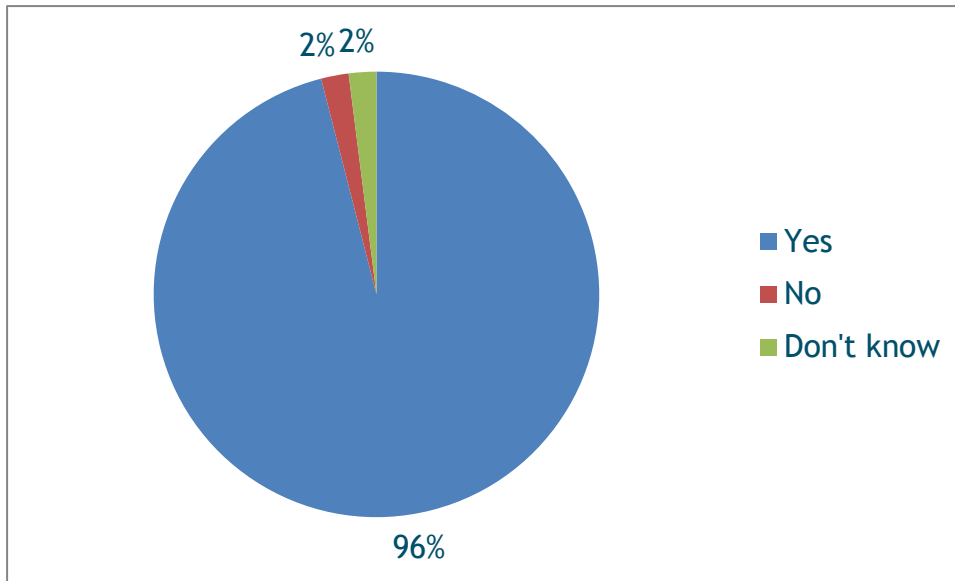
- Was there somewhere you could talk in private if you wished?



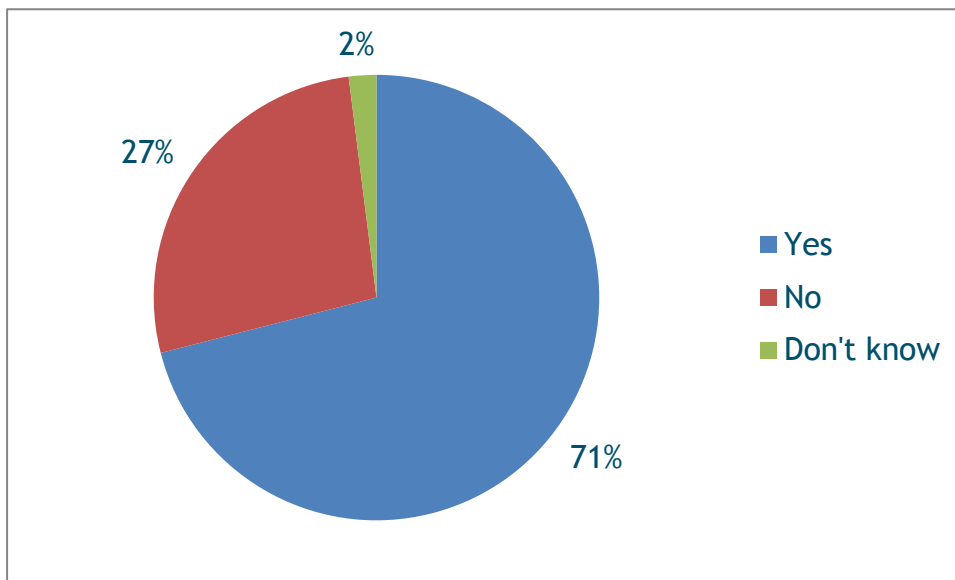
- Did they give you all the information you needed?



- Were you able to ask questions?



- Did they explain your treatment and/or medication and what happens next?



96% of respondents said that the person they saw was very helpful or fairly helpful, 87% said they gave them all the information they needed and 96% had the opportunity to ask questions. 85% were aware that there was somewhere they could talk in private if they wished.

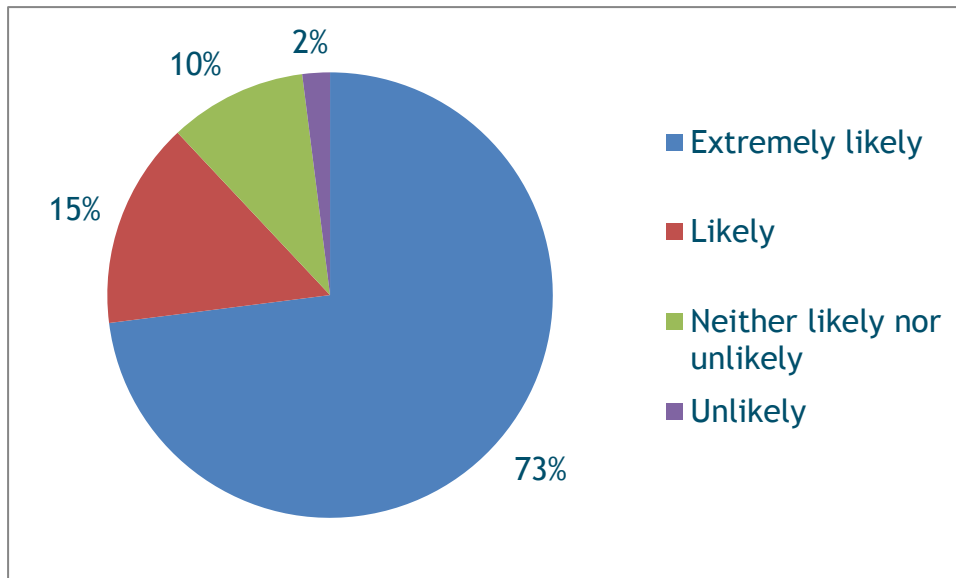
While only 71% of respondents said that the person they saw explained their treatment and/or medication and what happens next, this wasn't always necessary, especially with repeat prescriptions.

- Explanation not required as it was a repeat prescription.
- If I have a new tablet they ask you if you know what they are for.



### Recommendation

- How likely are you to recommend this pharmacy to friends or family if they needed similar care or treatment?



- The staff are happy to help you.
- A couple of weeks ago I had my annual medicines review which was very thorough.