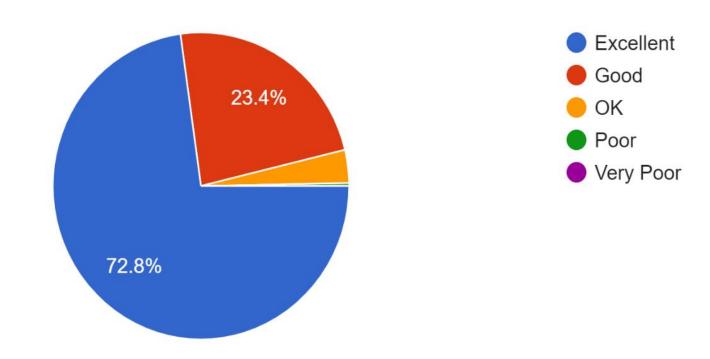
Results of HIV patient survey 2022

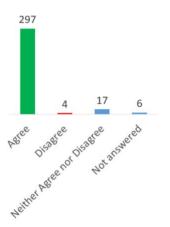
How would you rate the HIV service overall?
316 responses



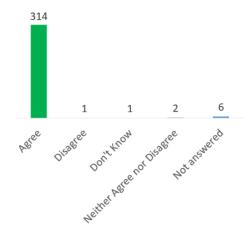
I can usually get through to reception when I phone



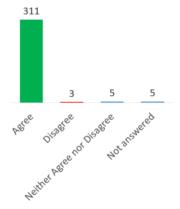
When I come to clinic, I am usually seen by staff within a reasonable amount of time



I feel that the staff present themselves in a professional way



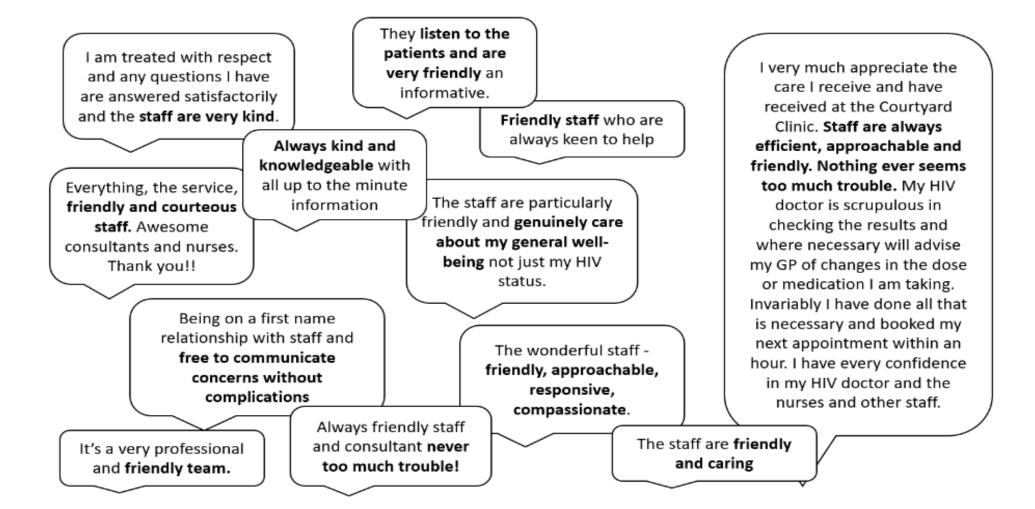
I would recommend this service to someone who needed it



efficient, professional, and Professional service, Treated with The service at engaging and courteous warmth. respect, Courtyard is staff, non assuming, quick professional excellent as are turnaround and pleasant service the staff. All the staff are environment friendly, helpful **Professionalism** and professional I have been a patient for Professional and **Excellent** care many years and always feel calm staff supported and looked Helpful, after. The Team is great, professional professional and very and supportive I like the staff a professional and caring. staff care so much very helpful to our private need especially those who have children with HIV, good in The staff are not only professional, friendly, advice to take care when you a experienced, knowledgeable and highly non very sick, I like they attitude, thank judgemental - but in the main there seems to I get excellent you for all of them.. be a fairly low staff turnover which means you service and the staff do tend to see the same people which is are very helpful and important for building trust friendly

excellent

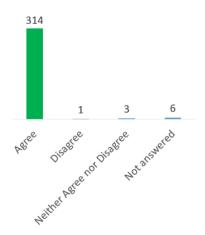
Look after our patients as we would like to be looked after ourselves Set ourselves high standards and be open to new ideas Be professional in our approach and in our appearance Promote and share best practice



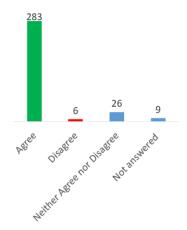
kind

Anticipate and respond to patients' and carers' concerns and worries
Support each other under pressure and consider the impact of our actions on others
Help people find their way if they look unsure or lost
Smile, listen and be friendly

I am treated with respect by staff



I feel involved in decisions made about my care



How all the staff deal with you before reaching the doctor is really amazing. They make you feel comfortable, valued and treated you with respect. Thank you to all of them.

It's very personal, and your views are listened to.

I am treated with respect and any questions I have are answered satisfactorily and the staff are very kind.

It is a good and proper service that's treat every body the same regardless of your ethics group. **Confidentiality** and good service

I have a been a patient for many years, I have always been treated with respect and dignity.

The individuals treatment is explained to them and is encouraged to adhere to the medication and voice any concerns. The staff are very polite and helpful and professional. The whole service including the health advisers gives a lot of peace of mind. **Effective treatment without prejudice**. I have complete confidence in the staff. Having its own pharmacy means quick private access

approach to working has been consistent over the many years I have been a patient. I like having a separate space away from the main hustle and bustle of the clinic. Please never

change

The friendliness of the staff.

Their non-judgemental

The **staff does not discriminate** regardless
your gender

Private and understanding

respectful

Keep patients, families and carers involved and informed

Protect patients' dignity and confidentiality

Wear our name badges, introduce ourselves and address people in a professional manner Respect colleagues' roles in patient care and experience Value and understand the diversity of those around us

I like the privacy.

We did You said We changed home delivery service to We have employed a new a more reliable The opening hours could Counselling Psychologist be more reflective of how provider Bring back we work in the outside the coffee world machine Coffee machine installed in the Courtyard clinic, Reflexology it will be in operation soon service Increase the holistic (whole mind and started body) aspect of care Waiting area has now been decorated **HIV Peer Mentor** Give the reception area

Improve Alcura's medication despatch service a makeover it really needs it

New Monday evening HIV clinic started at Falcon Road Sexual Health Centre

Service now has a

Developed 'Living Now' health and wellbeing course to start in the Autumn

A mental health counsellor

responsible

Have patient safety as our prime consideration

Be responsible for ensuring good patient experience

Use resources wisely

Challenge poor behaviour in others Learn from experience including our mistakes Say sorry when things go wrong

2023 Patient survey coming soon