

Brinsworth & Whiston Medical Centres

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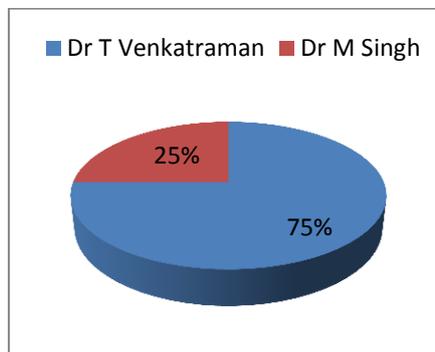


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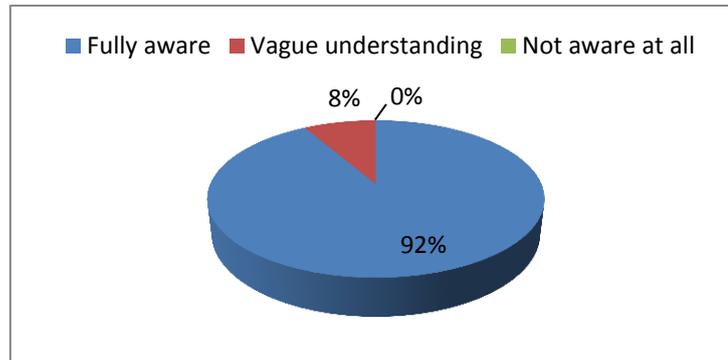
Minor Surgery Audit Results

17th December 2016

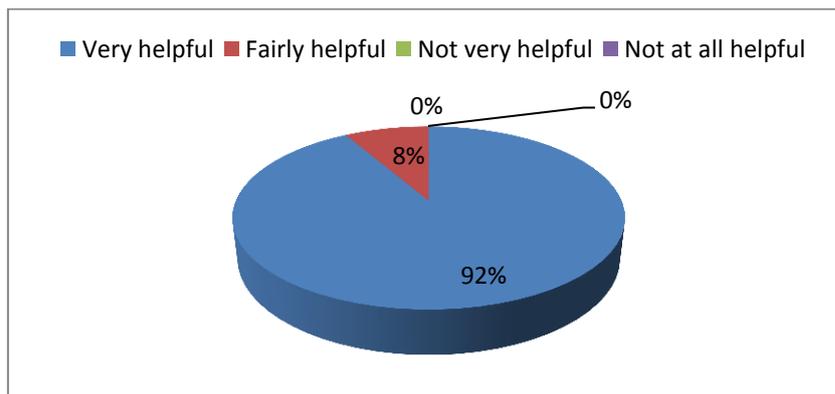
Minor surgery completed by



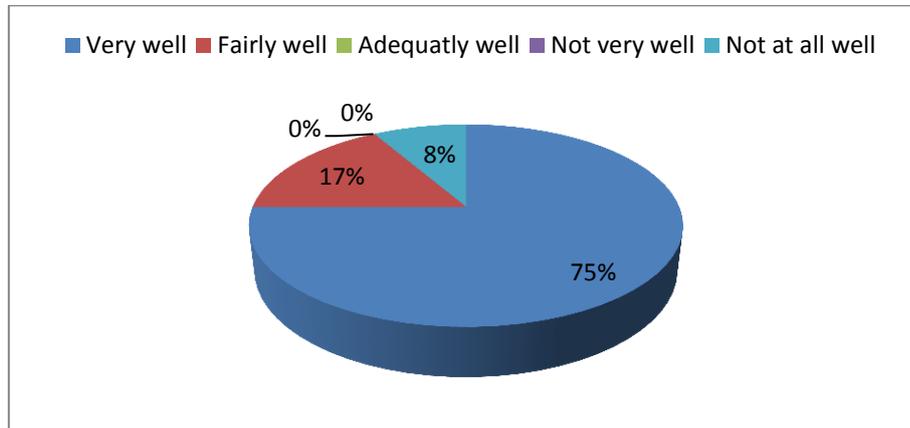
1. Did you have a clear understanding prior to your minor surgery appointment of what was going to happen?



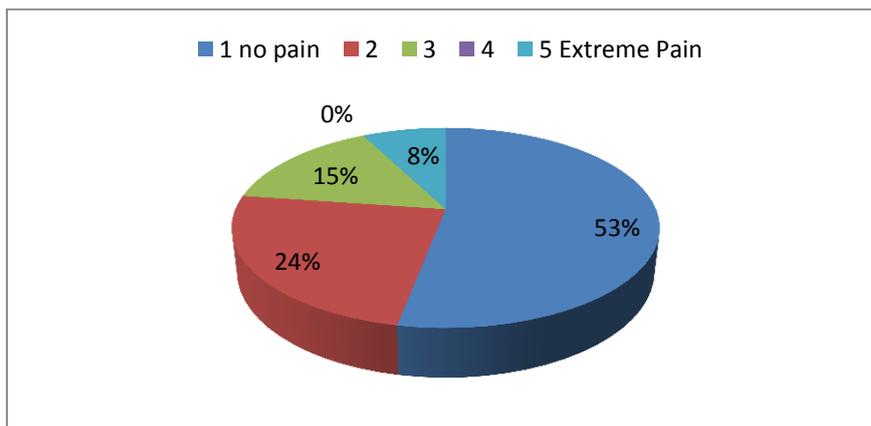
2. How welcoming and helpful did you find the clinic?



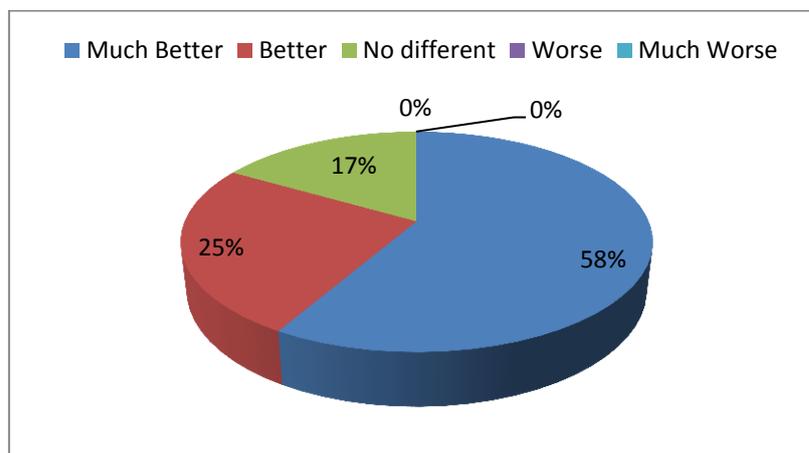
3. Did the Doctor clearly explain what was happening during your minor surgery appointment and put you at ease?



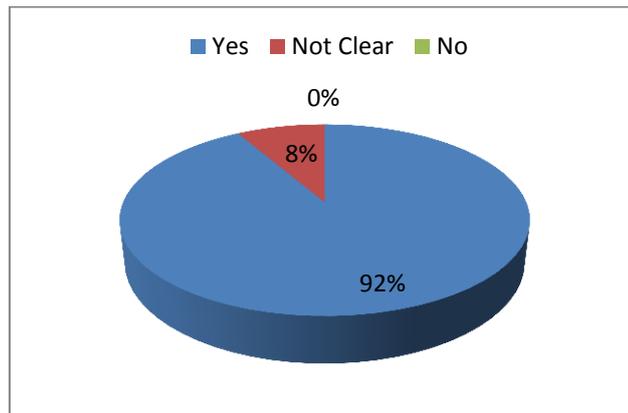
4. On a scale of zero to five, how would you describe the level of pain you felt during your minor surgery?



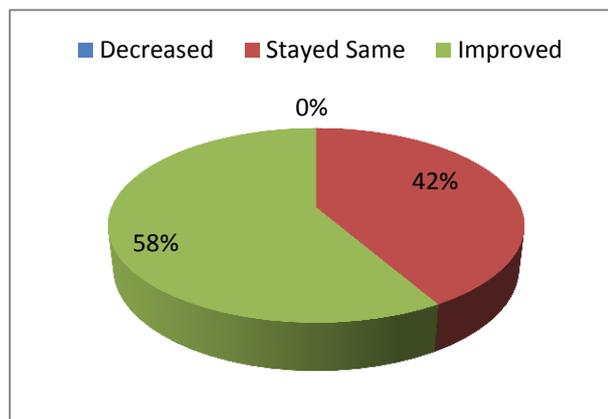
5. How was the operation compared to your expectations?



6. Were you provided with clear post-operative instructions?



7. How would you rate our overall service?



Additional comments received

Very good service –
Relaxed. Good support
from the Nurse

Only piped
music
missing

Excellent

Audit Summary

The overall results of the minor surgery audit confirmed that we offer an excellent extended service which patients are very satisfied with.

42% of patients felt our level of service had stayed the same and a great 58% felt that we had improved the service that we provide.

58% of the patients said that their minor surgery experience was a lot better than expected

92% of patients felt that they were given clear post-operative instructions and 8% feeling it was unclear. Therefore, patients will receive verbal post-operative instruction as well as written instructions to read at home.

We will re-audit our service again within the next year to ensure standards are still being met.