

# PMB Clinic Audit

## Heathfield Clinic



# PMB Clinic Audit

- **When ?**
- November/December 2011
- **Why ?**
- To establish if patients were receiving our patient information leaflet & to evaluate how effective the information was in preparing them for their consultation and investigations.

# PMB Clinic Audit

- **How ?**
  - **30 patients were questioned**
  - **The Questions asked...**
    1. Did you receive a patient information leaflet?
    2. Was the information useful?
    3. Was your experience as the leaflet explained?
    4. Is there any further information that we could add that would be helpful?

# PMB Clinic Audit - Results

## **1. Did you receive a patient information leaflet?**

**YES: 20**

**NO: 9**

1 patient was given the wrong leaflet

# PMB Clinic Audit - Results

## 2. Was the information useful?

- **YES: 19**

### Individual comments:

- "Well prepared for what was going to happen, no surprises"
- "Not as bad as I thought it would be"
- "Leaflet very helpful"
- "Leaflet was informative"
- "Much improved from last experience, due to being prepared"
- "Leaflet was comprehensive and clear"

- **NO : 1**

- "I would rather not have known"

# PMB Clinic Audit - Results

## **3. Was your experience as the leaflet explained?**

- YES: 20**

## **4. Is there any other information that we could add that would be helpful?**

- NO : 20**

# PMB Clinic Audit - Results



## **We also were reassured !!!**

“I was made to feel relaxed and at ease”

“Could not improve things, service quick and efficient”

“Loved joining in on conversation with staff, well done”

“Very reassured by Dr and nursing staff”

“Everyone was lovely”

“Very happy with experience”