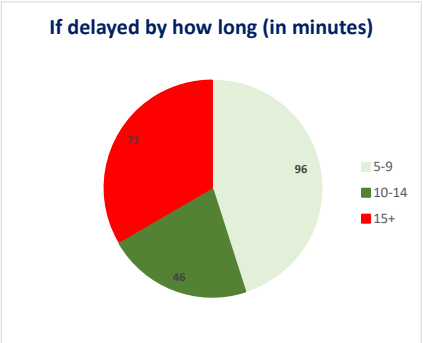
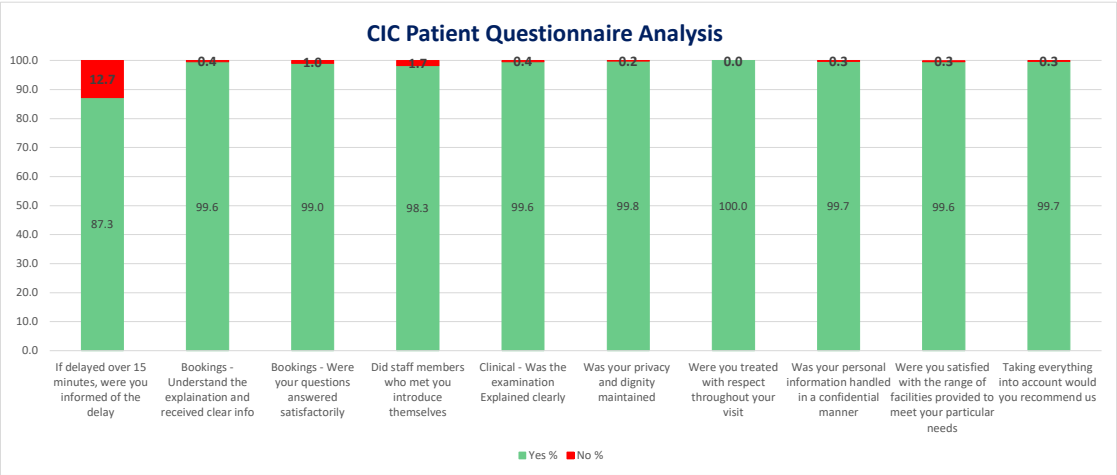
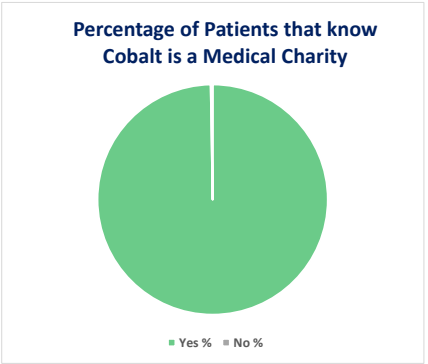
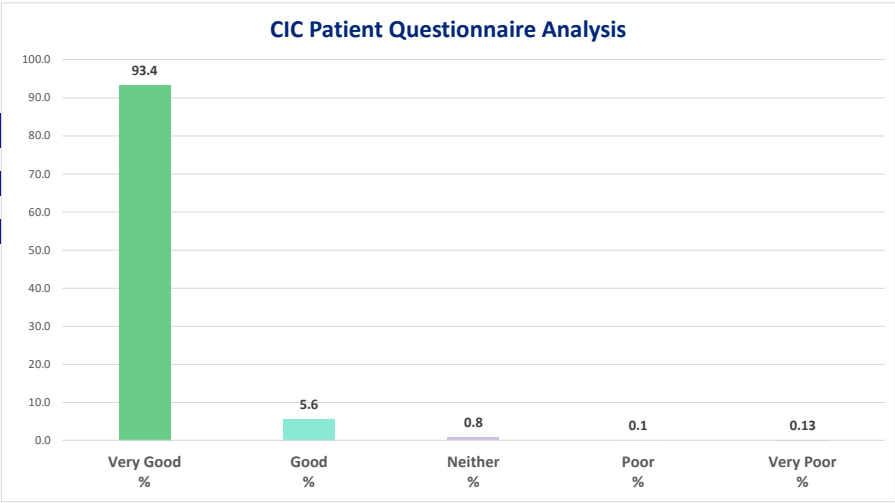


BS 70000 Clause	5.9
Formula: How is this measured?	Patient Questionnaires
Target	98% for positives
Frequency	Monthly, 3 Monthly 6 Monthly & Yearly
Results (Performance against target)	99.0%
Action Plan, if appropriate	Yes
Presentation:	Chart
Reported to: Who?	Heads of Department
Dissemination to:	All Staff
Data source	Result collation
Responsible Person	KO/FD/CM
Date to next undertake	Jan-27

Total pts scanned at Cobalt Clinic	Number of Questionnaires completed	Completion Rate %
22682	938	4.1%
New Number of Online PQs	715	
New Number of Paper PQs	223	



Number of Questionnaire s returned with this question answered	Question Response Rate %	5-9	10-14	15+
		96	46	71
938	100.0%			
Overall average performance %		45%	22%	33%

Jan to Dec 2025							
	Number of Questionnaires returned with this question answered	Question Response Rate %	Very Good %	Good %	Neither %	Poor %	Very Poor %
Bookings - friendliness of staff	936	99.8%	96.9	2.8	0.2	0.0	0.1
Bookings - Convenience of appointment	911	97.1%	90.8	7.2	1.4	0.1	0.4
Reception - friendliness of staff	938	100.0%	94.3	5.0	0.6	0.0	0.0
Reception -Your greeting on arrival	913	97.3%	92.6	6.7	0.7	0.1	0.0
Reception - helpfulness of staff	924	98.5%	95.5	4.2	0.3	0.0	0.0
Reception -Waiting room comfort	917	97.8%	84.7	14.1	0.8	0.3	0.1
Clinical Care - Courtesy of staff	934	99.6%	96.8	3.0	0.2	0.0	0.0
Clinical Care - Time & attention given	926	98.7%	94.0	5.3	0.6	0.0	0.0
Clinical Care - helpful and answered questions	928	98.9%	95.3	4.3	0.2	0.0	0.2
Clinical Care - Explanation of how and when you will receive your results	927	98.8%	86.9	8.4	3.9	0.2	0.5
Level of cleanliness	921	98.2%	95.5	4.0	0.3	0.0	0.1
Overall rating of care	921	98.2%	97.2	2.6	0.1	0.0	0.1
Overall average performance %			93.4	5.6	0.8	0.1	0.13
			99.0%		0.8%	0.2%	

	Number of Questionnaires returned with this question answered	Question Response Rate %	Yes %	No %
			87.3	12.7
If delayed over 15 minutes, were you informed of the delay	71	7.6%	87.3	12.7
Bookings - Understand the explanation and received clear info	934	99.6%	99.6	0.4
Bookings - Were your questions answered satisfactorily	837	89.2%	99.0	1.0
Did staff members who met you introduce themselves	936	99.8%	98.3	1.7
Clinical - Was the examination Explained clearly	927	98.8%	99.6	0.4
Was your privacy and dignity maintained	932	99.4%	99.8	0.2
Were you treated with respect throughout your visit	924	98.5%	100.0	0.0
Was your personal information handled in a confidential manner	925	98.6%	99.7	0.3
Were you satisfied with the range of facilities provided to meet your particular needs	923	98.4%	99.6	0.3
Taking everything into account would you recommend us	922	98.3%	99.7	0.3
Are you aware Cobalt is a medical charity	717	100.3%	82.3	17.7