

2023: Your NHS Wales Experience Questionnaire

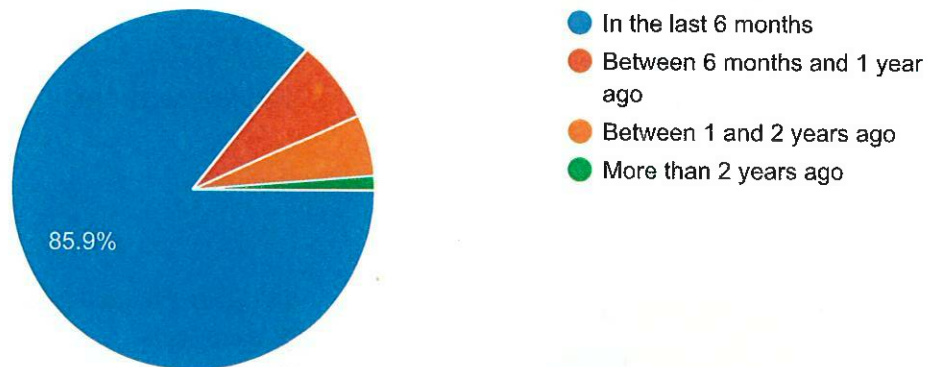
311 responses

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How recent was the experience you are thinking of?

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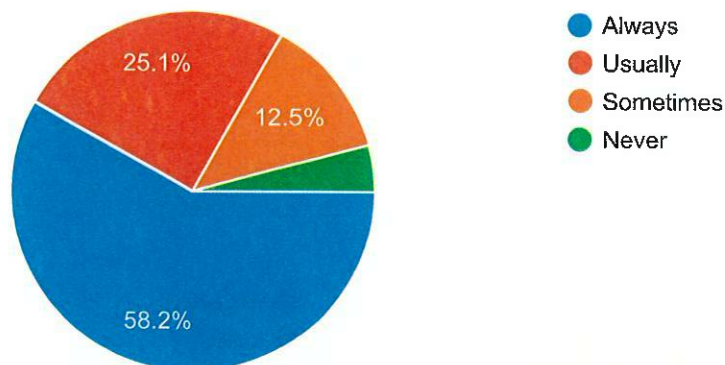


Thinking about your overall first impressions of the care you received

1: Did you feel that you were listened to?

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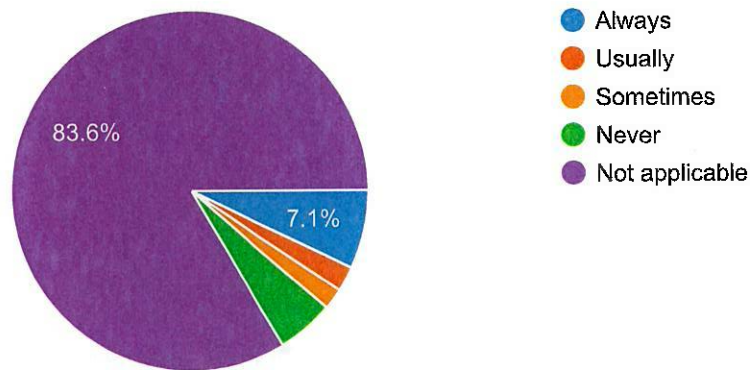
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2: Were you able to speak in Welsh to staff if you needed to?

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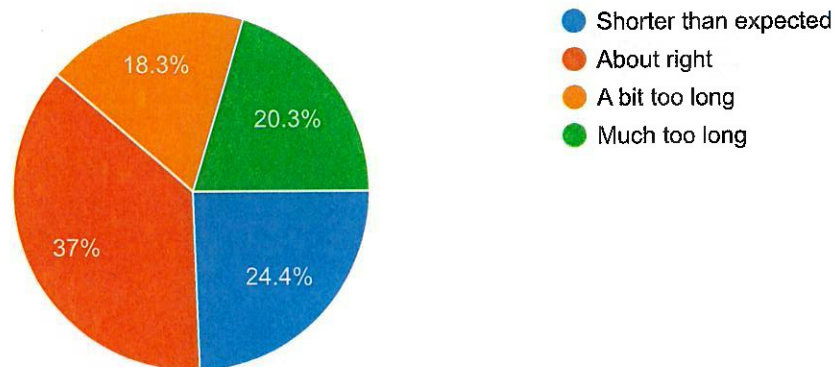
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3: From the time you realised you needed to use this service, was the time you waited:

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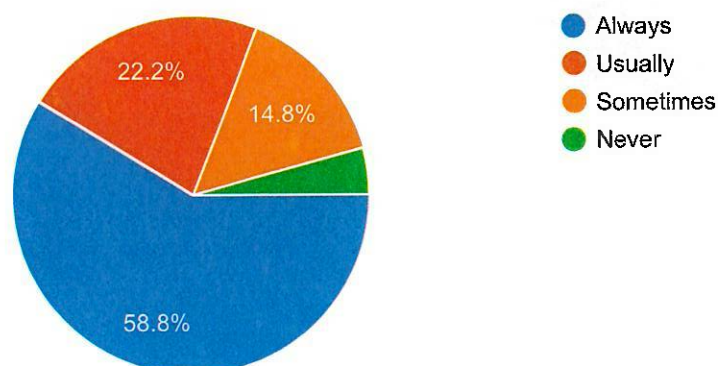


Thinking about the place where you received your care

4: Did you feel well cared for?

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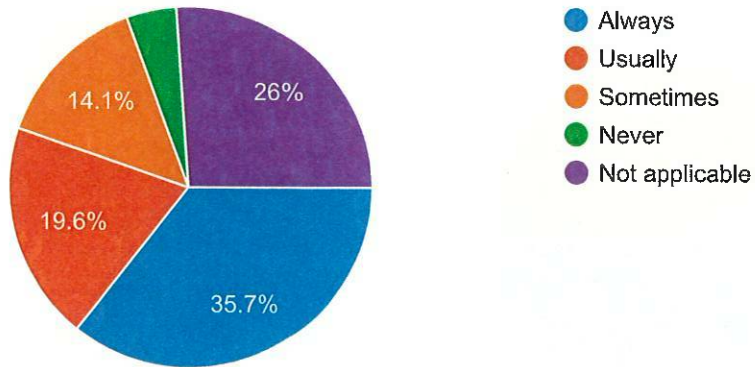
311 responses



5: If you asked for assistance, did you get it when you needed it?

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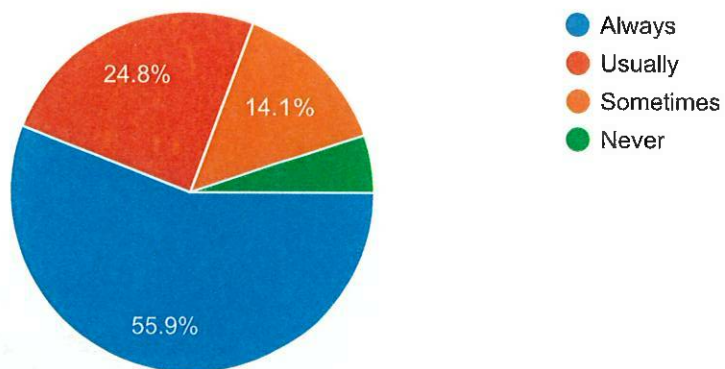


Thinking about your understanding and involvement in care

6: Did you feel you understood what was happening in your care?

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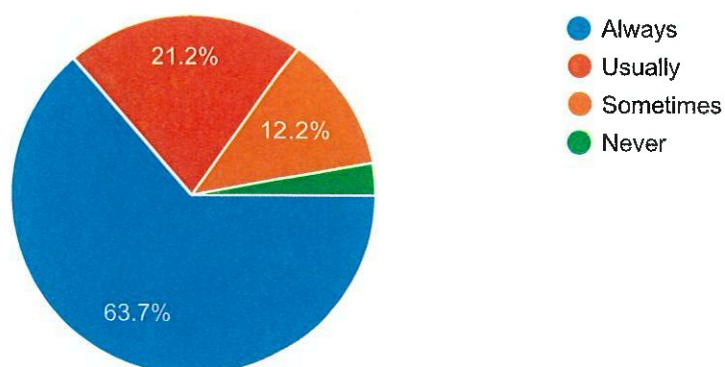
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7: Were things explained to you in a way that you could understand?

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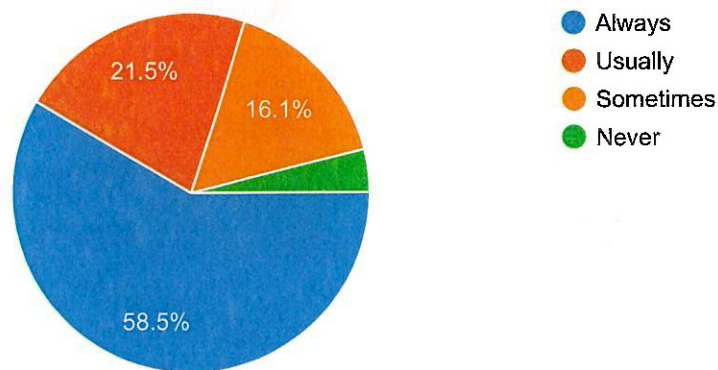
311 responses



8: Were you involved as much as you wanted to be in decisions about your care?

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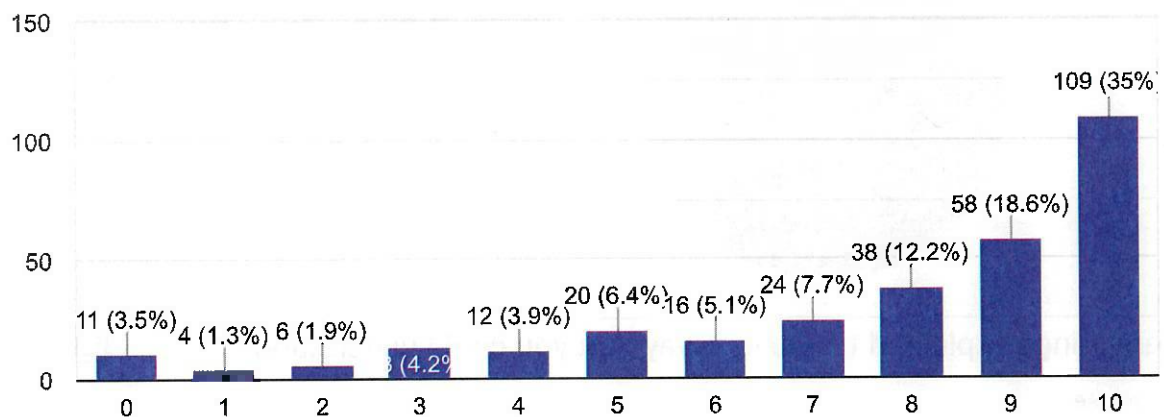


Overall Experience

9: Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?

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311 responses



Thinking of your responses



10: Was there anything particularly good about your experience that you would like to tell us about?

205 responses

No

No

Excellent care and understanding

Once you are able to see the doctor they are excellent.

Prompt return of email appointment

I felt the doctor really understood how i was feel

Always had a good response to questions ,queries or concerns , listened to and the advice given

All of the staff have been very helpful

When i rang for an appointment the
Person i was talking to was always excellent

Received a cal from the doctor

Doctors at surgery were always very helpful but I found hospital doctors and some nurses not very forthcoming with information and sometimes I felt they did not really care
I also forgot to mention consultants and nurses in resus very kind and helpful

Nonetheless

When care advice is needed it's given

Doctor really friendly and helpful

They always take great care .always make you feel cared for .

I felt supported and listened to on this occasion.

The care and understanding of all the Medical Professionals and every one of the amazing
Nursing Team

Credit to all my GP s



This reply relates to my overall impression rather than the last and on a personal level Dr Emmett was extremely quick to respond, kind and concerned on the phone on my last encounter.

However, given the unacceptable GP service that is in place demonstrated by many hours trying to have a phone reply when often feeling very unwell, lack of doctors, nurses, appointments, the need to use IT when many patients are elderly and fragile, he himself, like all GPs must be heartily sick and disenchanted by the service he is offering.. They are having to be the buffers and explain to medically deteriorating patients why they are waiting years for surgery, placating with even more expensive medicines when they are aware the solution is surgery - thus wasting their own valuable GP time and no doubt making them despondent and ready to leave their vocation. Patients resorting to spending on private appointments. (I myself know three who have had private hip and four who have had knee replacements - ie, many £000s saved by NHS. (Has this sum ever been calculated?). I myself have spent over £1500 on private consultations. The general consensus seems to be we are entering a contest to book an appointment, have a face to face, rather than future, phone appointment. There is so little personal care or knowledge of the person involved ie, all is far too scientific and not personal which has been proved to be so beneficial in physical recovery. We are, after all, not robots. We attend a practice when ill and in need of support, not when we are at our mental and physical fittest. Individual staff are v friendly and caring but enforced phone calls rather than head to head at a time of need is shameful as are as often the case, 3- week waits for phone consultations! Has no-one foreseen the need for GPs that are actual UK residents in the past twenty years? It's no good teaching overseas students and accepting their high fees if they then leave to work in their own countries. The NHS Uk has been proved to cost much more than European GP services yet the care, lack of GPs, lack of funding for specialists and research is a travesty. I, like my contemporaries, have paid into the service with a promise of care when needed. Hardly a contract that has been upheld. We have very unhappy NHS staff, many patients who have not been able to be supported or even been diagnosed with severe illness. Where is the money? Wales dental care is going more and more private through lack of dentists and so much health is being paid for privately. Where is that saved glut of funds? Train more UK based students, keep management services to a minimum, sort today as a priority and plan for tomorrow. Thank you

Excellent recovery room staff, receptionist and pre-colonoscopy nurse were very nice.

Appointment very quick

Pleasant staff

Waiting time is fine, the only problem is the call waiting times, I try to use the app but it doesnt always work. Having things explained if im unsure i will ask. The good thing was having all my checks completed.

Patients should not wait for long time in pain

All the female doctors are always so understanding and empathic

Staff always friendly and helpful

Dr Carri is the best, everyone needs a Dr Carri



We are so lucky to have such an efficient service on our doorstep

The Doctor phoned me up to see if I was OK, being that it was coming up a weekend, when they are closed!!!

Cared and listened to

The interest shown was very good and very well explained

The staff in the NHS are excellent. The consultant I saw was top class and listened to me. She made sure I understood what the next steps were and who to contact if things did not happen as expected (i.e. I did not receive a next appointment).

Staff are excellent

Staff were very friendly but very under staffed.

Lovely friendly nurse who called me in a timely manner

The fact my daughter was allowed to accompany and make calls for me was a great help.

Not really

Lovely doctor ,very thorough

I understand covid set everything back but I only saw a consultant in person once in 12 months even though I was classed as urgent the rest of the time I was sent for tests that took months for the results before anything was done.

It's a mess you need to work more efficiently to save costs for the trust and stress for the patient

Nurses after care

The nursing staff were very caring

I was told I was being referred to Gastroenterology for their opinion and may need CT scan/endoscopy and should hopefully hear something from them within 2-3 weeks. In 2 weeks I had telephone consultation and referred for both tests. The scan was the following Sunday and the endoscopy the Thursday after. All completed within 4 weeks. You can't ask for better than that.

The quality of the Health Care Professionals

Staff on Tudno ward were exceptional

Notification of early operation



Was sorted out quite quickly

I think the reception team and Doctors are excellent in my surgery.

Prompt attention

The staff at my GP surgery have been amazing from the beginning

The nurses on the wards were amazing but very understaffed. The GP surgery are exceptional (Craig y don)

N/A

The last doctor I encountered took a real interest in me. She spoke to me in a compassionate, professional way. When initial treatment proved ineffective, she prescribed one which helped with my condition.

The Dr followed through all avenues of my problems and reported back Very thorough.

I feel very fortunate that each time I have contacted our doctors I have always had a nurse/doctor contact myself back that morning. The team at Craig y Don Practice are fantastic, understanding, caring, and very supportive

The doctors

Nothing good

Young doctor bothered and double checked.

Despite it being over the phone the doctor provided reassurance.

the wait time in glan clwyd a&e was awful they sent me home with 20 percent kidney function after telling me I could die

Nothing to add

All the staff are so friendly, and listen to what you're saying.

The doc and nurses are very lovely and working hard

Incredibly caring, kind, understanding and knowledgeable staff.

Listened well and answered any questions I had

Staff were very thorough and professional

Care and patience



The hospital appointment was following a heart scan taken 2 months prior to the appointment. The results were explained fully, I had a list of questions, all answered fully, Some changes to my medication were agreed. Time was taken to check my condition, put me at ease and answer all my and my wife's questions fully.

Excellent communication and caring service

Bangor Hospital staff were all fabulous

Listening & communication

Return phone calls were prompt and understanding

Consultant had a good 'bedside manner'.

We came to live in Wales five years ago from Derbyshire where we had excellent treatment. We heard tales of poor treatment and health authorities under special measures, with some fear and trepidation.

Both my wife and myself have health issues but on EVERY occasion we both have been called in for scans, tests, endoscopy., etc. within short periods of time. Our GP's are equally good and we cannot fault them.

We both have worked in the health service. My wife in administration, myself in the voluntary sector of the NHS.

Staff are helpful and quick responding via email

N/A

Eventually after much effort I got the outcome I needed

Dr walker my gp was excellent

I had a heart attack and was told it would be at least 4hrs for an ambulance, so had to make my own way there, very very lucky to be alive.

Staff friendly and efficient

The nurse practitioner (Jan) was amazing, very knowledgeable and able to convey that in an easy to understand way, and I felt she was very thorough. Craig-y-Don is a wonderful surgery and we're very lucky - everyone, from the receptionists to the doctors are considerate, polite, and warm, and you certainly can't say that about many surgery's.

Dr kilpatrick is an amazing doctor always listens and checks you over thoroughly

Polite staff at all levels .

Not really



Discussion with my doctor was and is very comfortable and helpful.

Once in the care of, excellent. Getting past the surgery front line, awful

During my surgery I was well looked after. I was very impressed with the care I received during my hospital visit, and the after care was brilliant also

Felt I connected with the nurse in surgery who was / is providing the attention to my situation.

When I was bleeding I could not get a asitance and had to get a bus to BANGOR Hospital.

I was listened to.

I got seen quickly.

Everything really.

The majority of the nursing staff in Ysbyty Glan Clwyd were very kind, helpful and given the shortness of staff worked extremely hard under difficult services. The night outside agency staff were not as helpful though and if you needed something you could have a king wait which when you're in pain and needing pain meds is very upsetting.

Attentive and thorough

The doctor was excellent and is following up with findings of results

These answers refer to my doctors practice and not the hospital service. The drs at the practice are excellent and I have had wonderful care from them.

Speed & efficiency was outstanding. Way way better than I expected.

The receptionists are fantastic so supportive and go beyond the call of duty.

All explained clearly

The ability to email with none urgent queries instead of telephoning is great

Doctors all were very patient and calmed my anxiety

93 more responses are hidden



11: Was there anything that we could change to improve your experience?

226 responses

No

Not really

Nothing

Waiting times are a disgrace. Not being able to book an appointment with my GP in advance is a disgrace. Whenever I get an appointment it feels like the doctor is just trying to get me out as quickly as possible without looking into the issue much

Maybe seen sooner and in person not phone call first

Waiting times for appointments are ridiculous

Trying to get an initial appointment is a nightmare. I have had to wait over 30 mins on the phone to get through.

Can't think of anything off hand

I'm happy with the way things are

Shorter waiting time for an appointment

Yes waiting times and consultants secretary should be more helpful

Not having to wait in a q when making an aptt

Betsi cadwaladr needs sorting out hospital wise as is well documented.

Waiting times

N/A

Time getting through to GP Surgery.

No YOU can't do better than 100% satisfaction 🍑🍑🍑🍑🍑🍑🍑🍑

Receptionist are rude I feel

Yes, easier appointments

Indeed. The receptionists at my surgery are shocking. They can be intrusive and sometimes "play God", in where they put you on the call back list, if at all. They open private letters, hand



delivered for the GP and sometimes discuss private health issues in the presence of other patients and colleagues. Trying to get in to see my GP has become very stressful since the pandemic. First I have to phone the surgery at 08.00 in the morning. Then, when I get through to a receptionist, I have to request a callback from my GP. Then I am told to keep my phone with me, on my person until the GP calls back (this can take up to 5 hours at times). When the GP phones back it is not a given that I will be able to see them. The whole experience of getting an appointment to see my GP is horrid and massively stressful. This is extremely hard for me as I suffer with hidden disabilities as well as severe anxiety. There has been a drastic change and decline in the quality of care at my surgery since the pandemic. It is really unpleasant.

Immediate telephone response rather than queues that are full at 8.02 am with further disconnections to follow! More GPs available, person to person GP consultations within say a week, many more surgeons for GPs' referrals (imagine the GP frustration with this!), if phone appointments are temporarily used give a time window of say 2 hours - nobody wants to discuss their health in company but at the moment people have to wait at home for either a morning or afternoon, stop using taxis that drain the coffers and sort out better and cheaper hospital transport. Watch repeat prescriptions. Too easy to overload and the chemists are making profit so don't discourage repeats - too much waste.

The colonoscopy nurse needed to attend to me more rather than talk about her holiday to the other staff! I'm not phased at all by medical appointments and am not anxious but I felt somewhat ignored. I asked for more sedation as it didn't work until part way through procedure which was becoming very uncomfortable. I was told I'd had enough. It would have helped had I been advised that I didn't have the option to be anaesthetised or if I had been offered gas and air as well as sedation.

No very happy

Ability to see a doctor face to face

Apart from the telephone waiting times there is nothing wrong, I appreciated this service. Maybe a working app where you can ask a question if you have a concern it could reduce actual appointments.

Yes open more surgery and more doctors

Specific doctors are very abrupt, and need to think more before they speak.

obviously long wait on the phone are difficult but not acceptable

quicker waiting times

Easier to get appointments

The hospitals have a lot of managers they are top heavy, very costly. Why are there matrons over 4 wards - ridiculous. Don't they respect the management given by sister. Years ago one matron some assistant matrons were there for an 820 bedded hospital this is where the money is going to. Thank you.



To make getting an appointment easier

Excellent as always

Shorter waiting times

Free WI-FI in waiting room

Maybe ringing the surgery takes a while to answer,

Usually phone line is busy and can be a little lengthy

So far I have waited 5 weeks for the results of a CT scan. I've had to call people to track its whereabouts from hospital to hospital and I am still unable to get an appointment date to find out the results. The wait time to get the results is longer than the wait time to get the test. I'm robust enough to keep trying but I worry about other people who might not be as resilient.

Very long wait on phone to make an appointment, about 45 minutes sometimes

More staff and more help for disabled people.

Not that I can think of.

Reduce waiting times throughout NHS!

The queue to get through to the reception

You need to stop using telephone consultation and start seeing people trying to get a general appointment just to see an actual person is ridiculous

Cleanliness. The toilet area wasn't clean. The food was awful.

Less waiting time on the phone to make an appointment more face to face Instead of sending photographs

No. I always find the admin staff at the surgery friendly and helpful and although I might be number 18 in the queue when ringing for an appointment, I don't have long to wait. Needless-to-say the medical staff both my husband and I have seen have been brilliant.

More face-to-face contacts

Able to visit GP

Not that I can think of

Yes shorter time for results of my scan



Not able to speak to a person who can tell me if I am on special needs dental treatment list. I was referred for extraction in Jan 2022, and cannot find out anything .

Waiting times for emergency surgery

After I had my full hysterectomy 12th October 2022 the aftercare was really bad. I had no information on what I could or couldn't do, or examination to see if everything was ok. I was told if I have any problems just go to your doctor's. I had to ask for examination as I was having water infections after one and another and bleeding

Updates on results of blood test/ urine sample/ x ray I undertook.

Perhaps a follow up appointment although I didn't ask for one .

Impossible to get through on telephone lines as receptionist take far to long to answer telephone calls and they can be very rude .

Yes appointments for people who are working and once attended for bloods asked me to go back a month later, ridiculous

More dentists working NHS that have time. Not good in Wales and as came from Wirral where we had lots of NHS staff and in dentistry and medical. NHS Wales doesn't have a good reputation. Could do better and should.

Telephone always on hold and a long list.

I feel that sometimes the reception staff are becoming more like doctors. And making decisions with the the information you give them.

less time wait

None

Waiting times in a&e its absolutely ridiculous how long we have to wait 16 hours i was there with my mum 7 hours for bloods to come back and to see the doc 2 hours to be triaged my mum is 81 not young

No, Craig y Don practice has far exceeded my expectations

Time waiting

Not really

The time between my previous appointment, having the scan and arranging the appointment I'm thinking about was several months. If possible this could have been quicker.

More receptionists



Follow up has been poor

My initial approach to the surgery was handled by a nurse practitioner, on the phone. Although thorough, I would have preferred to have had a face to face with a GP. My subsequent tests and referral to the hospital was also done through the nurse practitioner. I am now on a waiting list along with many others. This is certainly not ideal. I rated my experience as an 8 because the attention from the nurse practitioner was excellent, however, the lack of actually seeing a GP and the current wait for the hospital, leaves much to be desired.

Initial approach was to ENT services via my GP, a good experience. Put on ENT waiting list. After about 9 months of waiting I experienced a recurrence of the problem. The hospital appointment was expedited, mainly because of phone calls to the medical secretary by myself. On attending the appointment I discovered I had been booked in to a clinic that did not have any dealings with my problem, so no tests or help could be offered. I was told that my problem would probably clear up before I reached the top of the correct waiting list! Needless to say, I am still waiting!

Quicker access to a doctor

Voluntary sector- more use of staff but with less buracracy

Staff need more in depth training on understanding blood results re hormone levels

Cut the waiting time's

Attitude of staff towards patients was always poor. Significantly more training of all staff from receptionists to Doctors is required.

There is a distinct sense of overwhelm in the NHS which is impacting on the quality of the service. This needs to be addressed.

I am tired of paying for investigations and care when I have worked for the NHS for thirty years and paid my taxes from the age of sixteen. The alternative is deterioration in a problem which I have already experienced. You need to increase our rightful access to services.

Finally, I have never seen such a lack of preemptive action. I do not know if this is due to overwhelm or a failure in training but even some of the basics are being neglected. You need to address safety and standards.

Yes

Been able to get 2 talk to a doctor when you need to instead of the receptionist tell you phone back another time when you have been on the phone all morning to get through

I'm still waiting to hear from ENT after 3 years

Only the government can do what is required and we all know what that is.

Waiting for treatment forward (for the operation) is to long



I think the telephone system is needing improvement, The length of time can be really long. I think that 2 people should be in reception at that time. On occasion the queue of people is through the door. and some patients have lengthy problems to solve and it can take a long time. This providing a hold up. otherwise no problems everything is spot on

Waiting time in between transferring to another department

No, it was first class and I felt very looked after

To see a doctor

Shorter waiting time to see the G P

Mite doctor appointments and continuity of care with the same doctor.

The results contradicted ones given 3 weeks ago

Plenty

Booking an appointment is quite frustrating.

Do away with the front line interrogation

Not rushed. Doctor used to have time now feel I have to get off the phone as quick as possible

Although I waited a long time for my surgery, over 3 years. Which wasn't helped by the cocos pandemic, I feel I could of been more informed during the waiting period

In this specific case - dressing a wound following a small procedure, the treatment received has been excellent.

A better Ambience service

I feel like they use antibiotics too readily and don't look for the real issue.

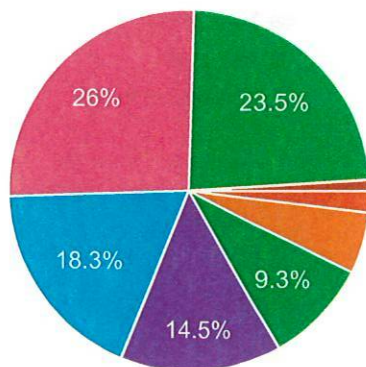
Mostly the waiting time.

Primarily employ more staff on the wards and in A and E which includes drs. To have one doctor on duty in A and E dept overnight is unacceptable. I have sat in A and E on a number of occasions for more than twelve hours. I have also witnessed elderly people some of whom have been confused, thirsty and needing the toilet being helped by members of the public who they themselves are waiting for treatment. I understand this is due to bed and staff shortages . Maybe more money should be spent on this and not on management who are clearly not doing their job . I have two daughters who both work in the NHS one as an occupational therapist and the other in biomedicine lab. We are being told it's due to the backlog due to Covid but these problems have existed prior to Covid.

1: What is your age

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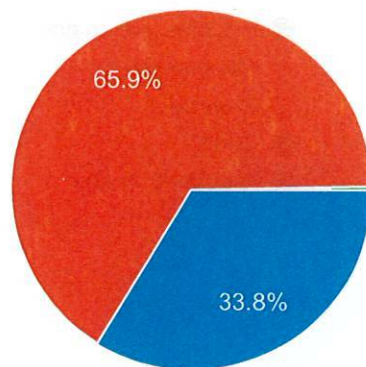


- 0-15 years
- 16-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75+ years
- I prefer not to say

2: What is your gender?

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311 responses

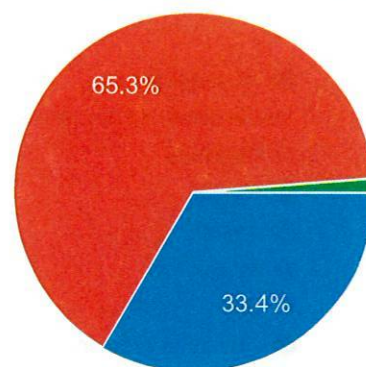


- Male
- Female
- Other
- I prefer not to say

3: At birth, were you described as:

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311 responses



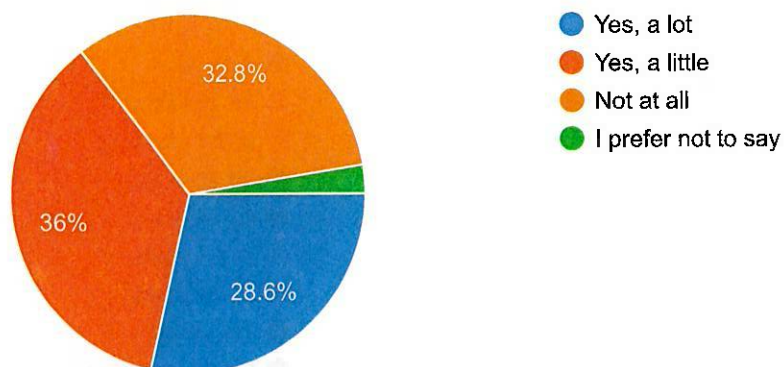
- Male
- Female
- Other
- I prefer not to say



4: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

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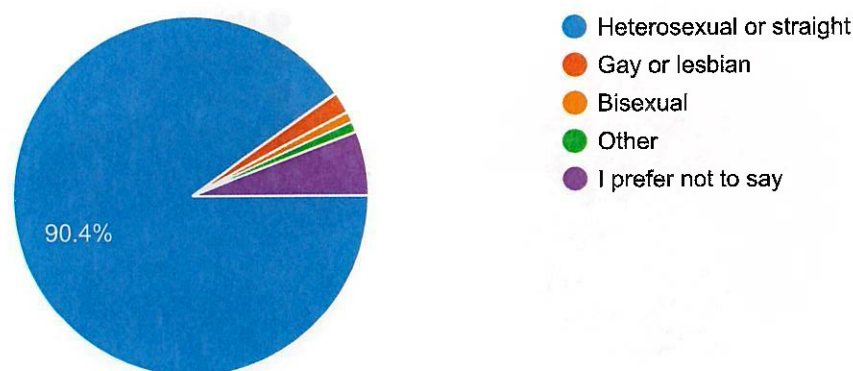
311 responses



5: Which of the following options best describes how you think of yourself?

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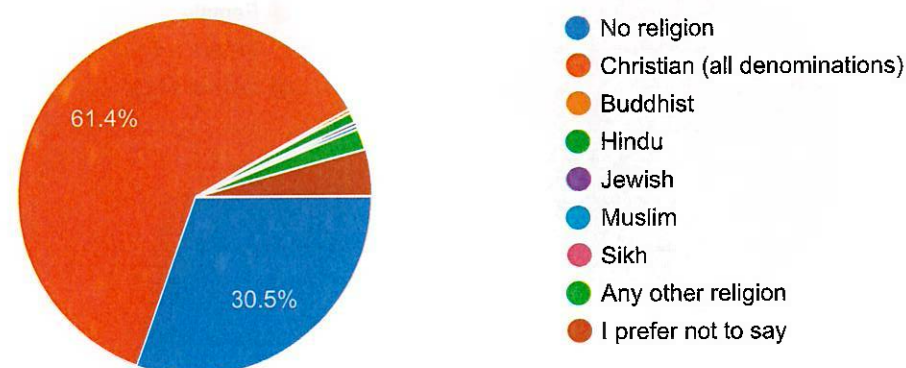
311 responses



6: What is your religion? (Please choose one option that best describes your religion)

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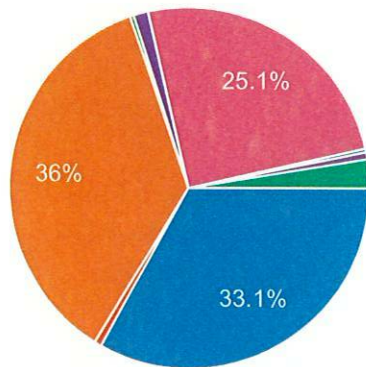
311 responses



7: What is your ethnic group? (Please choose one option that best describes your ethnic group or background).

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311 responses



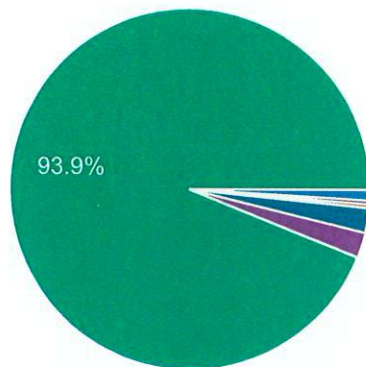
- Welsh
- Irish
- English
- Norther Irish
- Scottish
- Gypsy or Irish Traveller
- British
- White and Black Caribbean

▲ 1/2 ▼

8: What is your ethnic group continued:

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311 responses



- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
- African
- Caribbean
- Any other Black/African/Carib...

▲ 1/2 ▼

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