

# Anticoagulation Survey 2016

## Anticoagulation Clinic Survey 2016

by Report/Questionnaire/Section/Question/Answer

No Filter Set

Respondents Selected: 528

	Response Count	% Resp	% Score
<b>Starting Oral Anticoagulation</b>		<b>90.72%</b>	<b>80.37%</b>
<b>1.1. Did you receive a yellow anticoagulation information book?</b>		96.59%	93.14%
a. Yes	475	89.96%	
b. No	35	6.63%	
<b>1.2. Did you receive a yellow anticoagulation appointment book?</b>		92.42%	97.75%
a. Yes	477	90.34%	
b. No	11	2.08%	
<b>1.3. Did you receive a purple Leighton information booklet?</b>		80.11%	44.92%
a. Yes	190	35.98%	
b. No	233	44.13%	
<b>1.4. Were you given the initial information about warfarin by:</b>		93.75%	
a. Ward staff	159	30.11%	
b. GP	73	13.83%	
c. Anticoagulation Clinic	239	45.27%	
d. Pharmacist	24	4.55%	
<b>Clinic Location</b>		<b>99.24%</b>	
<b>2.1. Please indicate which clinic you attend:</b>		99.24%	
a. Winsford	82	15.53%	
b. Kingsmead	80	15.15%	
c. Alsager	31	5.87%	
d. Salinae, Middlewich	30	5.68%	
e. Gresty Brook	7	1.33%	
f. Church View Nantwich	60	11.36%	
g. Eaglebridge	59	11.17%	
h. Willow wood, Wharton	26	4.92%	
i. Ashfields	59	11.17%	
j. Hungerford Road	26	4.92%	
k. Oakwood, Barnton	2	0.38%	
l. Rope Green	29	5.49%	
m. VIN	3	0.57%	
n. Michael Heal Unit	1	0.19%	
o. Audlem	29	5.49%	
<b>Clinic visits</b>		<b>67.61%</b>	<b>89.77%</b>
<b>3.1. Appointment Time - are you usually seen</b>		99.81%	88.66%
a. Early or On time	308	58.33%	
b. Within 10 minutes of your appointment time	199	37.69%	
c. Within 10 to 15 minutes of your appointment time	20	3.79%	
d. Within 15 to 30 minutes of your appointment time			
e. More than 30 minutes after your appointment time			
<b>3.2. If your appointment time was delayed by more than 15 minutes were you told why you had to wait?</b>		67.42%	89.04%
a. Yes	203	38.45%	
b. No but i would have liked an explanation	25	4.73%	
c. No but i didn't mind	128	24.24%	
<b>3.3. Did you need to ask any questions?</b>		72.73%	
a. Yes	125	23.67%	
b. No	259	49.05%	
<b>3.4. If so, were they answered adequately</b>		30.49%	94.41%
a. Yes	152	28.79%	
b. No	9	1.70%	
<b>Premises</b>		<b>91.95%</b>	
<b>4.1. Was the access to the clinic room acceptable?</b>		92.61%	
a. Yes	484	91.67%	
b. No	5	0.95%	

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<b>4.2. Does the information about Warfarin meet your needs?</b>		91.29%	
a. Yes, completely	424	80.30%	
b. Yes to some extent	51	9.66%	
c. No			
d. I did not require any information	7	1.33%	
<b>Contacting the Anticoagulation office</b>		<b>75.43%</b>	<b>98.22%</b>
<b>5.1. Have you ever had to contact the Anticoagulation office?</b>		92.61%	
a. Yes	415	78.60%	
b. No	74	14.02%	
<b>5.2. Was your enquiry dealt with courteously and efficiently?</b>		74.43%	98.22%
a. Yes	386	73.11%	
b. No	7	1.33%	
<b>5.3. When telephoning the office did you get through:</b>		78.41%	
a. On your first attempt	188	35.61%	
b. After 2 or more attempts	50	9.47%	
c. Or did you leave a message	176	33.33%	
<b>5.4. Was your call returned?</b>		56.25%	
a. Within 2 hours	189	35.80%	
b. Within 4 hours	89	16.86%	
c. More than 4 hours	19	3.60%	
<b>Overall</b>		<b>93.37%</b>	<b>14.29%</b>
<b>6.1. Overall, how satisfied are you with the service?</b>		93.37%	14.29%
a. 1 Not at all satisfied	1	0.19%	
b. 2			
c. 3	6	1.14%	
d. 4	61	11.55%	
e. 5 Totally satisfied	425	80.49%	
<b>About you</b>		<b>74.50%</b>	
<b>7.1. Are you?</b>		89.02%	
a. Female	214	40.53%	
b. Male	256	48.48%	
<b>7.2. Which age group are you in?</b>		90.53%	
a. 18 - 28 years	4	0.76%	
b. 29 - 38 years	4	0.76%	
c. 39 - 48 years	23	4.36%	
d. 49 - 58 years	38	7.20%	
e. 59 - 68 years	93	17.61%	
f. 69 - 78 years	183	34.66%	
g. 79 - 88 years	125	23.67%	
h. Over 89 years	8	1.52%	
<b>7.3. What is your ethnicity?</b>		89.77%	
a. White - British	459	86.93%	
b. White - Irish	8	1.52%	
c. White - Any other background	1	0.19%	
d. Mixed - White / Black Caribbean			
e. Mixed - White / Black African			
f. Mixed - White and Asian			
g. Asian Bangladeshi			
h. Asian - Indian	3	0.57%	
i. Asian - Pakistani			
j. Chinese	1	0.19%	
k. Black Caribbean	1	0.19%	
l. Black African			
m. Other	1	0.19%	
<b>7.4. Do you consider yourself to have a disability?</b>		89.02%	
a. Yes	169	32.01%	
b. No	287	54.36%	
c. I do not wish to disclose whether I have a disability	14	2.65%	
<b>7.5. If you consider yourself to have a disability, please choose the type(s) of impairment which applies to you.</b>		34.09%	
a. Physical impairment	93	17.61%	
b. Mental health condition	9	1.70%	
c. Learning disability or difficulty	1	0.19%	
d. Long-standing illness	77	14.58%	
<b>7.6. Are you deaf or have a severe hearing impairment?</b>		86.93%	
a. Yes	79	14.96%	
b. No	380	71.97%	

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<b>7.7. Are you blind or partially sighted?</b>			<b>85.98%</b>
a. Yes	21	3.98%	
b. No	433	82.01%	
<b>7.8. If you answered 'Yes' to question 9.4 - 9.7 were your needs met?</b>			<b>30.68%</b>
a. Yes	150	28.41%	
b. No	12	2.27%	

## Anticoagulation Clinic Survey 2016

All Respondents Selected

### 3. Clinic visits

#### 3.4. If so, were they answered adequately

Comments

[9]	1.4 also ticked c
[10]	1.4 also ticked c
[15]	1.4 also ticked c
[26]	2.1 also ticked f
[34]	1.4 also ticked c
[43]	1.4 also ticked c
[56]	1.4 also ticked c
[67]	1.4 also ticked c
[88]	1.4 also ticked c
[95]	Was once told lightheadedness/dizziness was not a side effect of drugs
[102]	2.1 also ticked j
[107]	1.4 also ticked c
[110]	1.4 also ticked e (sometimes) and n (occasionally)
[124]	2.1 also ticked j
	3.1 Eagle Bridge a; Hungerford c
[128]	1.4 also ticked a and c
[129]	1.4 also ticked c
[131]	Never had to wait over appointment time
[138]	a
[144]	2.1 also ticked j
[146]	1.4 also ticked c
[150]	1.4 also ticked b and c
[168]	1.4 also ticked d
[184]	1.4 also ticked d
[192]	1.4 also ticked c
[197]	1.4 also ticked b and c
[199]	1.4 also ticked b
[201]	1.4 also ticked c
[204]	1.4 also ticked d
[209]	1.4 also ticked e, g and l
[210]	1.4 also ticked i
[229]	2.1 also ticked e and g
[253]	1.4 also ticked h
[255]	1.4 also ticked c
[263]	2.1 also ticked c
[269]	2.1 also ticked m
[273]	a
[274]	1.4 also ticked c
[288]	1.4 consultant / cardiologist
[332]	a
[333]	1.4 also ticked c
[339]	1.4 also ticked a
[366]	2.1 Northwich
[370]	1.4 also ticked d
[386]	a
[391]	1.4 also ticked c
[395]	1.4 also ticked a
[412]	1.4 also ticked b
[446]	1.3 Not sure started on warfarin by N Staffs Hospital
[463]	1.4 also ticked b

[466]	1.4 also ticked c
[479]	1.4 also ticked b
[480]	1.4 also ticked c
[484]	2.1 also ticked a
[487]	2.1 also ticked a
[490]	2.1 also ticked a
[495]	1.4 also ticked b and c
[508]	1.4 also ticked c
[509]	2.1 also ticked d
[515]	1.4 also ticked c
[526]	1.4 also ticked c

#### 4. Premises

##### 4.1. Was the access to the clinic room acceptable?

Details

[9]	5.3 also ticked a
[19]	Any new information on any effects on warfarin by other drugs or food would be appreciated
[47]	Surgery entrance and waiting room OK
[71]	Live in Nantwichso would have preferred so would have preferred to have been treated at the Church View Clinic
[85]	Good car parking
[114]	Eaglebridge
[142]	Clean tidy and excellent staff
[143]	Ground floor
[155]	Pleasant seating area
[192]	Waiting room well lit and warm
[198]	Ground floor - nearby parking
[228]	1.4 also ticked c
[319]	Good waiting romm adjacent to test room
[335]	Flat and wide doors
[388]	1.4 Consultant
[396]	Barnton and Kingsmead (yes) but VI (no) I fell after leaving room and broke my ankle
[406]	Always clean and tidy
[414]	Need a chair with arms
[429]	1.4 also ticked b
[446]	Service excellent but when frequent more than or equal to 1 a week checks are needed there is little choice of appointment times
[454]	Short walk from reception
[488]	1.4 also ticked c
[489]	5.4 Never got in touch
[493]	Clean, warm and friendly
[506]	a
[516]	5.4 not sure of the time scale but always returned on the same day