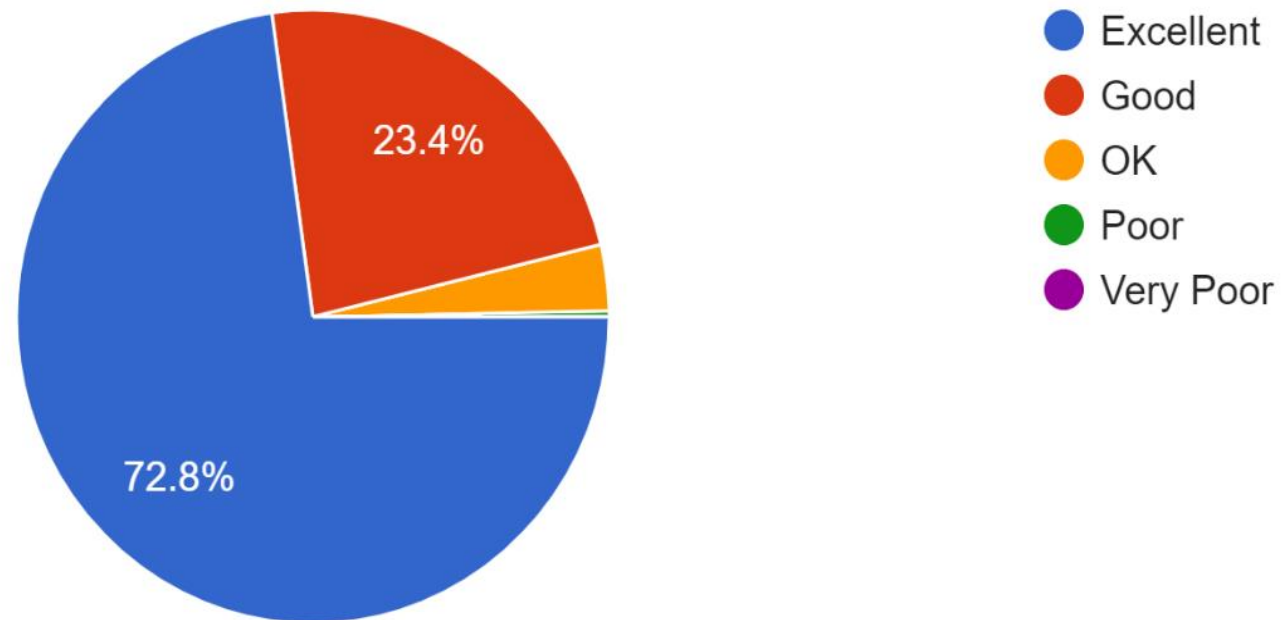


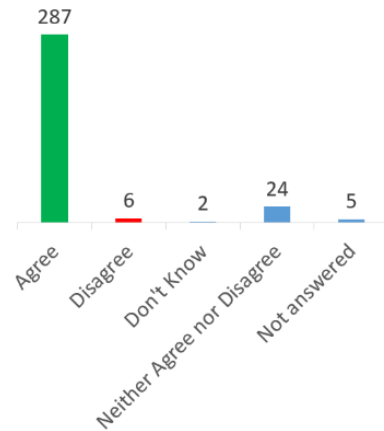
# Results of HIV patient survey 2022

How would you rate the HIV service overall?

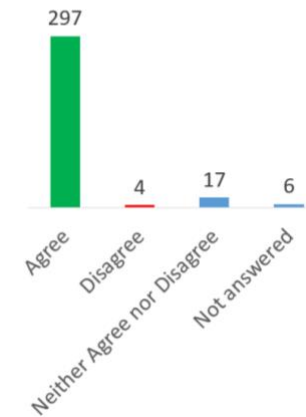
316 responses



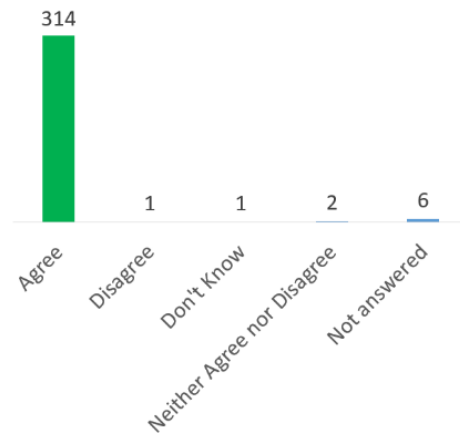
I can usually get through to reception when I phone



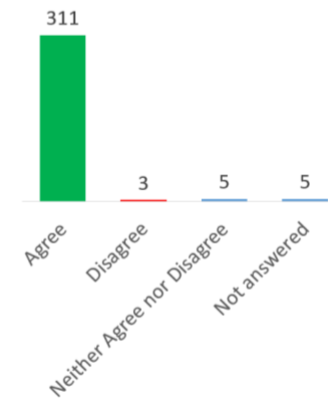
When I come to clinic, I am usually seen by staff within a reasonable amount of time



I feel that the staff present themselves in a professional way



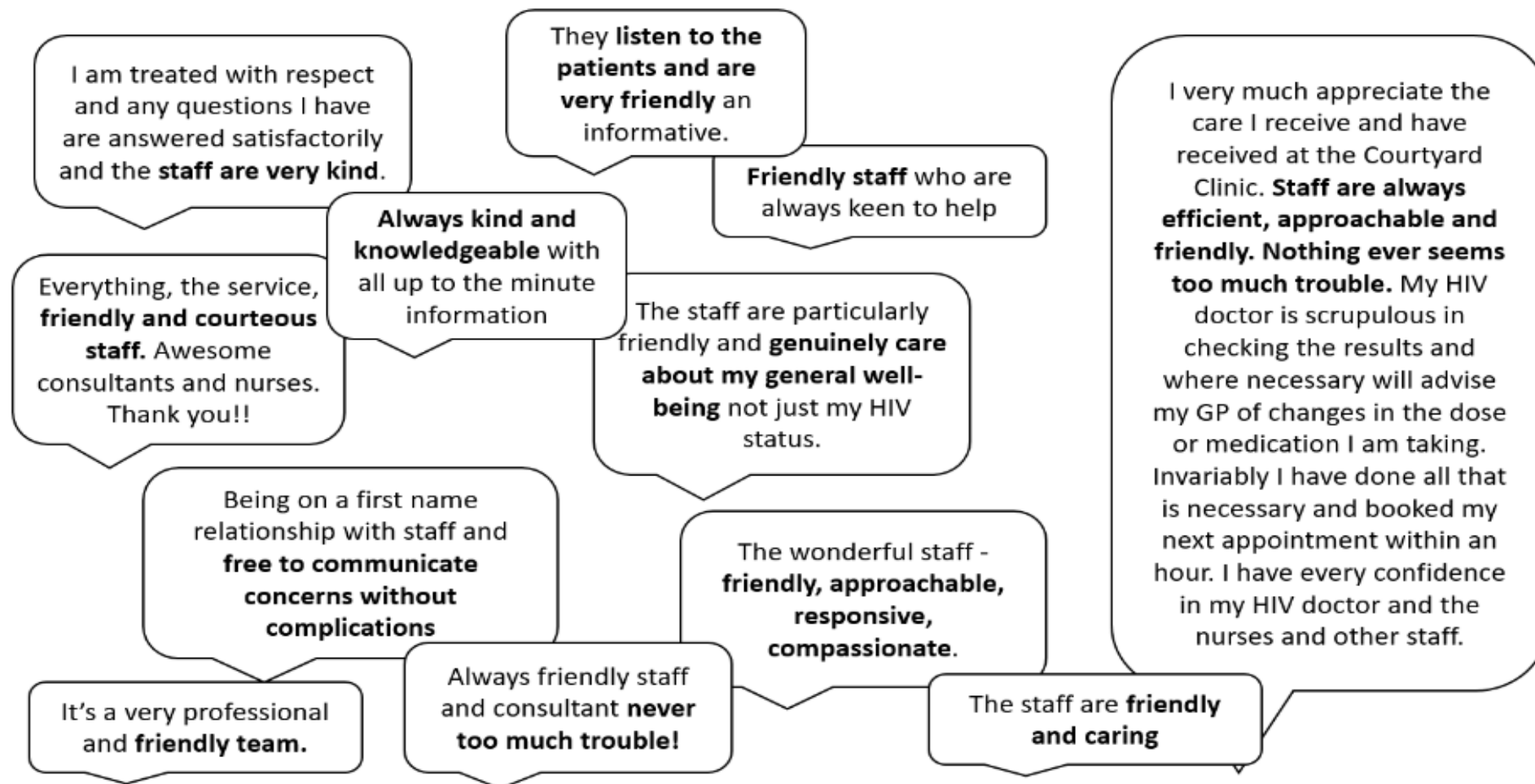
I would recommend this service to someone who needed it





## excellent

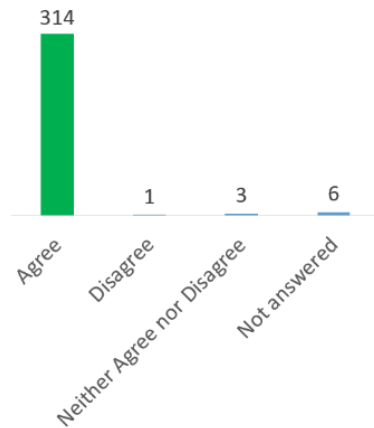
Look after our patients as we would like to be looked after ourselves  
Set ourselves high standards and be open to new ideas  
Be professional in our approach and in our appearance  
Promote and share best practice



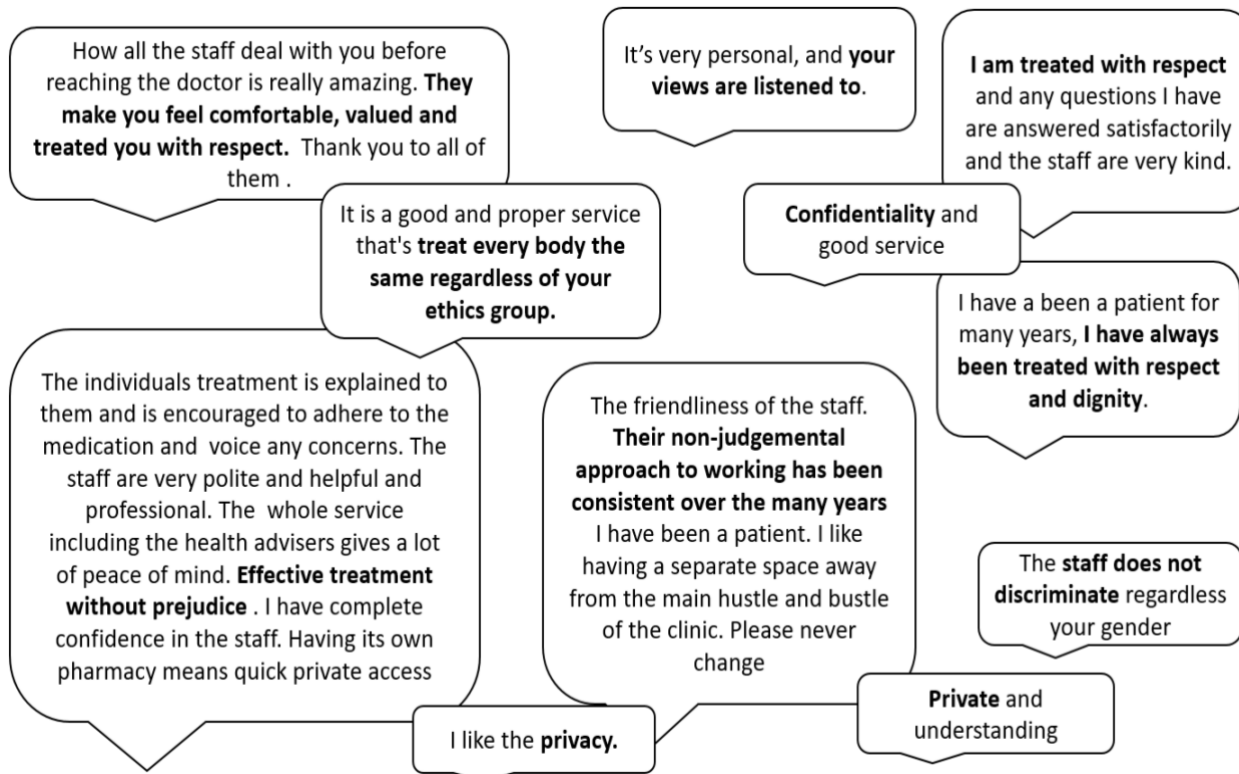
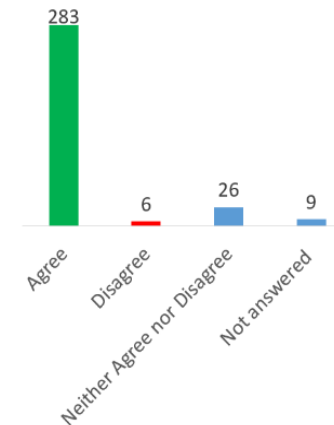
## kind

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



## 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

## You said

Bring back  
the coffee  
machine

The opening hours could  
be more reflective of how  
we work in the outside  
world

Increase the holistic  
(whole mind and  
body) aspect of care

Improve Alcura's  
medication  
despatch service

Give the  
reception area  
a makeover it  
really needs it

A mental health counsellor

## We did

We changed home  
delivery service to  
a more reliable  
provider

We have employed a new  
Counselling Psychologist

Coffee machine installed in the Courtyard clinic,  
it will be in operation soon

Reflexology  
service  
started

Waiting area has  
now been decorated

Service now has a  
HIV Peer Mentor

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

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

## 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