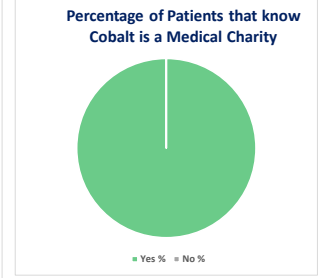
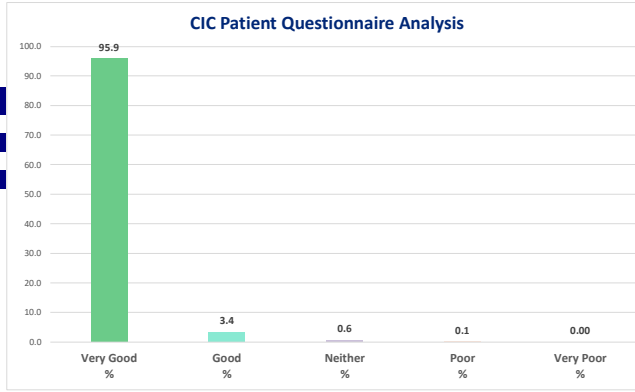
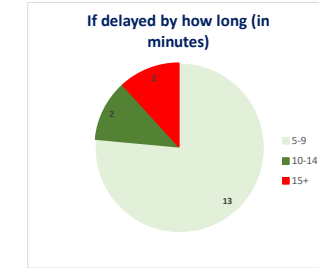
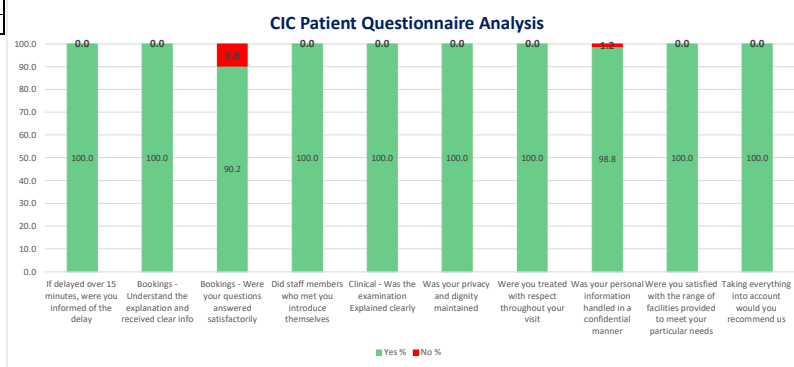


BS 7000 Clause	5.9
Formula: How is this measured?	Patient Questionnaires
Target	99% for positives
Frequency	Monthly, 3 Monthly 6 Monthly & Yearly
Results (Performance against target)	99.3%
Action Plan, if appropriate	Yes
Presentation:	Chart
Reported to: Who?	Heads of Department
Dissemination to:	All Staff
Data source	Result collation
Responsible Person	KO/FD/CM
Date to next undertake	Jan-26



Total pts scanned at Cobalt Clinic	Number of Questionnaires completed	Completion Rate %
1736	85	4.9%
New Number of Online PQs	59	
New Number of Paper PQs	26	



	Nov-25						
	Number of Questionnaires returned with this question answered	Question Response Rate %	Very Good %	Good %	Neither %	Poor %	Very Poor %
Bookings - friendliness of staff	84	98.8%	97.6	2.4	0.0	0.0	0.0
Bookings - Convenience of appointment	82	96.5%	98.8	0.0	0.0	1.2	0.0
Reception - friendliness of staff	85	100.0%	95.3	4.7	0.0	0.0	0.0
Reception - Your greeting on arrival	82	96.5%	95.1	4.9	0.0	0.0	0.0
Reception - helpfulness of staff	84	98.8%	95.2	4.8	0.0	0.0	0.0
Reception -Waiting room comfort	84	98.8%	92.9	7.1	0.0	0.0	0.0
Clinical Care - Courtesy of staff	83	97.6%	97.6	1.2	1.2	0.0	0.0
Clinical Care - Time & attention given	83	97.6%	95.2	3.6	1.2	0.0	0.0
Clinical Care - helpful and answered questions	84	98.8%	95.2	3.6	1.2	0.0	0.0
Clinical Care - Explanation of how and when you will receive your results	81	95.3%	95.1	2.5	2.5	0.0	0.0
Level of cleanliness	83	97.6%	97.6	1.2	1.2	0.0	0.0
Overall rating of care	81	95.3%	95.1	4.9	0.0	0.0	0.0
Overall average performance %			95.3	3.4	0.6	0.1	0.00
			99.3%		0.6%		0.1%

If delayed by how long (in minutes)?	Number of Questionnaires returned with this question answered	Question Response Rate %	Response Rate Breakdown		
			5-9	10-14	15+
	85	100.0%	13	2	2
Overall average performance %			76%	12%	12%

If delayed by how long (in minutes)?	Number of Questionnaires returned with this question answered	Question Response Rate %	Response Rate Breakdown	
			Yes %	No %
If delayed over 15 minutes, were you informed of the delay	2	2.4%	100.0	0.0
Bookings - Understand the explanation and received clear info	85	100.0%	100.0	0.0
Bookings - Were your questions answered satisfactorily	82	96.5%	90.2	9.8
Did staff members who met you introduce themselves	84	98.8%	100.0	0.0
Clinical - Was the examination Explained clearly	82	96.5%	100.0	0.0
Was your privacy and dignity maintained	83	97.6%	100.0	0.0
Were you treated with respect throughout your visit	82	96.5%	100.0	0.0
Was your personal information handled in a confidential manner	83	97.6%	98.8	1.2
Were you satisfied with the range of facilities provided to meet your particular needs	80	94.1%	100.0	0.0
Taking everything into account would you recommend us	85	100.0%	100.0	0.0
Are you aware Cobalt is a medical charity	59	100.0%	83.1	16.9

Results & Action Plan: An Increase in response rates this month (4.9%) compared to (3.6%) in October 25. Overall satisfaction rate also decreased slightly (99.3%) compared to (99.4%) in October 25. Of the 2 pts who reported a delay over 15 mins 100% reported being informed of the delay. The number of Patients who were aware of Cobalt's medical charity status increase this month to (83.6%).

Comments:
 "The receptionist was extremely helpful and attentive. Her knowledge and professionalism saved me a 2 hour return journey."
 "Lovely staff, very quick and efficient everything was clearly explained and seamless. An excellent experience overall.."

Responsibility: KO/FD/CM

Access to the full comments audit: [2025 CIC PQ Comments Audit.xlsx](#)