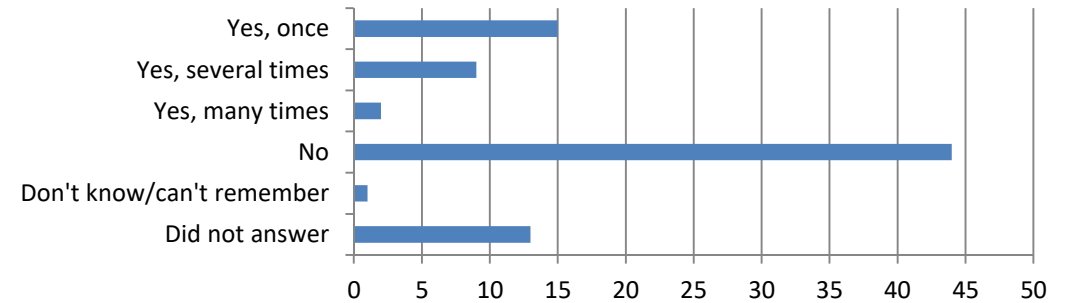


Lung Function and Sleep Service Patient Engagement Survey Results

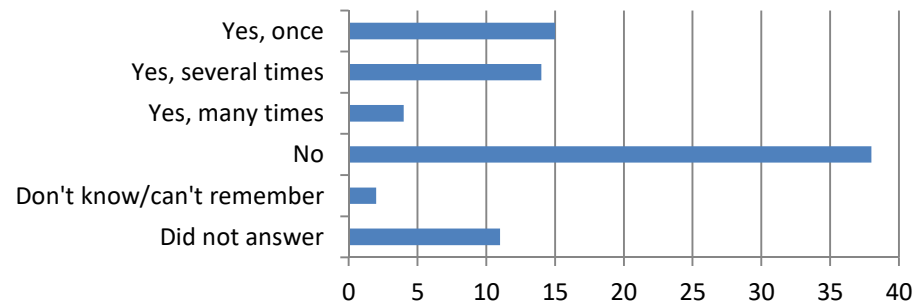
As part of a proposal to improve and enhance the service of the Lung Function and Sleep Department, a collaborative effort was made to run an engagement survey to gather insight to see how any changes implemented would impact patients. The proposal to create a "main hub" at Cheltenham General and smaller "spoke site" at Gloucester Royal was the main topic under review. Over the course of a 2 week period in April 2021, the staff conducted a survey with 84 patients about site preferences and general thoughts on the proposal. The results of the questionnaire are below.

Q1: Have you visited either of our Lung function Departments before?

Cheltenham General Lung function department	Number of responses
Yes, once	15
Yes, several times	9
Yes, many times	2
No	44
Don't know/can't remember	1
Did not answer	13
Grand Total	84

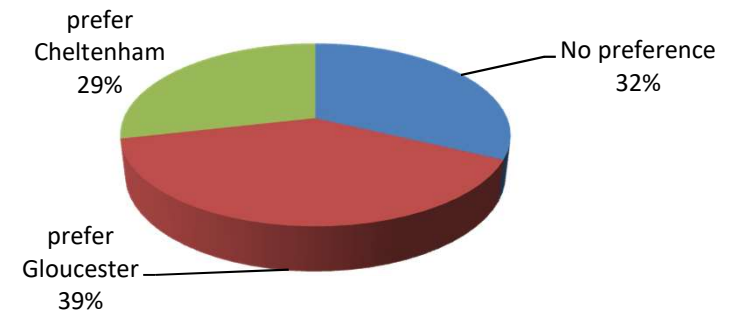


Gloucester Royal Lung Function Department	Number of responses
Yes, once	15
Yes, several times	14
Yes, many times	4
No	38
Don't know/can't remember	2
Did not answer	11
Grand Total	84



Q2: Do you have a preference over which site you visit for your appointment?

Answers	Responses
No preference	27
prefer Gloucester	33
prefer Cheltenham	24
Grand Total	84



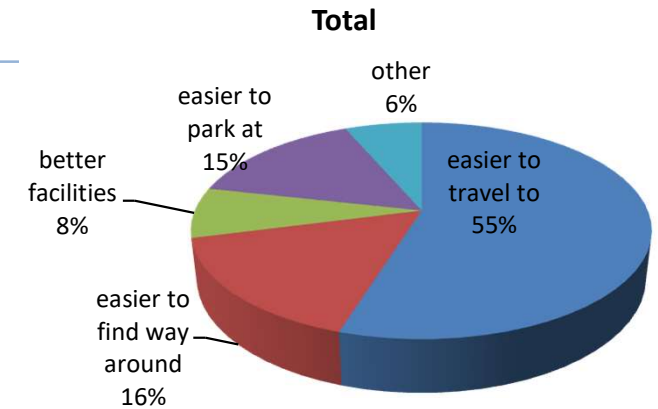
Gloucester was the preferred site overall with 39% of patients compared 29% of patients who indicated their preferred site would be Cheltenham. Note however almost a third of patients had no preference over which site they visited.

Lung Function and Sleep Service Patient Engagement Survey Results

Q2a: Are there any reasons for your location preference? (tick all that apply)

Break down by site preference:

Answers	prefer Gloucester	prefer Cheltenham	Total
easier to travel to	30	21	51
easier to find way around	7	8	15
better facilities	4	3	7
easier to park at	9	5	14
other	3	3	6



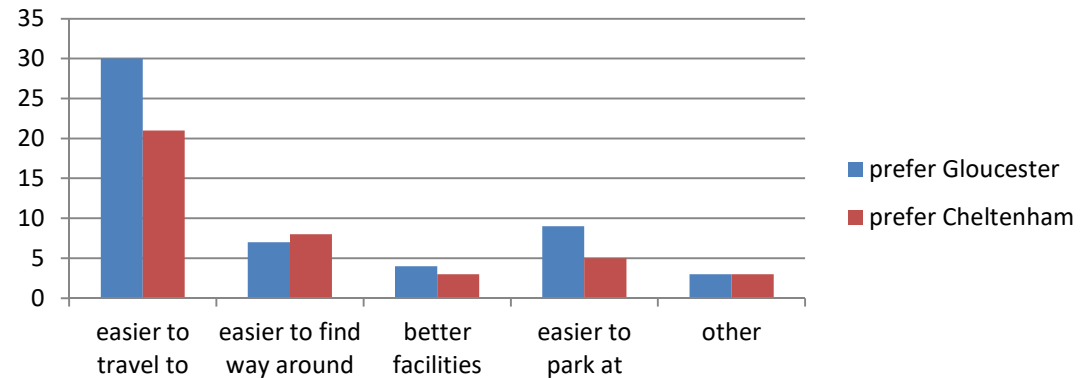
Other reasons given for preference...

prefer Gloucester

- 10 min walk from home
- closer to home
- Familiar site causes less stress for my Daughter who is special needs

prefer Cheltenham

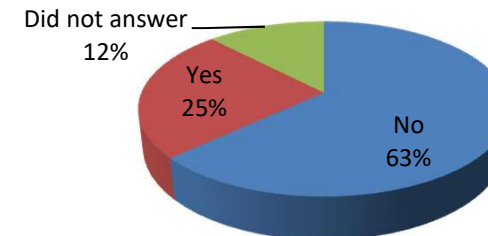
- familiar with CGH
- feel safer in Cheltenham
- Oncology department



Q2b: Would any of these reasons prevent you from visiting the other LEAST preferred site?

(excluding those that had no preference over site)

Answers	Number of responses
No	36
Yes	14
Did not answer	7
Grand Total	57

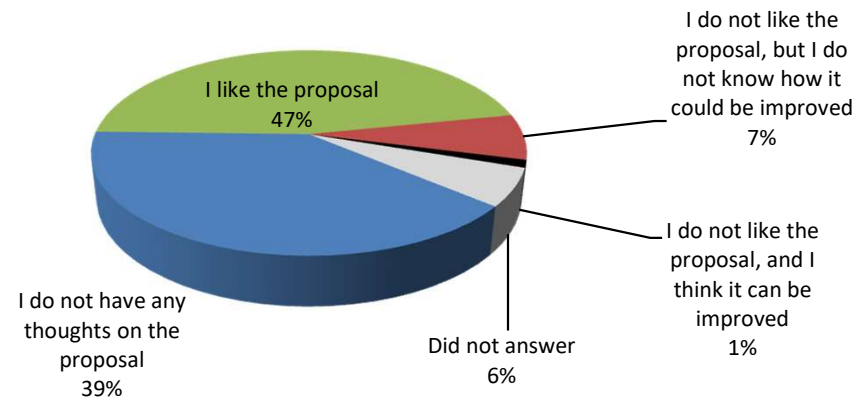


Overall, the main reason for site preference was ease of travel. This was the same no matter which site was the preferred option. A slightly higher proportion of patients preferred Gloucester due to parking. Of the 57 patients who indicated a site preference, the vast majority 63% said the reasons **would not** prevent them from attending the other site. However, 25% of patients said it **would** prevent them from attending the other site - all patients in this category had a preference for Gloucester.

Lung Function and Sleep Service Patient Engagement Survey Results

Q3: What are your thoughts on the proposal and could it be improved?

Answers	Number of responses
I do not have any thoughts on the proposal	33
I like the proposal	39
I do not like the proposal, but I do not know how it could be improved	6
I do not like the proposal, and I think it can be improved by...	1
Having outpatient use of spoke site at Glos based on location (of patient)	1
Did not answer	5
Grand Total	84



Overall 47% of patients asked indicated that they liked the proposal. A significant proportion, 39% said they had not thoughts on the proposal. There were only 7 patients (8%) that indicated that they **did not** like the proposal - and only 1 improvement to the proposal was offered. All patients who said they did not like the proposal also indicated that their site preference was Gloucester.

Q4: All of the below are important to us as a service; however which would you consider to be the MOST important factor when visiting the Lung function Department?

Answers	Break down by site preference			
	no preference	prefer Gloucester	prefer Cheltenham	Total
Waiting times to be seen from referral to appointment	10	3	8	21
The facilities available	4	4	1	9
closest to where I live	4	18	13	35
access to the latest possible medical equipment	13	9	8	30
Other	1	1		2

