

Sheffield Children's Hospital Relative/Carer Survey

- We visited the Outpatients Department at Sheffield Children's Hospital on the 6th September 2018.
- We asked adults in the waiting area to complete a short survey.
- **23** people filled in the survey about the appointment that day.

Findings




How people felt about
how long they waited before getting their appointment:

 11 people were happy	 6 people were neither happy nor unhappy	 Nobody was unhappy
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"The wait time was extended due to an appointment error by the hospital. Mistakes happen."

"Considering the appointment is to consult on a low risk benign cyst removal, the appointment was sooner than expected."

6 people told us how they felt about the length of time spent
waiting in the waiting area before their appointment:

 3 people were happy	 2 people were neither happy nor unhappy	 1 person was unhappy
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“My child[‘s] appointment was at [appointment time]. She has come from her school. As she is running late she will not be able to attend her school today.”




“We were seen as soon as we arrived. New Outpatients seems to be more efficient than the old clinics.”

19 people told us they were given enough information before the appointment about what would happen.

4 People said they weren’t given enough information.

“It would be useful for my son to know if he will have blood tests and that sort of thing prior to the appointment.”

How people felt about
how the appointment was booked and given to them:

 22 people were happy	 1 person was neither happy nor unhappy	 Nobody was unhappy
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“When you receive cancelations sometimes you don’t get them until to[o] late or they will give you a new appointment and its already gone.”

“We have booked the last few appointments at the desk while we were here. In the past when we have had to reschedule, and there is no need to send further letters out, particularly with the text reminder service.”

7 people said they wouldn't change anything about how the appointment was arranged.

Some people had ideas about what would make the process better (please see their comments in the table below).

Comments on improving how the appointment was arranged
<i>No improvements just a little shorter waiting time</i>
<i>No improvements needed today. Overall, should be less letters as sure there are better ways to use resources</i>
<i>Possibly a phone call or an email</i>
<i>Reply attendance via SMS rather than phone call</i>
<i>Enough staff</i>
<i>Phone call to select day and time whats best</i>
<i>Communication between services would be better</i>

When people told us what they like about the waiting area, the top three things were:

Spacious

Clean

Bright

Other things people liked about the waiting room were:

- There are things for children to do
- It is colourful
- The screens (that tells you to go to your appointment) are visible
- The coffee facilities
- Friendly staff

“Clean, spacious, bright + very helpful people on the door assisting us when we arrived.”

“Bright and open. Lots of toys available to keep little ones entertained and coffee for parents!”

Ideas for improving the waiting area were:

- Television
- More games consoles
- More activities for older children (aged 7 - 12)
- A cash machine
- A different tone for each coloured zone so you know which one to listen out for
- Less binging noises
- More seats (and more facing the screens)
- A play area each side
- Announcing people's names instead of using screens

“Interactive toys for 8-12 year olds, lots for littlies and over 12's but think theres a gap.”

When people told us what would make their visit to the hospital better or easier, improved car parking was mentioned the most.

People also suggested:

- A pedestrian crossing outside the Outpatients entrance
- Wi-Fi that works
- Avoiding an early appointment time if travelling far to get to the hospital

“Clearer parking instructions on the letter.”

“We came from [outside of Yorkshire]. The appointment was for [time of appointment]. A later appointment would have been better considering the journey.”

When we asked people if there was anything else they wanted to tell us about their experience, all 7 of the comments we received were positive.

This is what people told us:

“Everything has improved since the new building has opened.”

“It is good, 1st appointment was quick but second one for the pot is longer. We’ve been here over an hour.”

“Thank you for your hard work. I hope the next generation of patients can have the same service”

“Generally I found it very efficient and the visit ran smoothly.”

“We love this new part of the hospital. Access is better (apart from the road outside!) and my little boy always looks forward to coming.”

“Our experience was pleasant.”

“A lovely, friendly and welcoming hospital, we have been coming from 15 years.”