

Dr Darbyshire and partners

Summary of Long-term Conditions Questionnaire Results March 2014

Background

The practice introduced the use of ONE long 50 minute appointment as oppose to two shorter 30 minute appointments and one 10 minute phlebotomy appointment for those patients with combined respiratory and vascular diseases. We wanted feedback from patients on their experience of these appointments.

Method

A search was run to ascertain the number of patients who had been invited to these clinics. We were unable to target those patients who had attended as no specific clinic code was used. 42 questionnaires were posted out to patients and contained a stamped addressed envelope to encourage reply.

Number of Questionnaires Returned

22 questionnaires were returned and were analysed. (See appendix 1 for raw data).

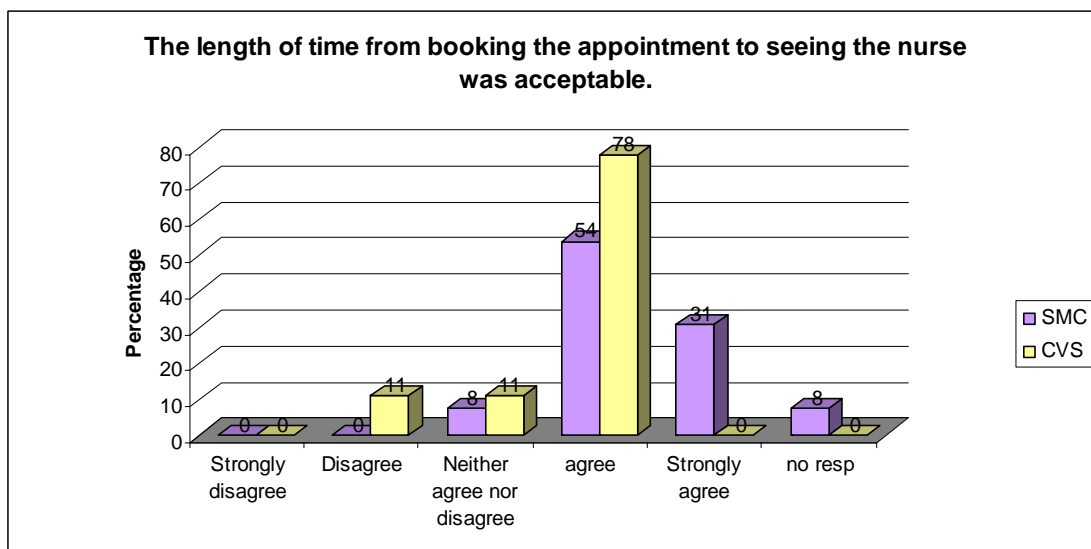
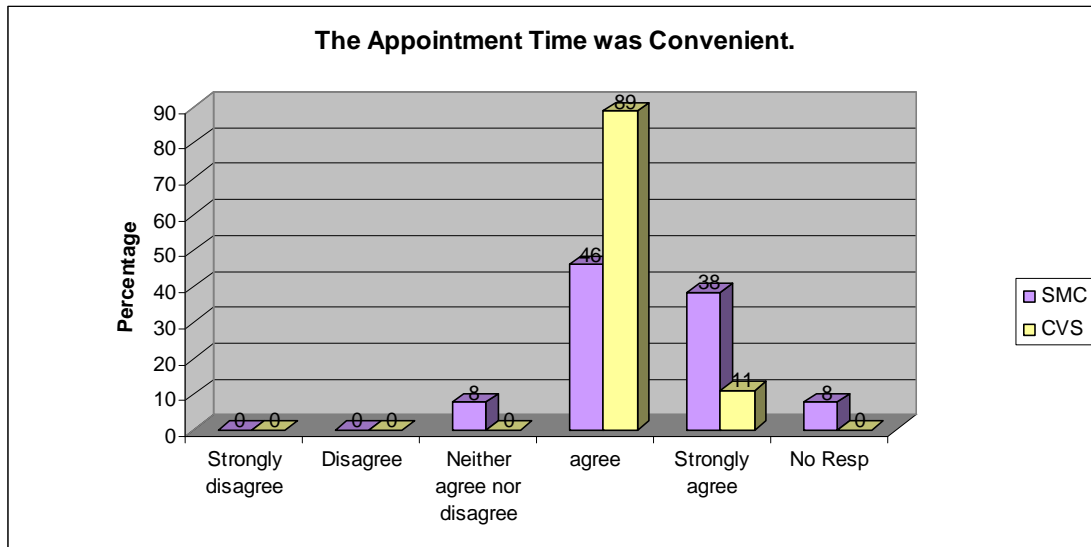
Total Practice Percentage Results

Summary of Statements for practice	% of patients who agree /strongly agree
The appointment time was convenient	91%
The length of time from booking the appointment to seeing the nurse was acceptable	82%
The appointment started on time	82%
The length of the appointment was appropriate for my needs.	86%
I prefer to have ONE long appointment rather than attend 2 separate appointments	91%
The practice is easy to get to.	86%
The room was clean and tidy.	95%
The environment was adequate	95%
I was able to discuss my condition with the nurse	96%
I was given information /advice on how I could reduce/prevent worsening of my symptoms/disease	87%
I understood all the information / advice given	95%
Written information given was sufficient	78%
The clinical staff treat me with dignity and respect	100%
The nurse was professional and friendly	100%
I am more aware of the effect my diet has on my	82%

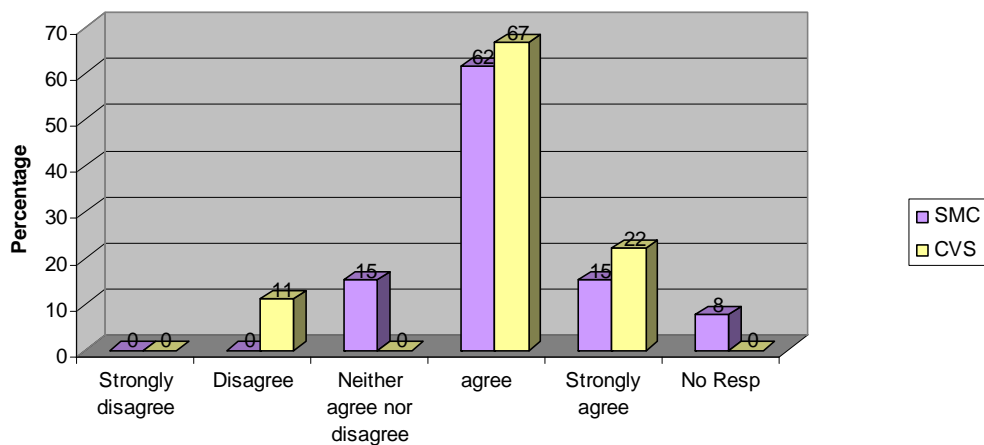
condition/health	
I am more aware of the effect smoking has on my condition / health	86%
I am more aware of the importance of being active	87%
I am more aware of the effect alcohol has on my condition / health	91%
I am aware of the different treatments and support options available if I wish to change my lifestyle	86%
The nurse was knowledgeable about my condition	95%
I know what to look for in terms of new symptoms or changes in my condition	92%
I am thinking of or have started to make changes to my diet	64%
I am thinking of or have started to make changes to my smoking habit	41%
Since my appointment I have become more active	59%
I feel more confident about my condition which has reduced the need to see a doctor about it	82%
I feel less anxious / depressed about my condition	60%
I feel my breathing has improved since my appointment with the nurse	59%
I understand the importance of taking my medication regularly	95%
Attending the clinic has improved my lifestyle/health	55%
I feel the appointment will reduce the need for me to see a doctor about my condition	77%
When asked how satisfied the patient was with the appointment they were asked to score between 1 and 10 (10 being highest)	
Scored 4	5%
Scored 6	5%
Scored 7	9%
Scored 8	5%
Scored 9	14%
Scored 10	55%
No response	9%

Practice Percentage Results Split by Surgery Site

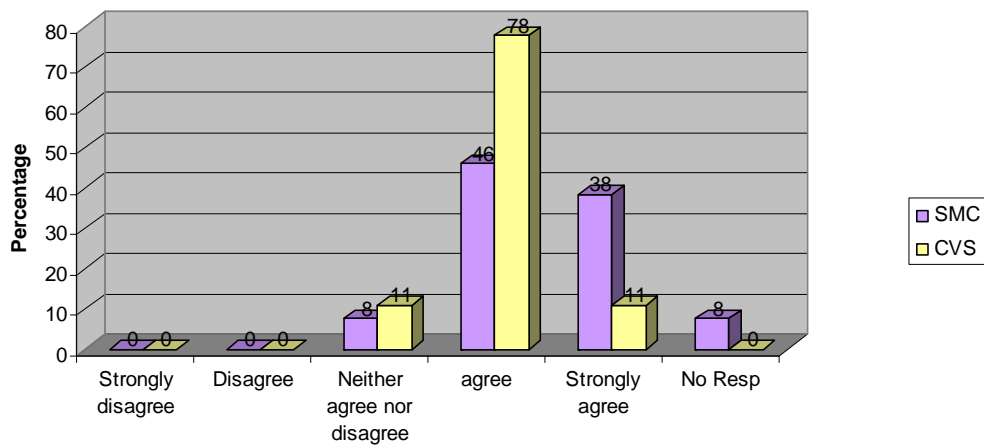
Access



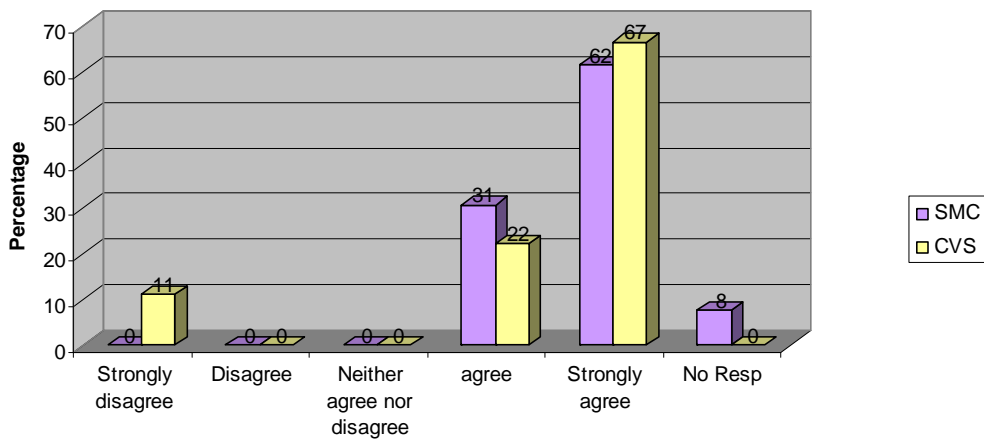
The appointment started on time.

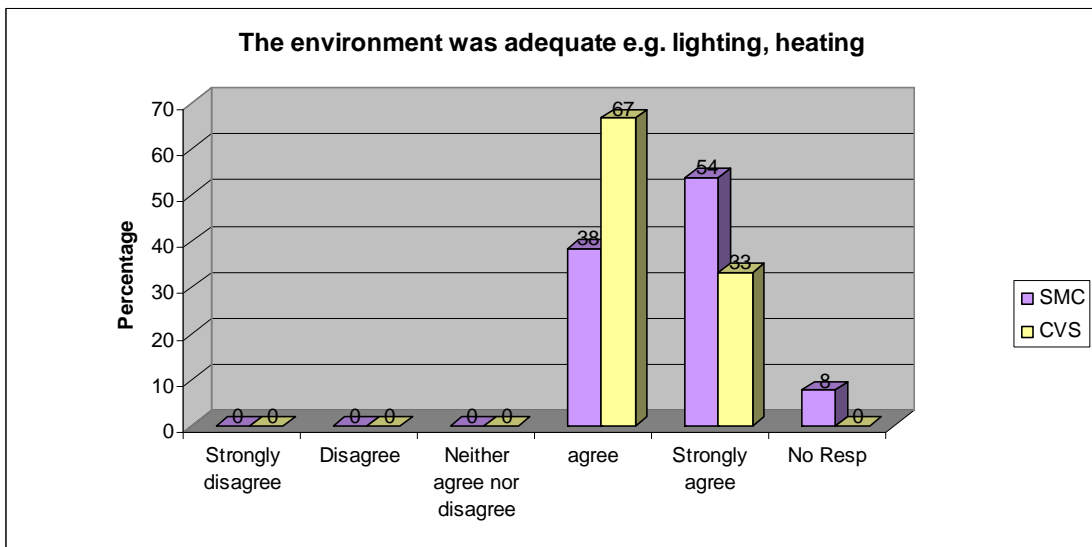
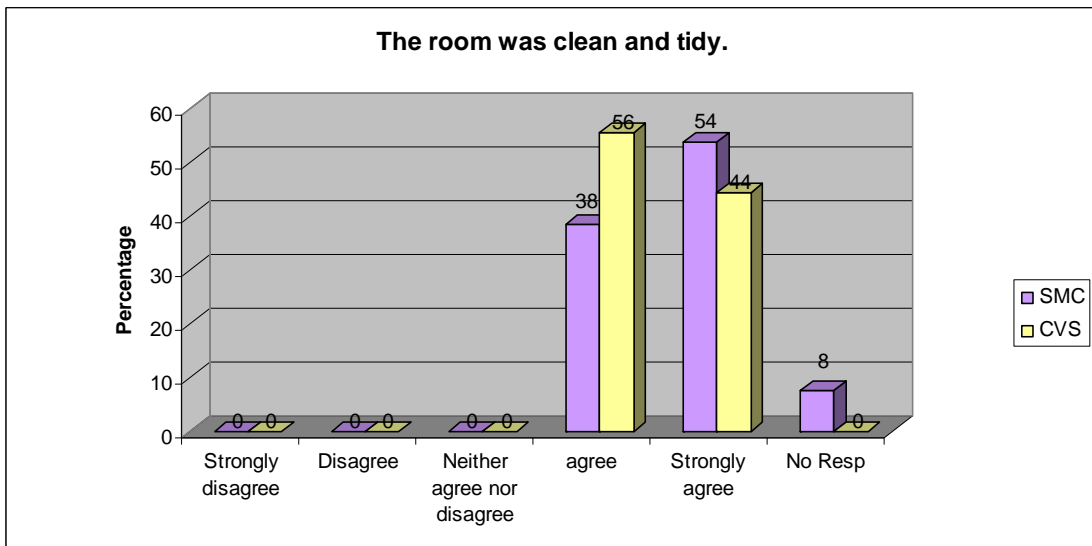
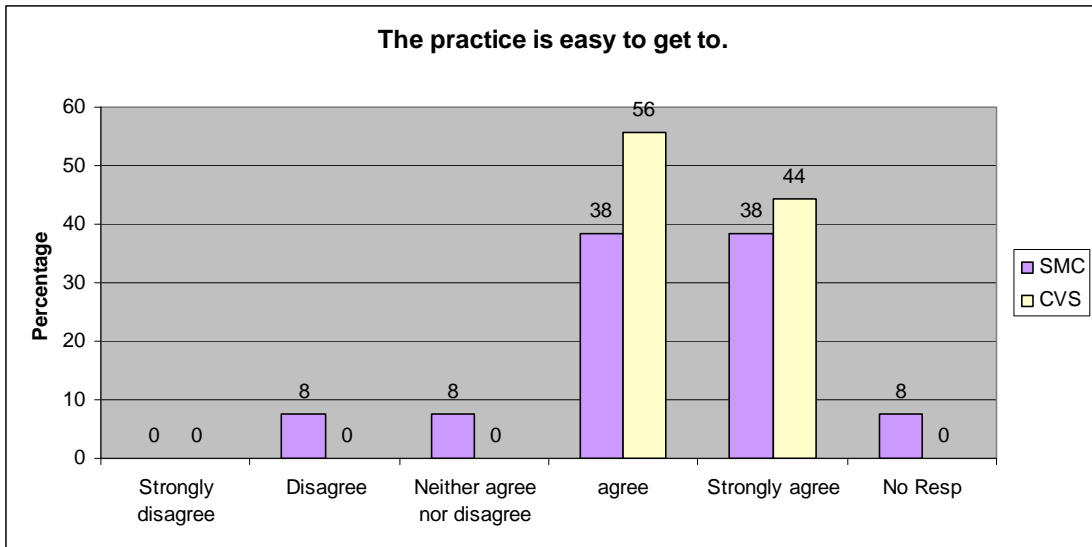


The length of the appointment was appropriate for my needs.

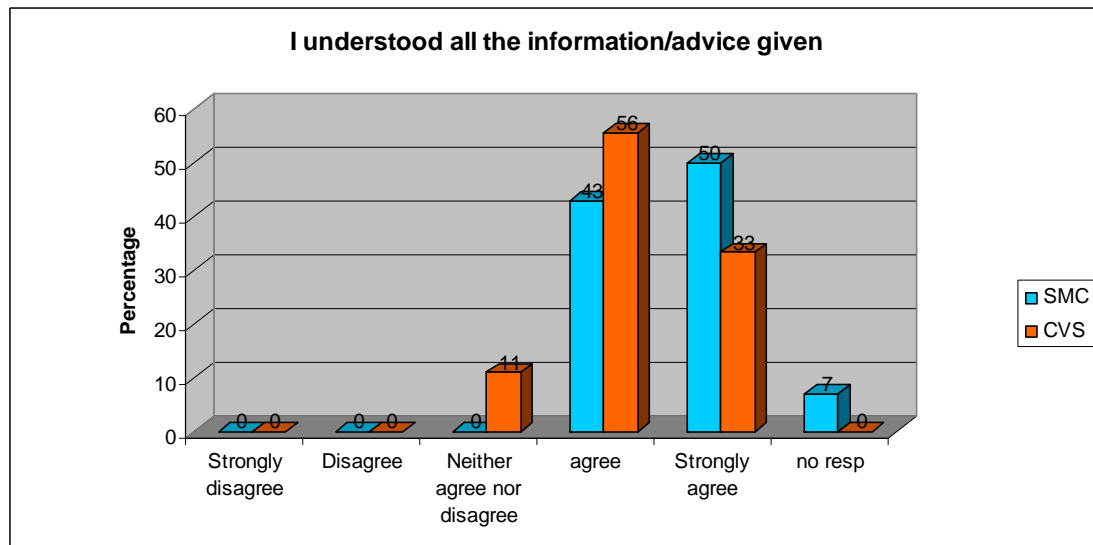
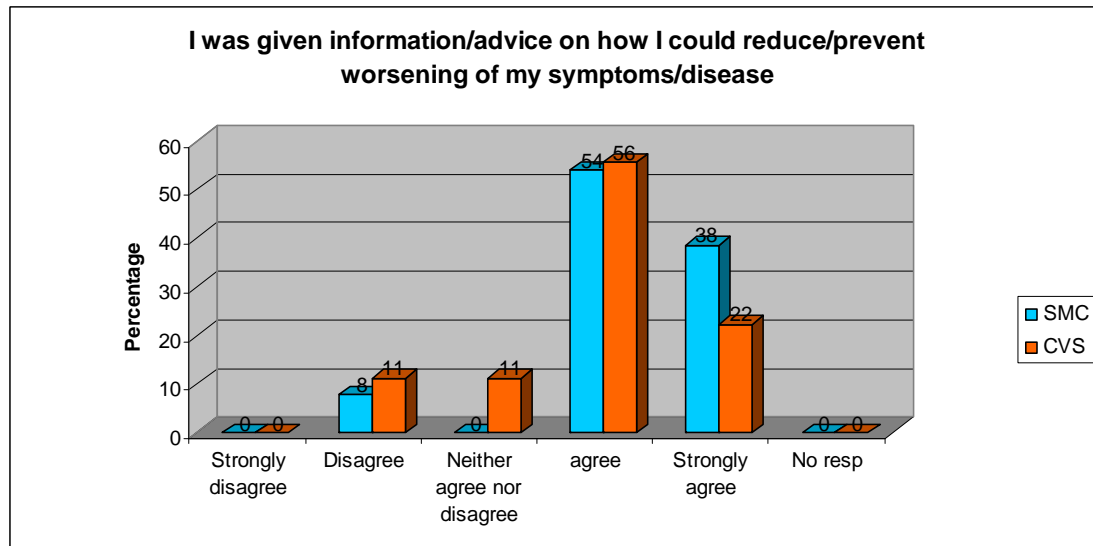
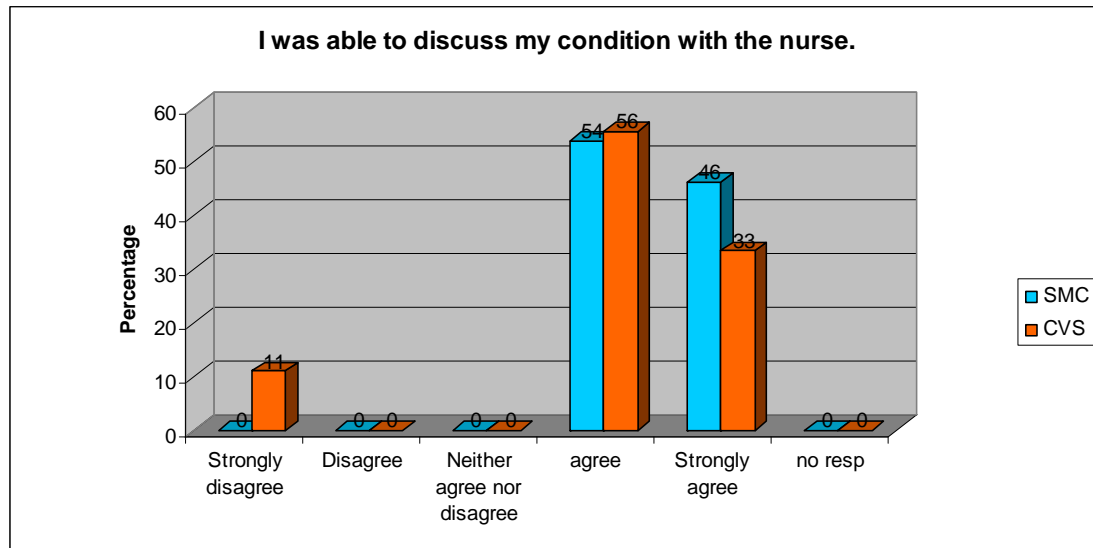


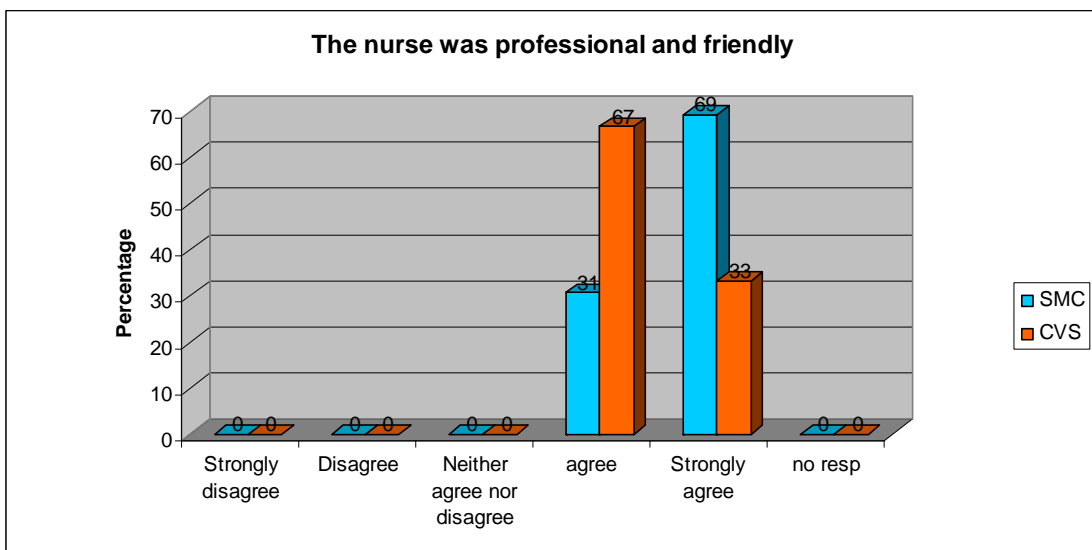
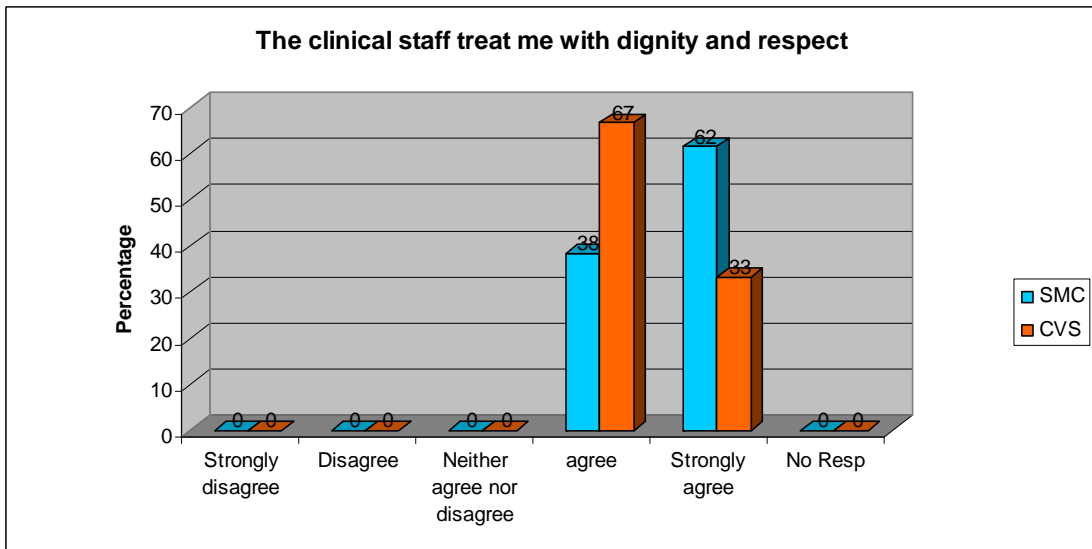
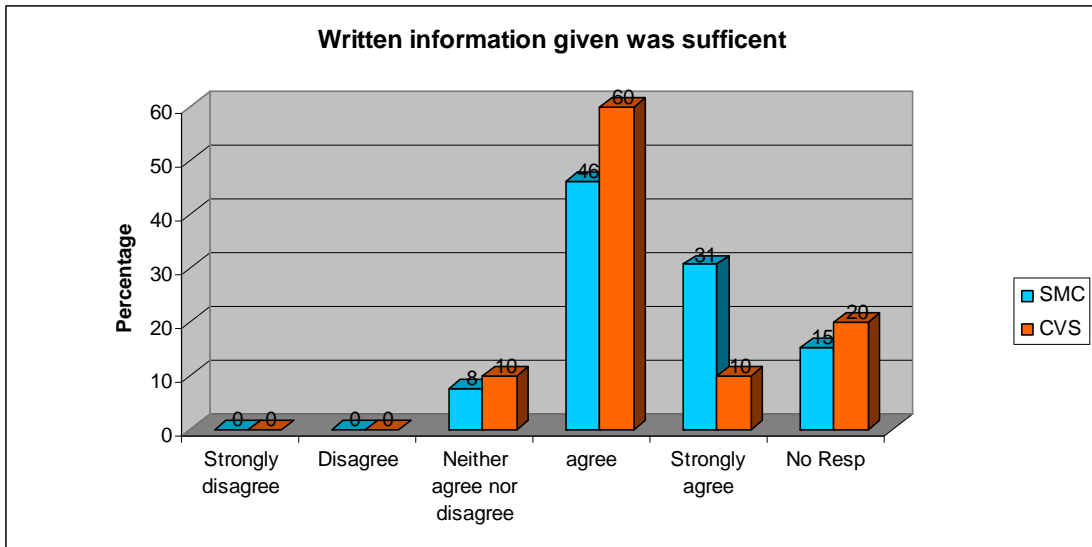
I prefer to have ONE long appointment rather than attend for two separate appointments.



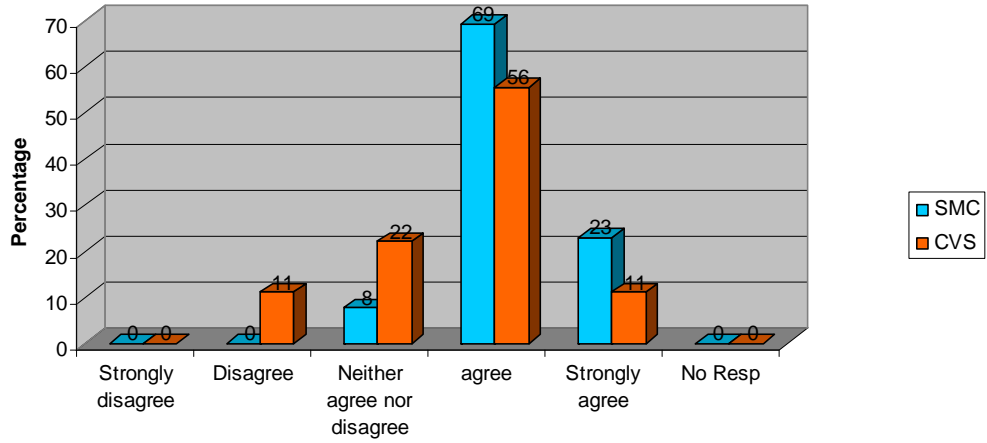


Clinical Care

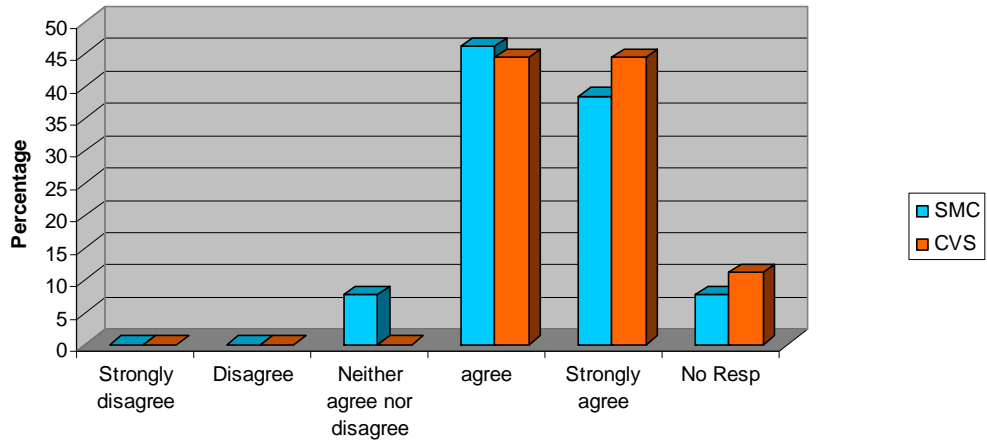




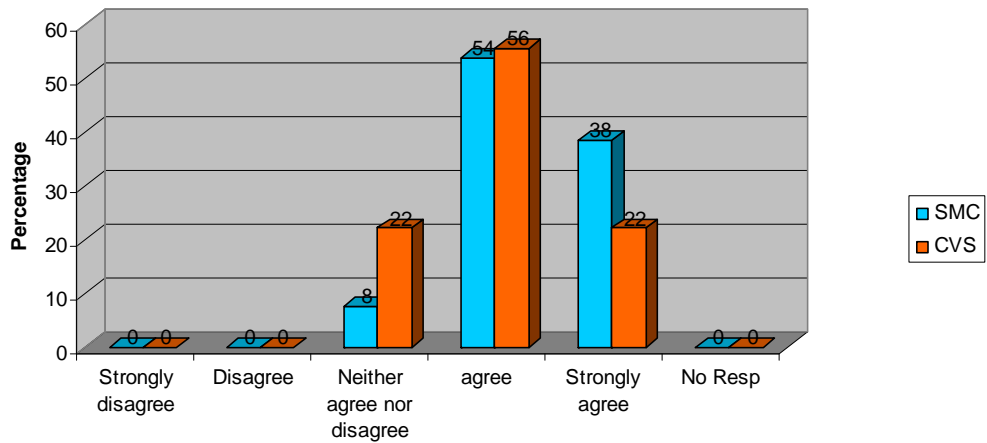
I am more aware of the effect my diet has on my condition/health



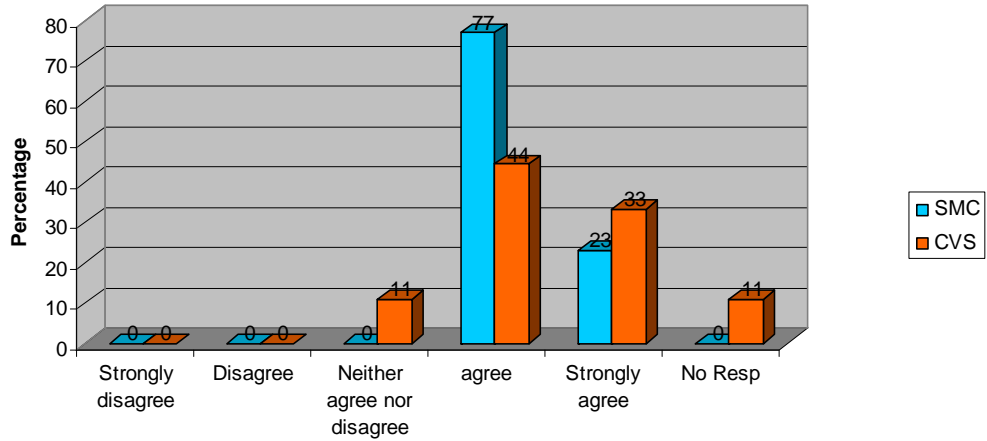
I am more aware of the effect smoking has on my condition/health



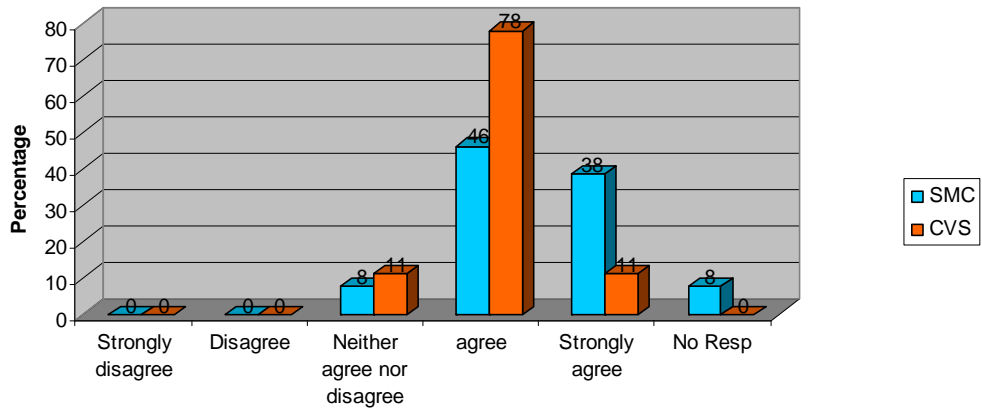
I am more aware of the importance of being active



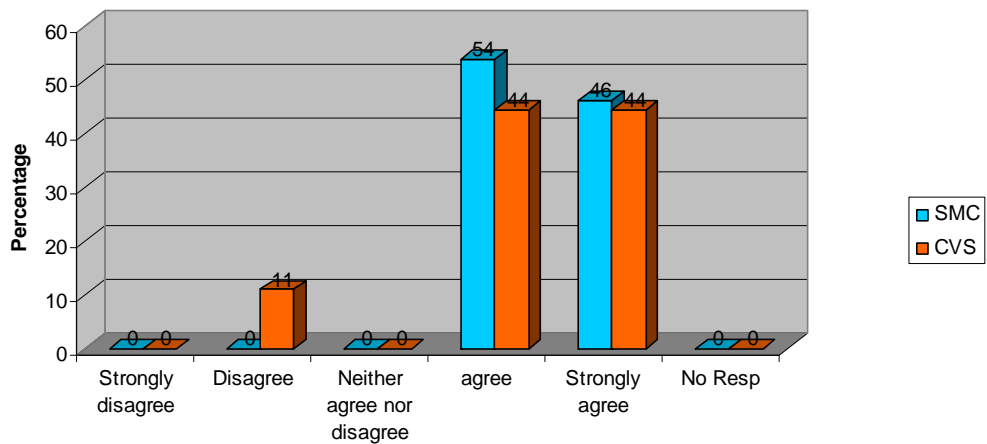
I am more aware of the effect alcohol has on my condition/health



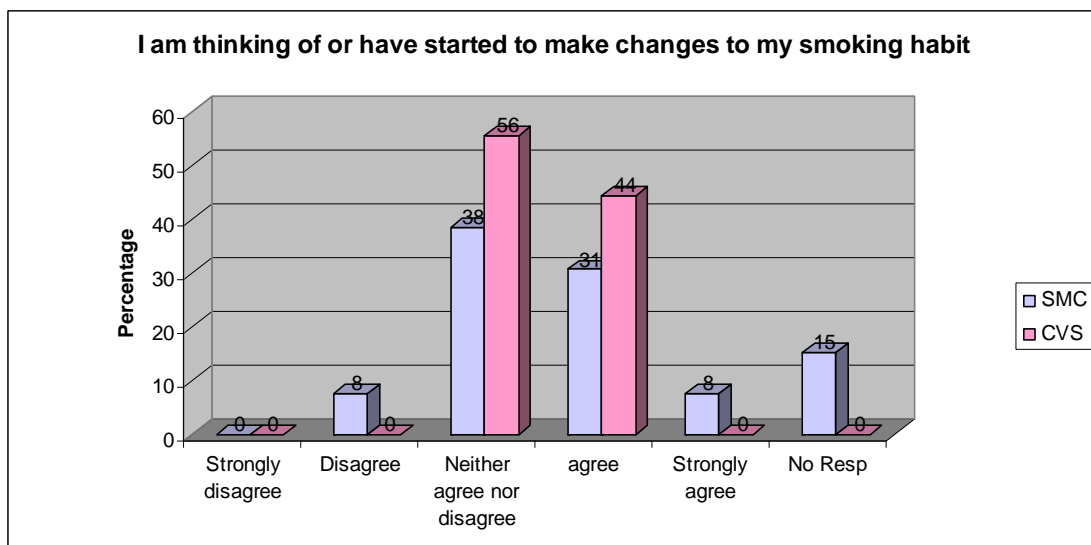
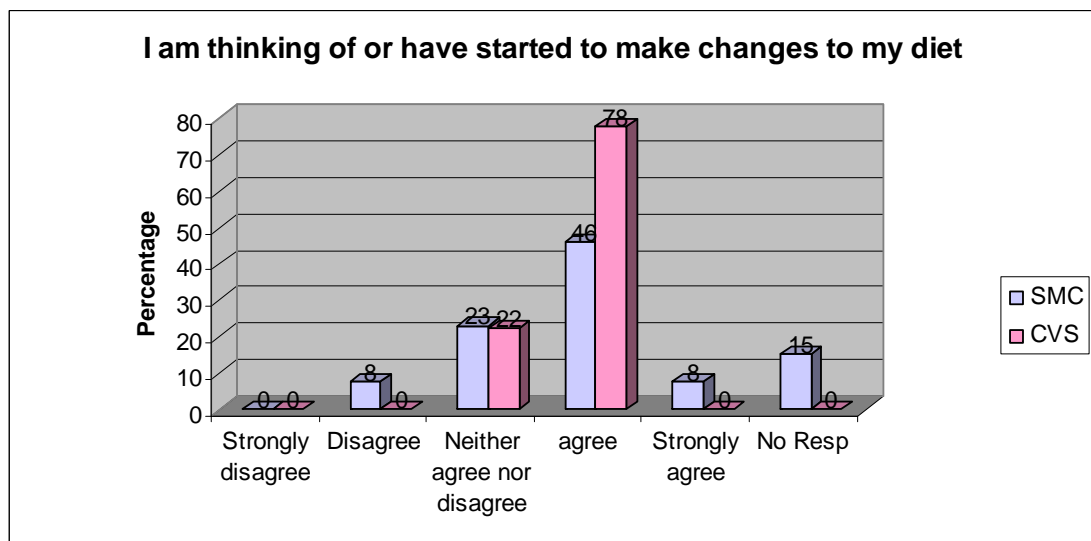
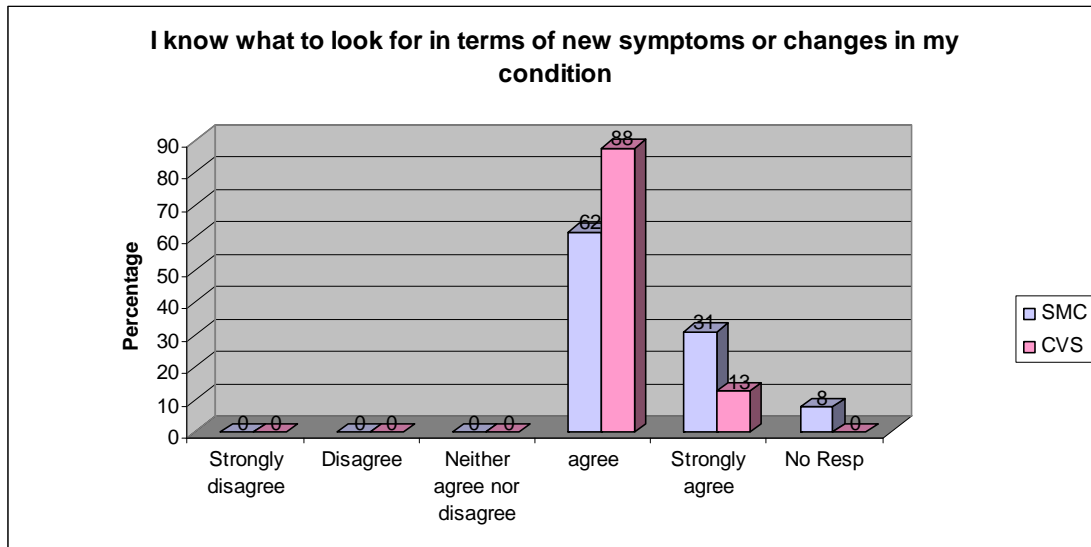
I am aware of the different treatments and support options available if I wish to change my lifestyle

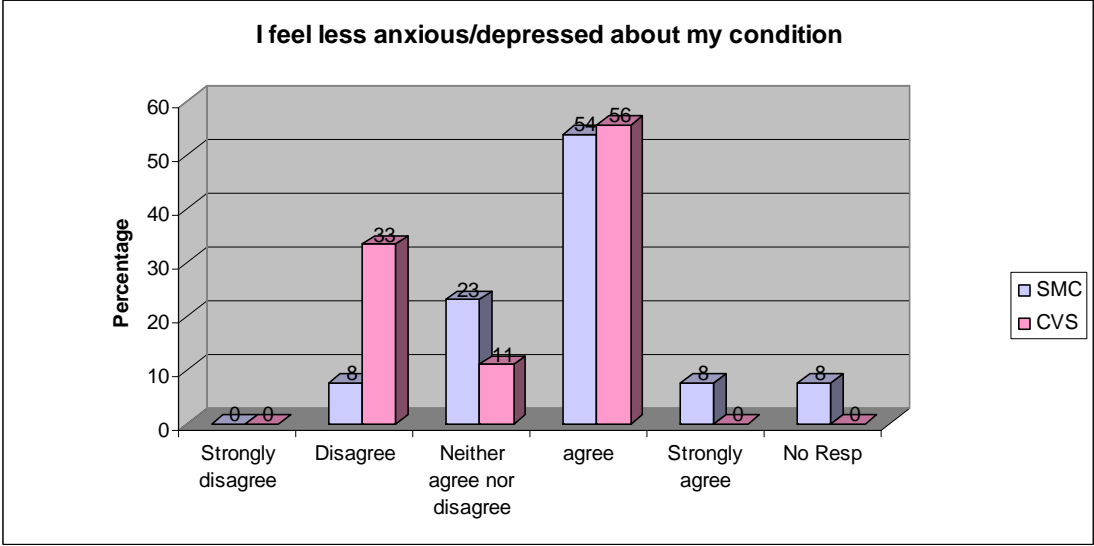
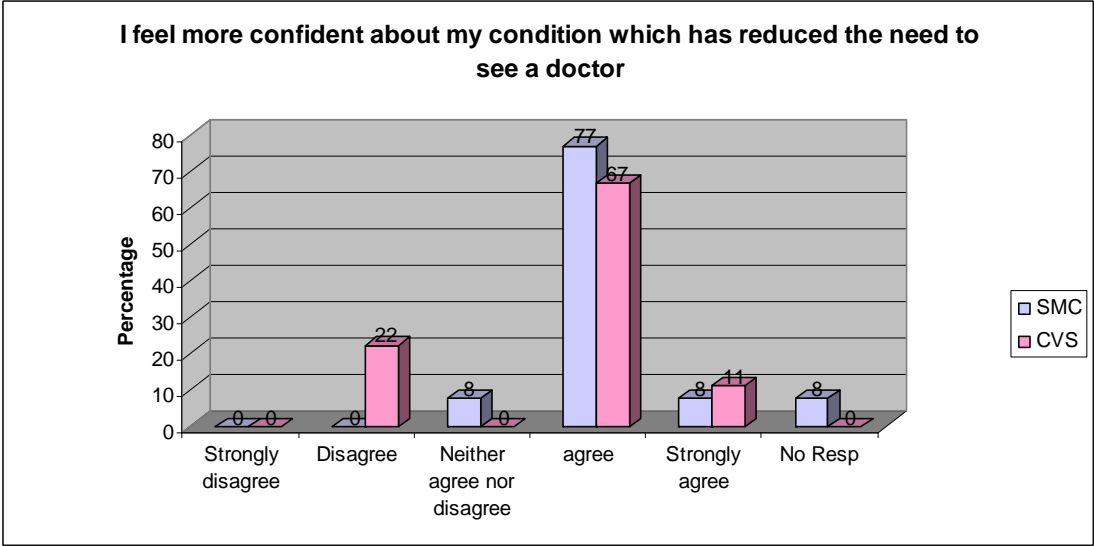
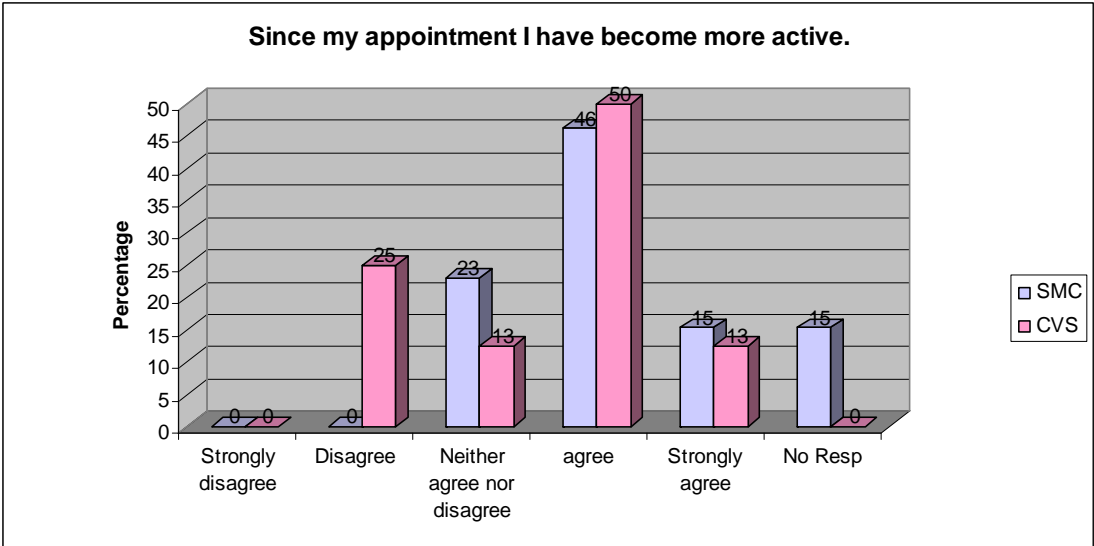


The nurse was knowledgeable about my condition

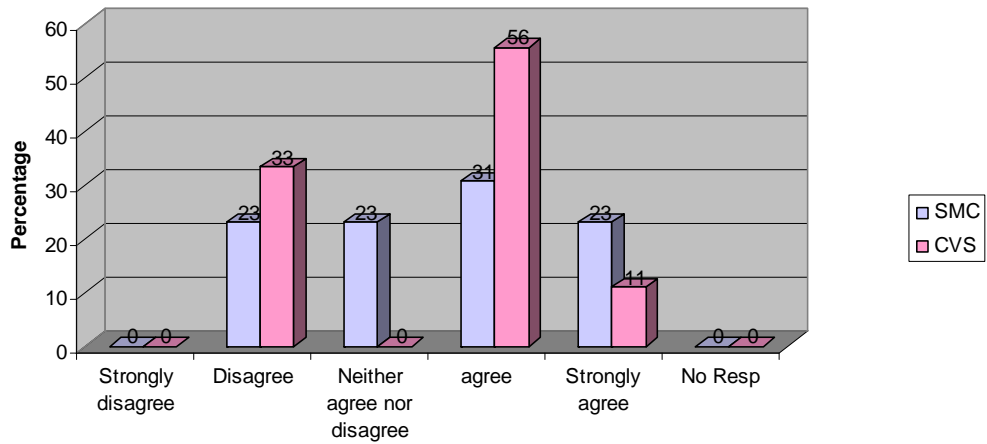


Your Life – Physical and Emotional

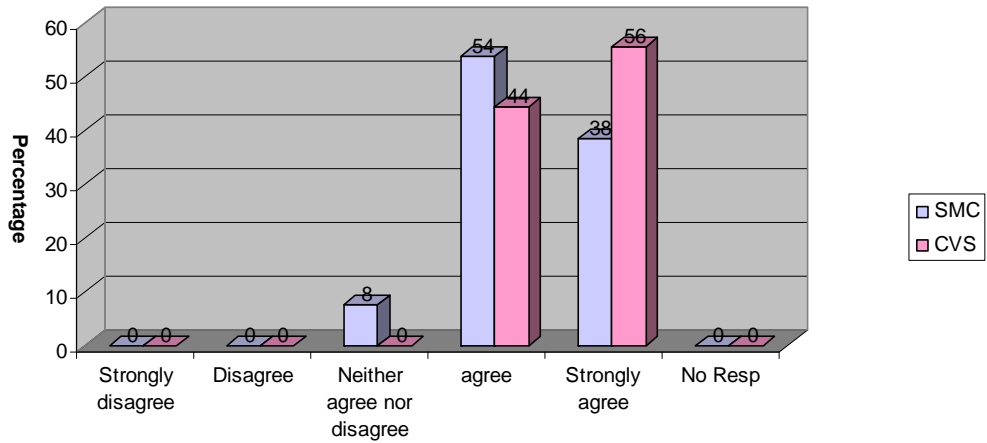




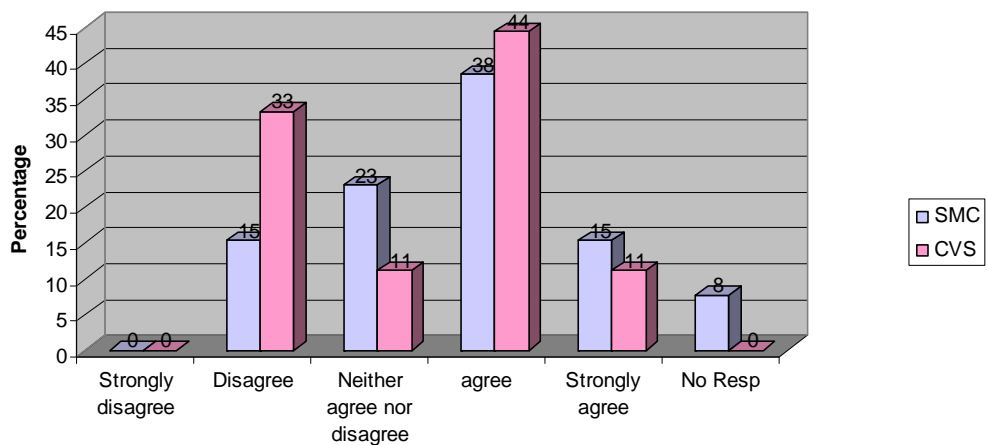
I feel my breathing has improved since my appointment with the nurse

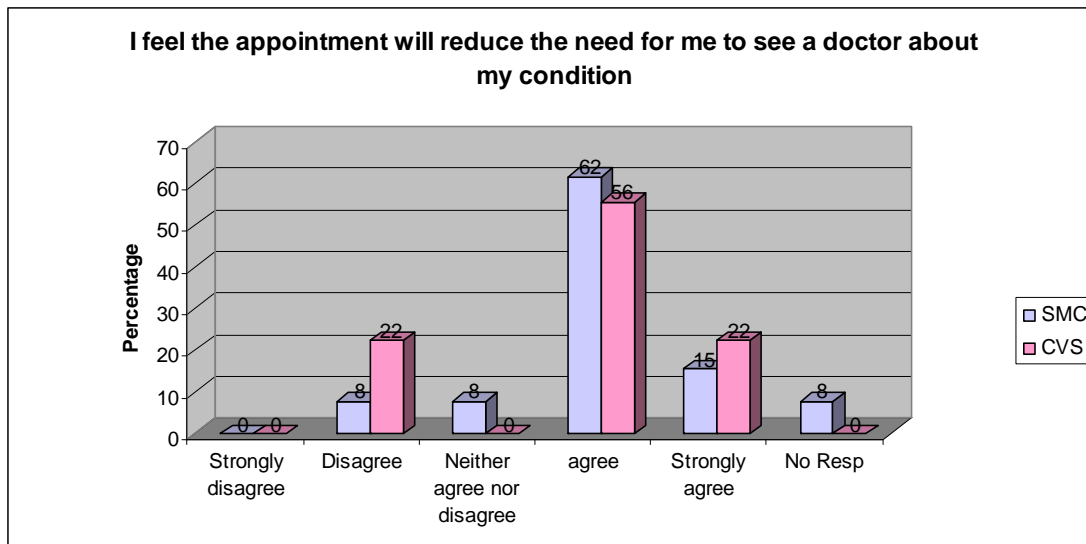


I understand the importance of taking my medication regularly



Attending the clinic appointment has improved my lifestyle/health





Discussion

The results can be divided into four categories, access, environment, clinical care and physical and emotional impact of the appointment.

Access

The results, 91%, clearly demonstrate that most patients prefer to have ONE longer appointment than two separate appointments with a further phlebotomy appointment. It was also reassuring to know that most felt the appointment time was convenient 91% (we do try to bear in mind that many patients have bus passes). The length of the appointment, although 50 minutes was also felt to be appropriate 86%.

Environment

This scored highly presenting no areas for improvement.

Clinical Care

Our nurses were particularly anxious about these results as we had never asked for such detailed feedback after a clinic appointment before. The results were excellent, scoring 100% on treating patients with dignity and respect and being professional but friendly. 95% thought the nurses were knowledgeable and understood the advice given. This reaffirms that the nurses are delivering information in a clear and concise manner. The nurses had successfully increased awareness raising on lifestyle factors to such an extent that the majority of patients scored 82% or more on increased awareness. Raising awareness of how patients can make a difference to their own health is one of the main benefits of attending these appointments.

Physical and Emotional Impact of Appointment

Raising awareness of lifestyle factors on health is an important part of the clinic appointment, measuring the impact of this in terms of improved health and wellbeing is ultimately what we are aiming for. The results demonstrate that many of our patients were either contemplating or had made changes to their lifestyle. 82% felt more confident about their condition and 60% felt less anxious / depressed about their disease. 95% understood the importance of taking regular medication and 55% felt attending the clinic had improved their health.

Overall 74% of patients were satisfied with their appointment giving a score of 8 and above, with 55% giving the highest score of 10.

When asked about how we could improve our clinic there were no suggestions. Interestingly the way the appointments are now structured means that the patient is given a blood test during the appointment and not before as previously. This means that the patient is not in receipt of the result when they attend the appointment. If the result is abnormal the patient will be contacted or if the patients want to know the result they can contact the surgery. We did anticipate some patients would not be agreeable to this but no comments have been mentioned about this restructuring.

Actions

- The Nurse Manager to disseminate the results to the nursing team. We are hoping the positive feedback enthuses our nurses and we can have a brain storming session as to how we can get those patients who do not attend to come in.
- The nursing team are hoping the longer appointments will give time to build on relationships and to eventually involve joint care plans agreed by both patient and clinician. In this way the patient will have more control and responsibility for their disease.
- The nursing team is looking to skill up further. More of the respiratory nurses are planning to do the diabetic course and visa versa. This would then enable the practice to offer a similar appointment scheme for diabetics with respiratory problems.
- The practice is looking to manage patients in line with the 'year of care' guidance.
- We are proposing to have a shortened version of the questionnaire to measure satisfaction after each clinic. We would then like to follow this up with a further questionnaire six months' later to see if the patient has made any changes to their lifestyle. This would also serve as a prompt to these patients.

Date: 17.3.14

ACCESS

1 The appointment time was convenient

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			1	6	5	1
CVS				8	1	
Total	0	0	1	14	6	1

13 SMC
9 CVS
22

Percentage

The appointment time was convenient

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
0	0	8	46	38	
0	0	0	89	11	
0	0	5	64	27	

2. The length of time from booking the appointment to seeing the nurse was acceptable

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
SMC			1	7	4	1
CVS		1	1	7		
Total	0	1	2	14	4	1

13 SMC
9 CVS
22

2. The length of time from booking the appointment to seeing the nurse was acceptable

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
0	0	8	54	31	
0	11	11	78	0	
0	5	9	64	18	

3. The appointment started on time.

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			2	8	2	1
CVS		1		6	2	

13 SMC
9 CVS

3. The appointment started on time.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
0	0	15	62	15	
0	11	0	67	22	

Total	0	1	2	14	4	1
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22

0

5

9

64

18

4. The length of the appointment was appropriate for my needs.

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			1	6	5	1
CVS			1	7	1	
Total	0	0	2	13	6	1

13 SMC

9 CVS

22

4. The length of the appointment was appropriate for my needs.

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	8	46	38	
CVS	0	0	11	78	11	
Total	0	0	9	59	27	

5. I prefer to have ONE long appointment rather than attend for 2 separate ones.

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC				4	8	1
CVS	1			2	6	
Total	1	0	0	6	14	1

13 SMC

9 CVS

22

5. I prefer to have ONE long appointment rather than attend for 2 separate ones.

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	0	31	62	
CVS	11	0	0	22	67	
Total	5	0	0	27	64	

ENVIRONMENT

The practice is easy to get to

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC		1	1	5	5	1
CVS				5	4	
Total	0	1	1	10	9	1

13 SMC

9 CVS

22

The practice is easy to get to

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	8	8	38	38	
CVS	0	0	0	56	44	
Total	0	5	5	45	41	

The room was clean and tidy

The room was clean and tidy

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC				5	7	1
CVS				5	4	
Total	0	0	0	10	11	1

13 SMC
9 CVS
22

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	0	38	54	
CVS	0	0	0	56	44	
Total	0	0	0	45	50	

The environment was adequate e.g. lighting, heating

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC				5	7	1
CVS				6	3	
Total	0	0	0	11	10	1

13 SMC
9 CVS
22

The environment was adequate e.g. lighting, heating

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	0	38	54	
CVS	0	0	0	67	33	
Total	0	0	0	50	45	

CLINICAL CARE

I was able to discuss my condition with the nurse

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
SMC				7	6	
CVS	1			5	3	
Total	1	0	0	12	9	0

13 SMC
9 CVS
22

I was able to discuss my condition with the nurse

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
SMC	0	0	0	54	46	
CVS	11	0	0	56	33	
Total	5			55	41	

I was given information/advice on how I could reduce/prevent worsening of my symptoms /disease

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No resp</i>
SMC		1		7	5	
CVS		1	1	5	2	
Total	0	2	1	12	7	0

13 SMC
9 CVS
22

I was given information/advice on how I could reduce/prevent worsening of my symptoms /disease

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No resp</i>
SMC	0	8	0	54	38	
CVS	0	11	11	56	22	
Total		9	5	55	32	

I understood all the information/ advice given

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
SMC				6	7	1
CVS			1	5	3	
Total	0	0	1	11	10	1

14 SMC
9 CVS
22

I understood all the information/ advice given

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
SMC	0	0	0	43	50	
CVS	0	0	11	56	33	
Total	0	0	5	50	45	

Written information given was sufficient

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			1	6	4	2
CVS			1	6	1	2
Total	0	0	2	12	5	4

13 SMC
10 CVS
22

Written information given was sufficient

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	8	46	31	
CVS	0	0	10	60	10	
Total	0	0	9	55	23	

The nurse spoke to me with dignity and respect

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC				5	8	
CVS				6	3	
Total	0	0	0	11	11	0

13 SMC
9 CVS
22

8. The clinical staff treat me with dignity and respect.

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	0	38	62	
CVS	0	0	0	67	33	
Total	0	0	0	50	50	

The nurse was professional and friendly

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
SMC				4	9	

13 SMC

The nurse was professional and friendly

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>no resp</i>
SMC	0	0	0	31	69	

CVS				6	3	
Total	0	0	0	10	12	0

9	CVS	0	0	0	67	33
22		0	0	0	45	55

I am more aware of the effect my diet has on my condition/health

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			1	9	3	
CVS		1	2	5	1	
Total	0	1	3	14	4	0

I am more aware of the effect my diet has on my condition/health

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
13	SMC	0	0	8	69	23
9	CVS	0	11	22	56	11
22		0	5	14	64	18

I am more aware of the effect smoking has on my condition/health

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			1	6	5	1
CVS				4	4	1
Total	0	0	1	10	9	2

I am more aware of the effect smoking has on my condition/health

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
13	SMC	0	0	8	46	38
9	CVS	0	0	0	44	44
22		0	0	5	45	41

I am more aware of the importance of being active

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			1	7	5	
CVS			2	5	2	
Total	0	0	3	12	7	0

I am more aware of the importance of being active

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
13	SMC	0	0	8	54	38
9	CVS	0	0	22	56	22
22		0	0	14	55	32

I am more aware of the effect alcohol has on my condition/health

I am more aware of the effect alcohol has on my condition/health

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC				10	3	
CVS			1	4	3	1
Total	0	0	1	14	6	1

I am aware of the different treatments and support options available if I wish to change my lifestyle (diet, smoking, exercise, alcohol)

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			1	6	5	1
CVS			1	7	1	
Total	0	0	2	13	6	1

The nurse was knowledgeable about my condition

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC				7	6	
CVS		1		4	4	
Total	0	1	0	11	10	0

YOUR LIFE - PHYSICAL AND EMOTIONAL

I Know what to look for in terms of new symptoms or changes in my condition

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
13 SMC	0	0	0	77	23	
9 CVS	0	0	11	44	33	
22	0	0	5	64	27	

I am aware of the different treatments and support options available if I wish to change my lifestyle (diet, smoking, exercise, alcohol)

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
13 SMC	0	0	8	46	38	
9 CVS	0	0	11	78	11	
22	0	0	9	59	27	

The nurse was knowledgeable about my condition

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
13 SMC	0	0	0	54	46	
9 CVS	0	11	0	44	44	
22	0	5	0	50	45	

I Know what to look for in terms of new symptoms or changes in my condition

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC				8	4	1
CVS				7	1	
Total	0	0	0	15	5	1

13 SMC
8 CVS
22

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	0	62	31	
CVS	0	0	0	88	13	
Total	0	0	0	68	23	

I am thinking of or have started to make changes to my diet

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC		1	3	6	1	2
CVS			2	7		
Total	0	1	5	13	1	2

13 SMC
9 CVS
22

I am thinking of or have started to make changes to my diet

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	8	23	46	8	
CVS	0	0	22	78	0	
Total	0	5	23	59	5	

I am thinking of or have started to make changes to my smoking habit

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC		1	5	4	1	2
CVS			5	4		
Total	0	1	10	8	1	2

13 SMC
9 CVS
22

I am thinking of or have started to make changes to my smoking habit

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	8	38	31	8	
CVS	0	0	56	44	0	
Total	0	5	45	36	5	

Since my appointment I have become more active (e.g. walk more garden)

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC			3	6	2	2
CVS		2	1	4	1	
Total	0	2	4	10	3	2

13 SMC
8 CVS
22

Since my appointment I have become more active (e.g. walk more garden)

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	0	23	46	15	
CVS	0	25	13	50	13	
Total	0	9	18	45	14	

I feel more confident about my condition which has reduced the need to see a doctor about it

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>		
SMC			1	10	1	1	13	SMC
CVS		2		6	1		9	CVS
Total	0	2	1	16	2	1	22	

I feel more confident about my condition which has reduced the need to see a doctor about it

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
0	0	8	77	8	
0	22	0	67	11	
0	9	5	73	9	

I feel less anxious/depressed about my condition

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>		
SMC		1	3	7	1	1	13	SMC
CVS	0	3	1	5	0	0	9	CVS
Total	0	4	4	12	1	1	22	

I feel less anxious/depressed about my condition

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
0	8	23	54	8	
0	33	11	56	0	
0	18	18	55	5	

I feel my breathing has improved since my appt with the nurse

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>		
SMC		3	3	4	3		13	SMC
CVS		3		5	1		9	CVS
Total	0	6	3	9	4	0	22	

I feel my breathing has improved since my appt with the nurse

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
0	23	23	31	23	
0	33	0	56	11	
0	27	14	41	18	

I understand the importance of taking my medication regularly

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>		
SMC			1	7	5		13	SMC
CVS				4	5		9	CVS

I understand the importance of taking my medication regularly

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
0	0	8	54	38	
0	0	0	44	56	

Total	0	0	1	11	10	0
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22

0

0

5

50

45

Attending the clinic appointment has improved my lifestyle/health

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC		2	3	5	2	1
CVS		3	1	4	1	
Total	0	5	4	9	3	1

13 SMC

9 CVS

22

Attending the clinic appointment has improved my lifestyle/health

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	15	23	38	15	
CVS	0	33	11	44	11	
Total	0	23	18	41	14	

I feel the appointment will reduce the need for me to see a dr about my condition

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>not applicable</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC		1	1	8	2	1
CVS	0	2	0	5	2	
Total	0	3	1	13	4	1

13 SMC

9 CVS

22

I feel the appointment will reduce the need for me to see a dr about my condition

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>agree</i>	<i>Strongly agree</i>	<i>No Resp</i>
SMC	0	8	8	62	15	
CVS	0	22	0	56	22	
Total	0	14	5	59	18	

On a scale of 1 - 10 how satisfied were you with your long term clinic appointment

(1 being not at all satisfied 10 being most satisfied)

	1	2	3	4	5	6	7	8	9	10	no resp
SMC				1			2		1	8	1
%				8	0	0	15	0	8	62	8
CVS						1		1	2	4	1
%				0	0	8	0	8	15	31	8

SMC patients

CVS patients

What were you hoping to gain from your Long Term Conditions appointment?

Nothing
Appointment has improved my lifestyle
Just to chat about my health
Help and understanding
Just to make sure my condition was not getting any worse
Better breathing
Better health
Less appointments with doctor
info
living longer

For information

What was particularly good about attending the appointment?

Making sure I was on the right inhaler
I feel more confident about my condition
answered questions in a good, friendly manner

Gaining more understanding
Making sure everything was ok
nurse very good
The nurse was polite and friendly and explained things in a manner I could understand.
More information about my condition and how to help manage it
One of the best medical centres in Leeds
Very good care and attention by nurse

It makes me feel good

What did you dislike about the appointment?

Nothing
Nothing
Nothing
Nothing
Nothing it was adequate

Nothing
Reassurance that my condition not getting worse
Maximum benefit
To make sure everything working to plan
Further knowledge able to ask advice was offered

Nothing
Knowing how I am
I was given a new type of inhaler which was a big improvement on the previous type
Assurance that at this time all is as should be with my condition and treatment.
Done in one appointment

Nothing
Nothing
Nothing
Nothing to dislike happy through.

Nothing
Nothing
Not applicable

None
How could the clinic be improved?

No
I prefer to have one long appointment rather than attend for 2 separate

I would like to have a water test as we had before
I don't think it can
I think it's alright as it is
No
It works leave it

Has attending the clinic appointment made any difference to your lifestyle health?

No
Yes
No
Yes because I've changed my diet
Made a difference to my breathing
A little
No
yes don't smoke, don't drink
No
Yes

Don't know
No input!
From my experience I was very satisfied.
Nurses were very good and extremely helpful.
No improvement necessary

Not much
apart from reassurance my condition can only get worse in the next few years
Very much so with the improved medication
I was satisfied with care previously, but the clinic made me aware of my own
Contribution of looking after myself more.

What made you attend your Long Term Conditions appointment?

I was sent for
I attend my appointment so I can give my views
It is a good idea just one appointment
Had heart attack
Because I was told to
I don't think I've attended this clinic but I think it's an excellent idea.
Because I need to do it
It is ok with me
Because it is important for me to keep a check on my condition
For health information
Got a letter to make an appointment
Was asked to attend by nurse
On the doctor's advice

If you did NOT book an appointment or did not turn up for your appointment can you please tell us why?
this time I have had new windows put in
If I miss an appointment it will be; bad weather, feeling very unwell, bus strike
Ill health

What could we do differently to ensure you attended our Long Term Conditions clinic?

Nothing
Early morning appointments
Not in winter time
It will be helpful if the appointments is after 10 am as an OAP I do not like to take place of somebody
if need to go to work
Send text messages to remind me when it is
Text appointment

Got a letter to go
I was informed by practice that it was time for LTCC
To confirm I was taking medication correctly and discuss best options for my condition
one visit best for both and practice to agree appointment time

In my case no problem whatever
I have every intention of attending in the future.

