

**VeteransAgency**

An Executive Agency of the Ministry of Defence



MINISTRY OF DEFENCE

# MEDICAL SERVICES

# MEDICAL EXAMINATION SURVEY

# 2006

Produced by the Business Improvement Team



# MEDICAL SERVICES MEDICAL EXAMINATION SURVEY 2006

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## **1. Introduction**

The mission of the Veterans Agency (VA) is to “deliver modern, high-quality, customer-focused services to war disablement pensioners, war widows, their dependants and carers, and other veterans and in-Service beneficiaries of AFCS; and to deliver them consistently, efficiently and effectively in recognition of the many extraordinary and unique personal sacrifices made in defence of the nation”.

To help achieve this VA issued questionnaires to customers who have undergone a medical examination in respect of their claim. By issuing and analysing questionnaires VA is able to evaluate the perception of customers following an examination.

## **2. Objective**

This survey questions customers about their experiences following a medical examination either at a medical centre or in their home. The objective of the research programme is to establish whether the service provided meets the needs of current and future customers.

This survey has been conducted to enable us to draw comparisons with the annual Medical Services survey which is conducted on behalf of ATOS Origin. As there were only a small percentage of VA customers targeted by their survey the National Audit Office recommended that VA completes its own survey to identify whether the perceptions of VA customers are similar to that of the overall survey.

## **3. Approach**

1000 questionnaires were issued between March and June 2006 by the Medical Support team when issuing appointment details. The overall response rate for completing this years survey was 52%.

## 4. Management Summary – Key Findings

### Overall

- 96% of respondents were very or fairly satisfied with the overall service.

### Your Appointment

- 71% of appointments were arranged by letter.
- 44% of customers who arranged their medical examination by telephone received written confirmation.
- Customers stated that the appointment letter explained the following either very or quite well:
  - Why they had to be examined – 93%
  - The examination procedure – 90%
  - Included all required information – 93%
- When contacting the medical centre customers stated that the person they dealt with was either very or quite good in the following:
  - Courtesy/politeness – 98%
  - Helpfulness – 96%
  - Knowledgeable – 91%
  - Overall – 94%

### The Medical Centre

- 83% of customers were seen within 10 minutes of their appointment. Of those who weren't, 61% were kept informed of the delay.
- When referring to the receptionist at the medical centre customers felt that they were either very or quite good in the following:
  - Courtesy/ politeness – 98%
  - Helpfulness – 97%
  - Knowledgeable – 98%
  - Overall – 98%
- Customers felt that the medical centre was either very good or quite good for the following:
  - Waiting area – 93%
  - Toilets – 96%
  - Wheelchair access – 91%
  - Seating needs – 96%
  - Overall – 93%

## Domiciliary Visits

- 89% said the doctor arrived early or on time for their visit.
- If the doctor was over one hour late, 50% received a phone call to inform them of the delay.

## The Examination

- At the beginning of the examination the doctor:
  - Told customers their name – 92%
  - Wore a name badge – 54%
  - Put customers at ease – 95%
  - Explained the purpose of the examination – 96%
  - Explained how the examination was to be carried out – 92%
  - Allowed customers to ask questions – 95%
  - Gave enough time to describe symptoms/difficulties – 95%
- Customers rated the doctor excellent or good for the following:
  - Courtesy/politeness – 99%
  - Professionalism – 98%
  - Gentleness during examination – 98%
  - Unhurried manner – 96%
  - Overall – 98%
- 25% felt the length of time it took to carry out the examination was more than expected, 68% the same as expected and 7% less than expected.
- 30% felt the examination was more thorough than expected, 63% the same as expected and 7% less than expected.
- 12% felt the examination was more stressful than expected, 46% the same as expected and 42% less than expected.
- 90% were able to read or were told what the doctor had written during the examination

## **5. Next Steps**

Hard copies of this report will be issued to Directors. It will also be placed on the VA Internet and VA Intranet websites. Recommended areas for improvement will be considered and taken forward where appropriate.

## **6. Comments/Enquiries**

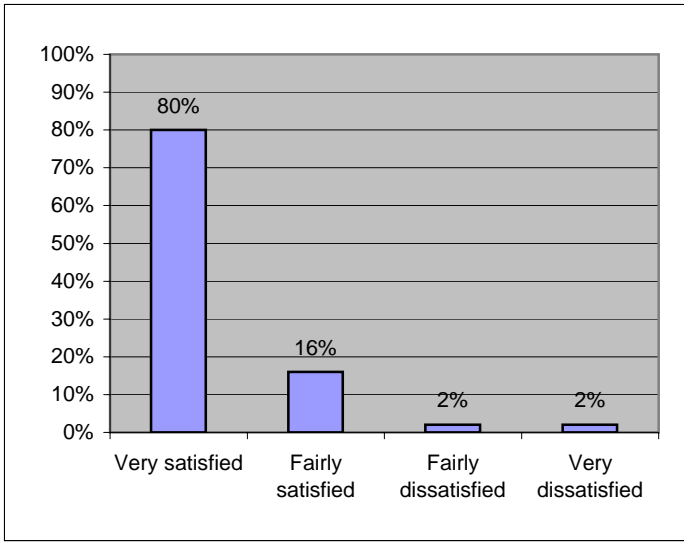
Any comments/enquiries about this report should be made to:

Chris Pinder  
VA Customer Research  
Room 6421  
Tomlinson House  
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Tel: 01253 338537  
Email: [chris.pinder@veteransagency.gsi.gov.uk](mailto:chris.pinder@veteransagency.gsi.gov.uk)

## OVERALL

**1. Taking into account your medical examination and also the arrangements for your appointment, please indicate how satisfied you are with the overall service you received?**

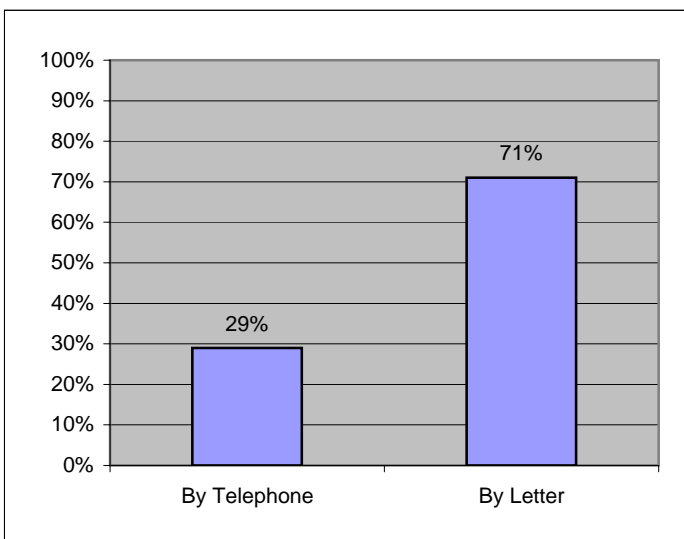
	2006	Respondents
Very satisfied	80%	409
Fairly satisfied	16%	84
Fairly dissatisfied	2%	11
Very dissatisfied	2%	8
<b>Total Respondents</b>	<b>512</b>	



## YOUR APPOINTMENT

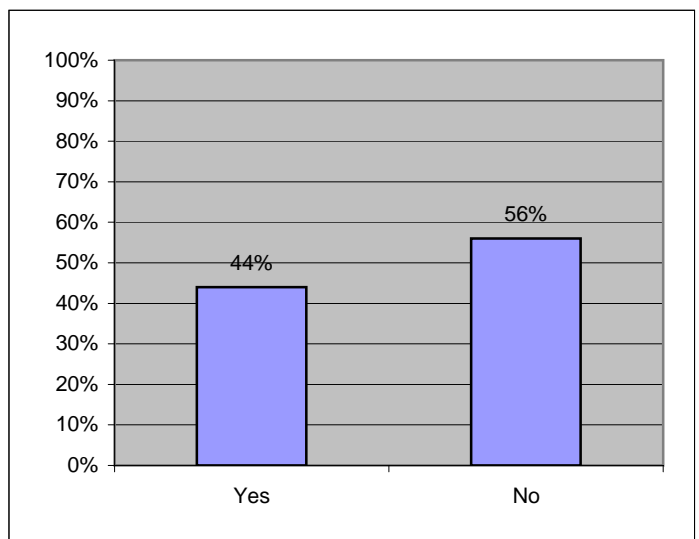
**2. How was your appointment first arranged?**

	2006
By Telephone	29%
By Letter	71%
<b>Total Respondents</b>	<b>514</b>



**3. If your appointment was arranged by telephone, did you receive a confirmation letter?**

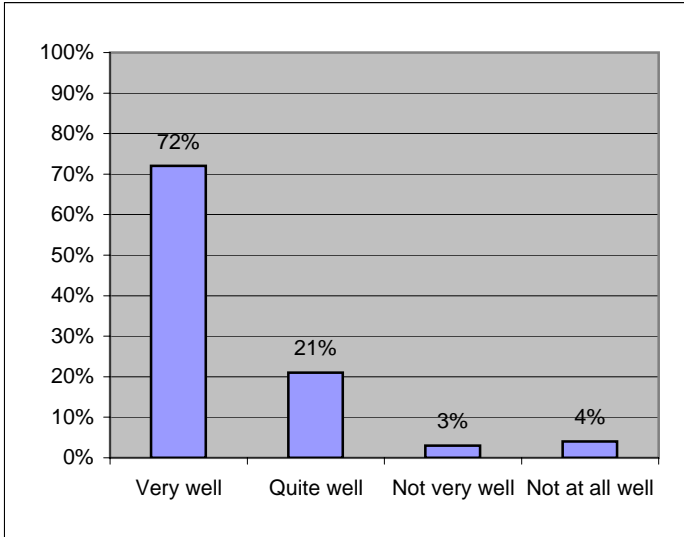
	2006
Yes	44%
No	56%
<b>Total Respondents</b>	<b>150</b>



**4a. Did the appointment letter explain why you had to be examined?**

	2006
Very well	72%
Quite well	21%
Not very well	3%
Not at all well	4%

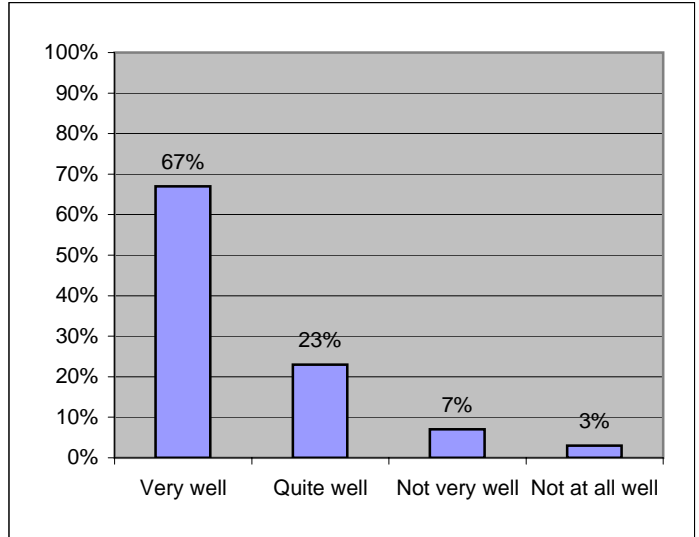
<b>Total Respondents</b>	<b>420</b>
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**4b. Did the appointment letter explain the examination procedure?**

	2006
Very well	67%
Quite well	23%
Not very well	7%
Not at all well	3%

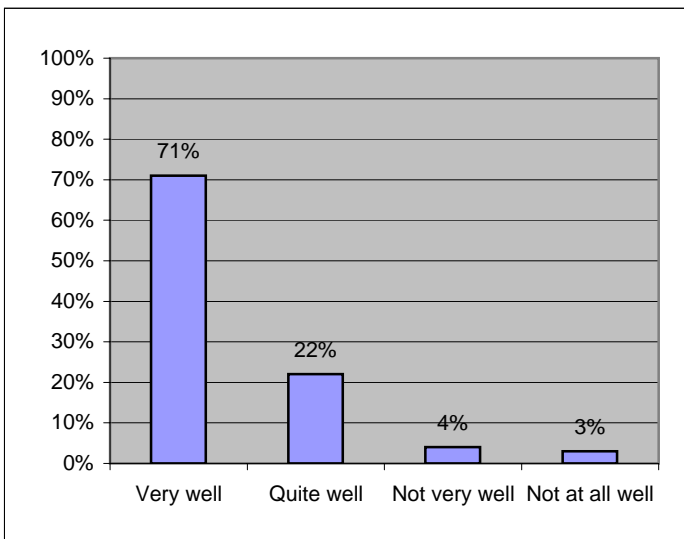
<b>Total Respondents</b>	<b>383</b>
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**4c. Did the appointment letter include all the information you needed?**

	2006
Very well	71%
Quite well	22%
Not very well	4%
Not at all well	3%

<b>Total Respondents</b>	<b>386</b>
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**4d. If you have any suggestions on how the letter could be improved please let us know:**

**Comments Included:**

Improved information for locations.

No contact number of medical centre.

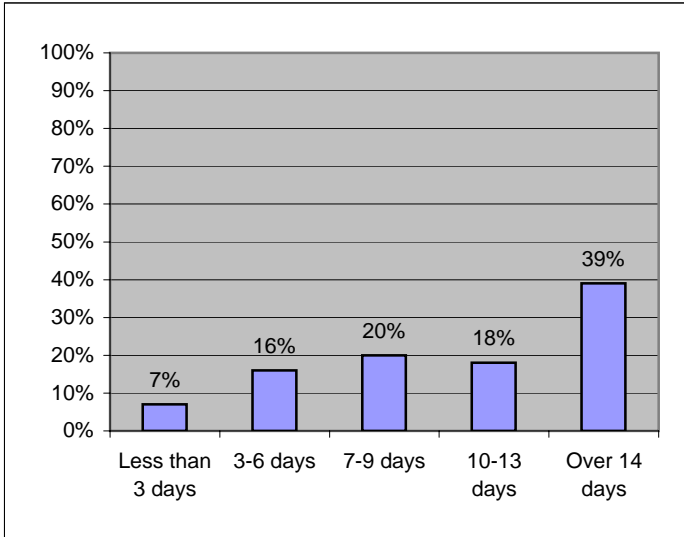
The appointment letter intimated that I was 'claiming or appealing' which was not the case. Your own 'we are looking again at your War Pension' would have been more correct.

You could indicate on the front of the letter that the detailed standards are on the back.

**5. How much notice were you given of your appointment?**

	2006
Less than 3 days	7%
3-6 days	16%
7-9 days	20%
10-13 days	18%
Over 14 days	39%

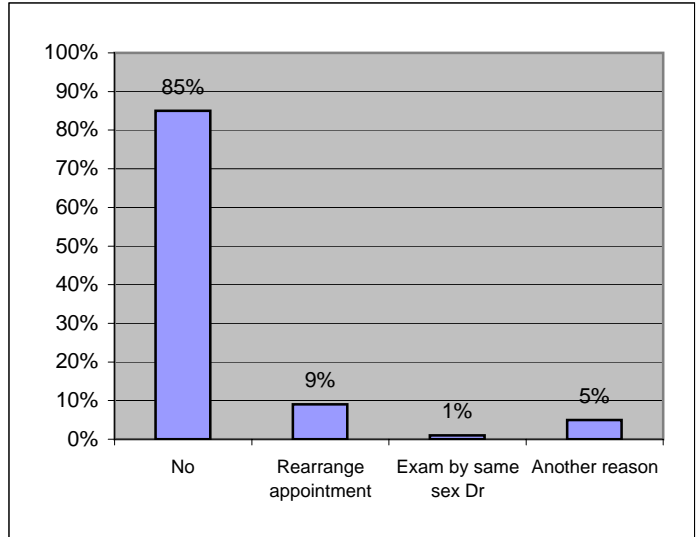
<b>Total Respondents</b>	<b>509</b>
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**6. Did you need to contact the medical centre for any reason before your visit?**

	2006
No	85%
Rearrange appointment	9%
Exam by same sex Dr	1%
Another reason	5%

<b>Total Respondents</b>	<b>513</b>
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**6a. Further reasons for contacting the medical centre before the visit included:**

**Comments Included:**

To ask for a home appointment.

To confirm both my claims were dealt with at the same time.

To see if climbing stairs was involved.

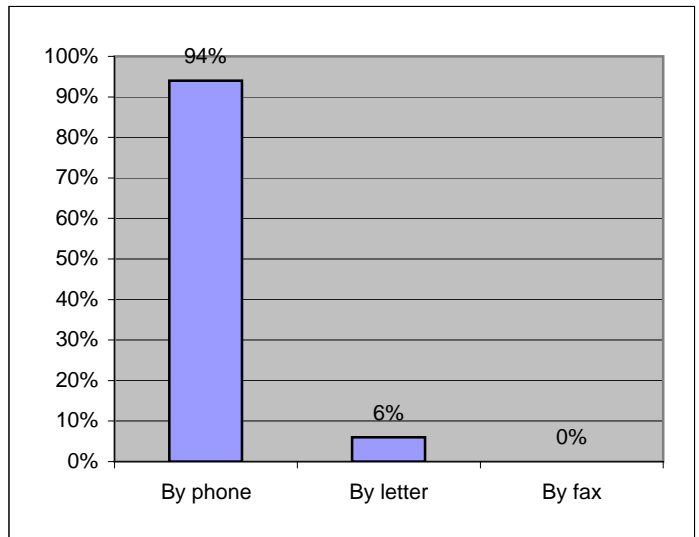
To confirm appointment attendance.

Enquire regarding vehicle parking

**7. How did you contact the medical centre?**

	2006
By phone	94%
By letter	6%
By fax	0%

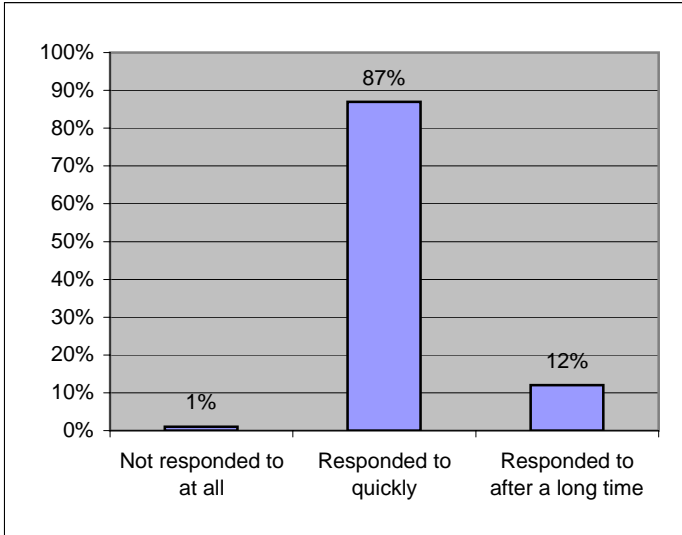
<b>Total Respondents</b>	<b>71</b>
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**8. Was your telephone call/ letter/ fax...**

	2006
Not responded to at all	1%
Responded to quickly	87%
Responded to after a long time	12%

<b>Total Respondents</b>	<b>68</b>
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**8a. Please tell us how long?**

**Comments Included:**

Not sure, but wasn't quick.

7 minutes and repeated attempts.

8-10 mins.

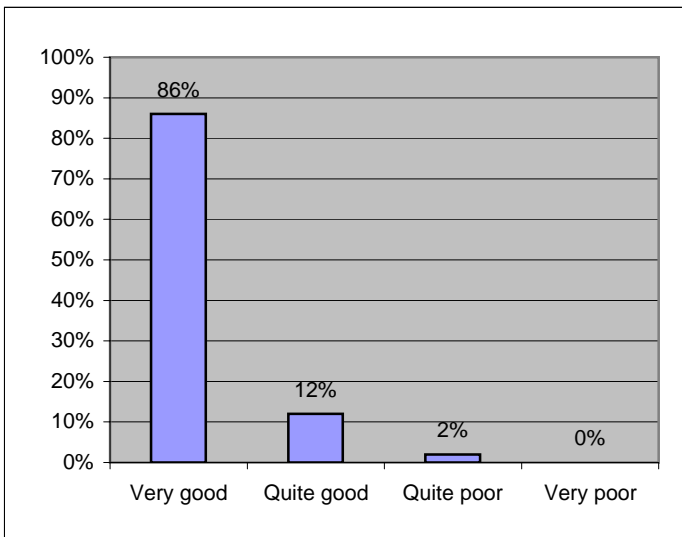
3 hours.

3 days.

**9a. How courteous/polite was the person who dealt with your query?**

	2006
Very good	86%
Quite good	12%
Quite poor	2%
Very poor	0%

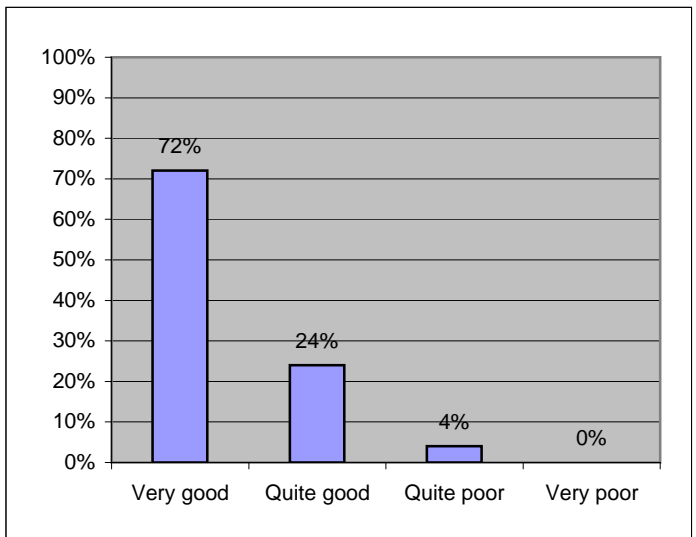
<b>Total Respondents</b>	<b>73</b>
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**9b. How helpful was the person who dealt with your query?**

	2006
Very good	72%
Quite good	24%
Quite poor	4%
Very poor	0%

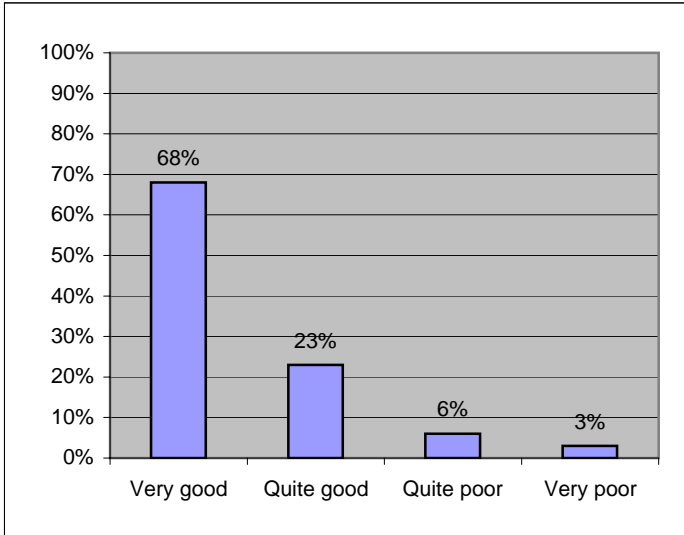
<b>Total Respondents</b>	<b>71</b>
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**9c. How knowledgeable was the person who dealt with your query?**

	2006
Very good	68%
Quite good	23%
Quite poor	6%
Very poor	3%

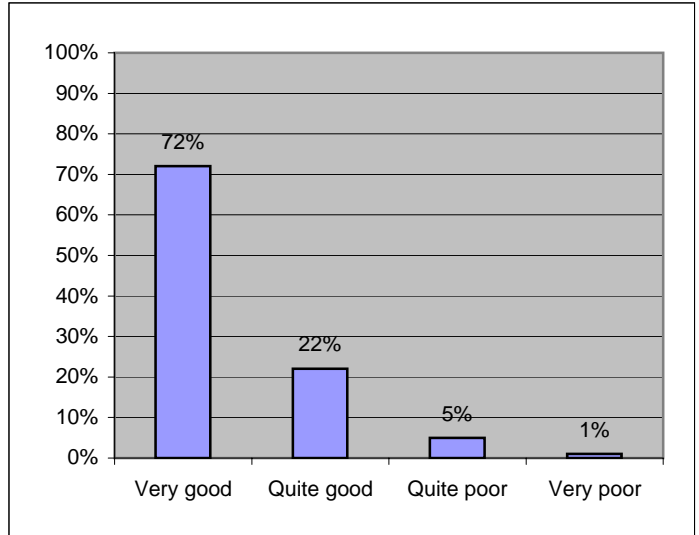
<b>Total Respondents</b>	<b>68</b>
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**9d. Overall, how helpful was the person who dealt with your query?**

	2006
Very good	72%
Quite good	22%
Quite poor	5%
Very poor	1%

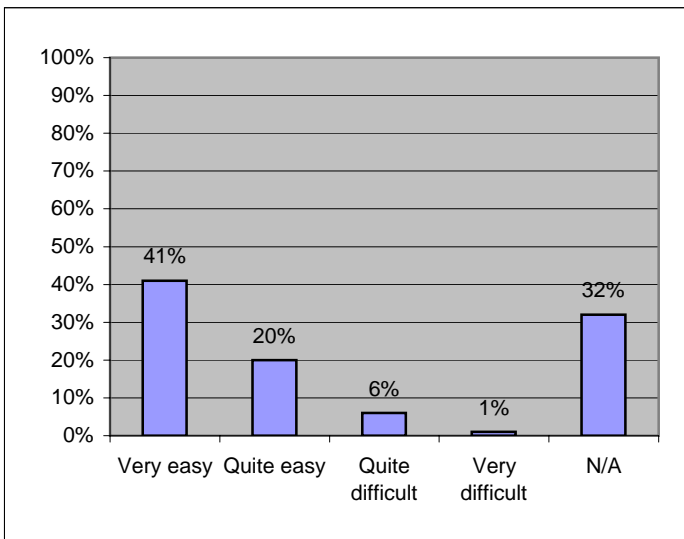
<b>Total Respondents</b>	<b>72</b>
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**10. If you needed to rearrange the appointment, how easy was it to arrange a convenient time?**

	2006
Very easy	41%
Quite easy	20%
Quite difficult	6%
Very difficult	1%
N/A	32%

<b>Total Respondents</b>	<b>69</b>
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**10a. Do you have any other comments about the way in which your appointment was arranged?**

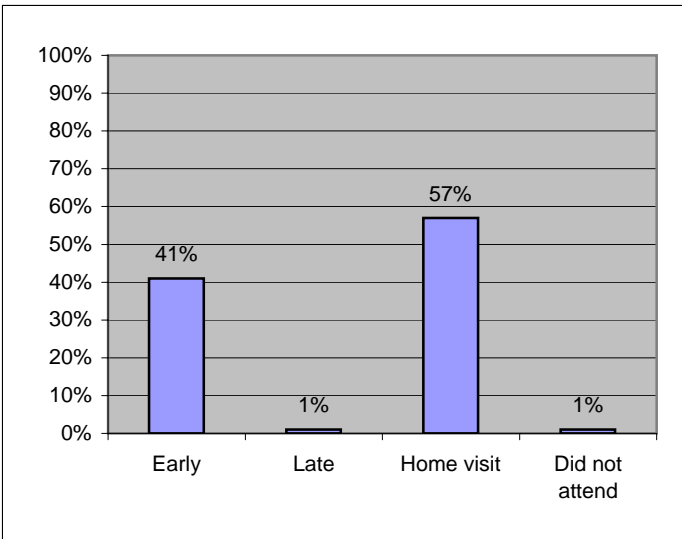
Was told the doctor would phone with more precise time of arrival but he did not.

# THE MEDICAL CENTRE

## 11. Did you arrive at the centre for your appointment?

	2006
Early	41%
Late	1%
Home visit	57%
Did not attend	1%

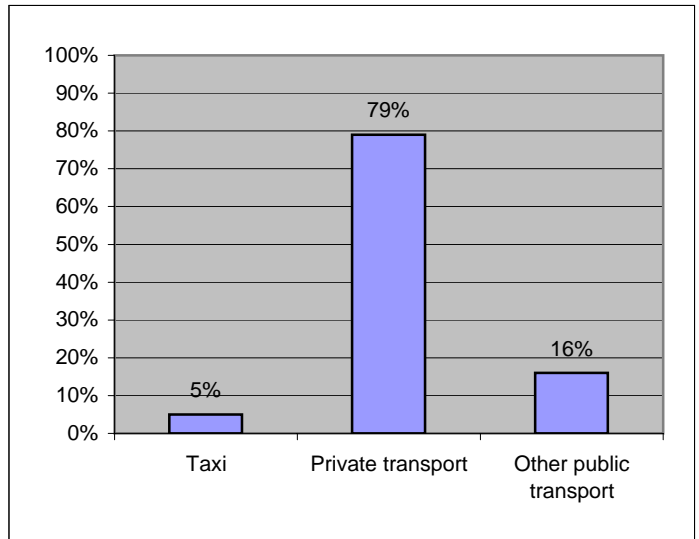
**Total Respondents** 511



## 12. How did you travel to the medical centre?

	2006
Taxi	5%
Private transport	79%
Other public transport	16%

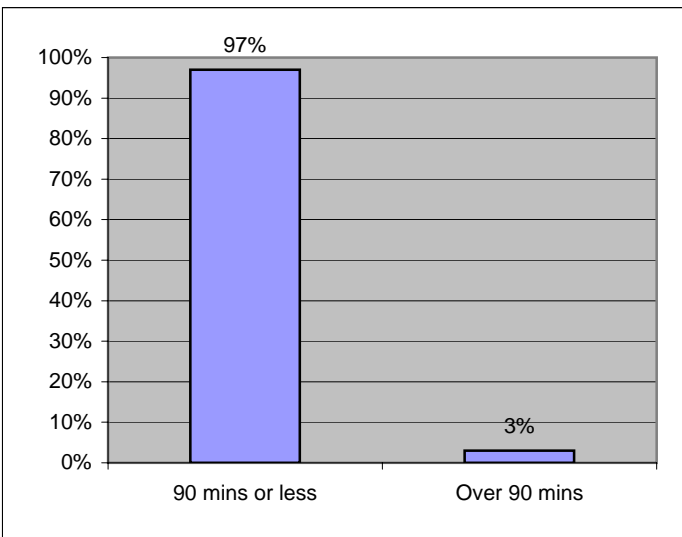
**Total Respondents** 207



## 13. How long did the journey take?

	2006
90 mins or less	97%
Over 90 mins	3%

**Total Respondents** 207



## 13a. Please explain any delays over 90 mins?

### Comments Included:

Congestion.

Rush hour.

Distance from home, volume of traffic.

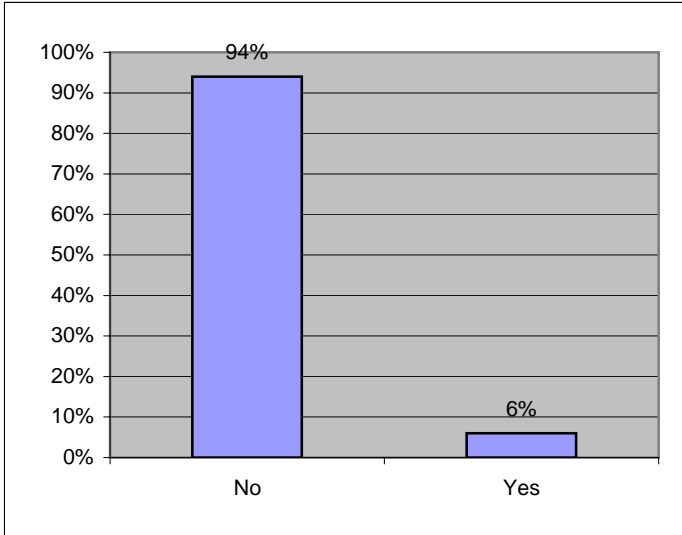
Road works and stops.

Currently working/living in Peterborough for degree. Exam centre was Southend.

**14. Did you have any problems locating the medical centre?**

	2006
No	94%
Yes	6%

Total Respondents	208
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**14a. Did you have any problems locating the medical centre? If yes, please explain...**

**Comments Included:**

Not clearly sign posted from the road.

No signs due to vandals.

The entrance was a little obscured.

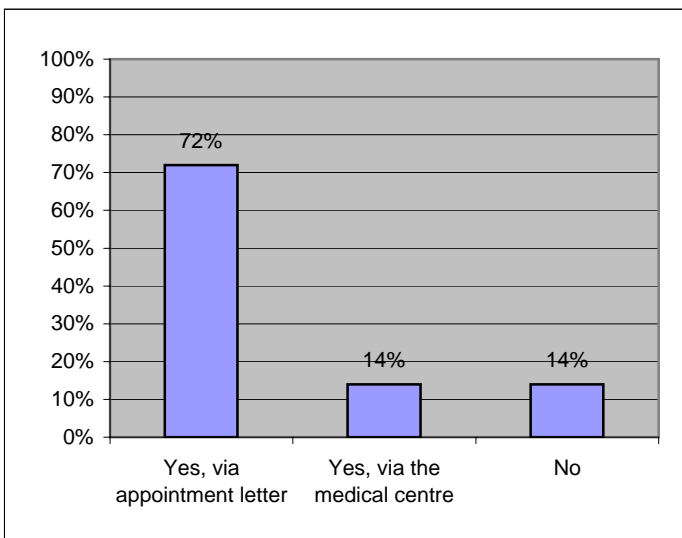
The map made it difficult to locate.

Found the building, but could not locate the entrance.

**15. Did you know you can claim expenses for your visit to the medical centre?**

	2006
Yes, via appointment letter	72%
Yes, via the medical centre	14%
No	14%

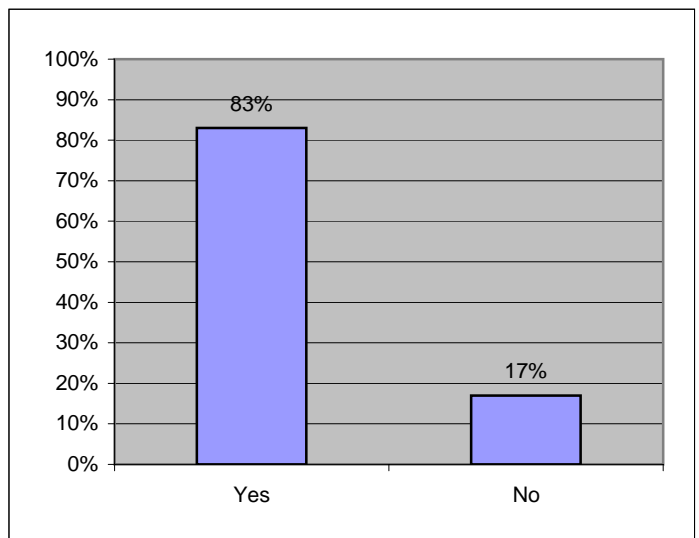
Total Respondents	209
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**16. Were you seen within ten minutes of your appointment time?**

	2006
Yes	83%
No	17%

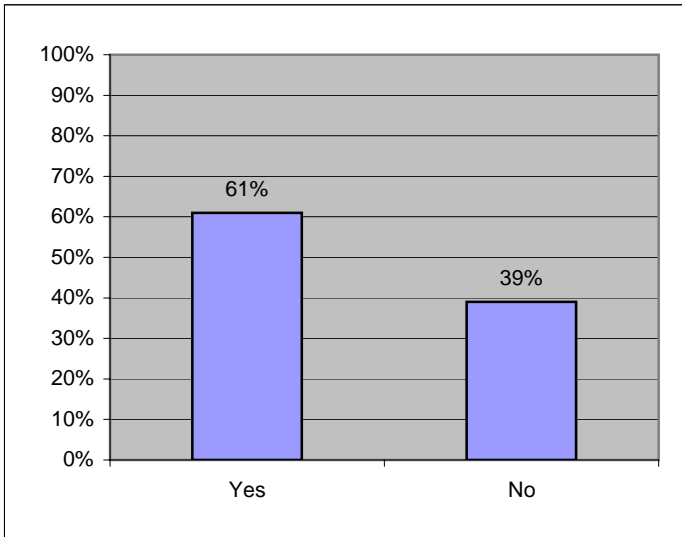
Total Respondents	207
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**17. If your appointment was delayed were you kept informed of the reasons for the delay?**

	2006
Yes	61%
No	39%

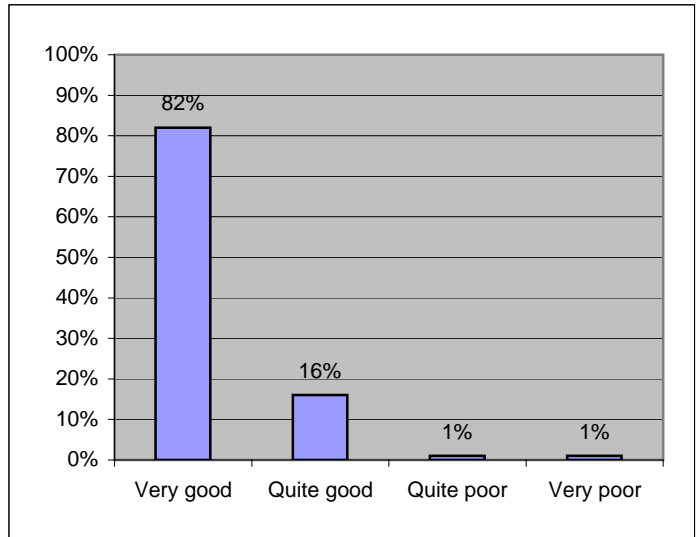
Total Respondents	36
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**18a. How courteous/polite was the receptionist at the medical centre?**

	2006
Very good	82%
Quite good	16%
Quite poor	1%
Very poor	1%

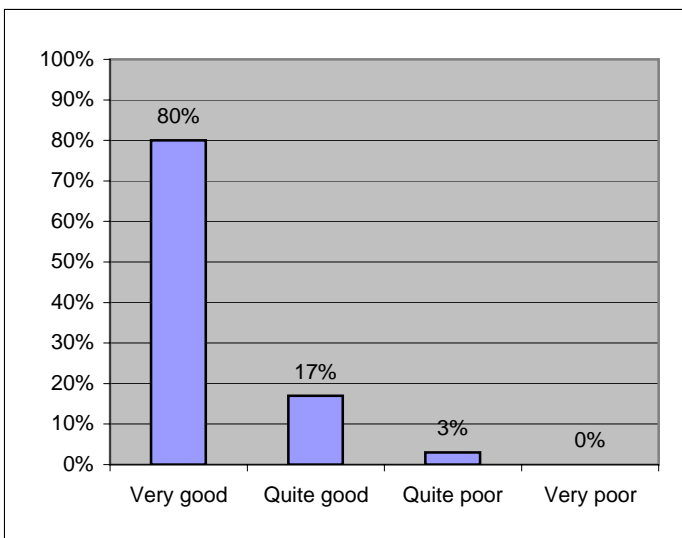
Total Respondents	203
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**18b. How helpful was the receptionist at the medical centre?**

	2006
Very good	80%
Quite good	17%
Quite poor	3%
Very poor	0%

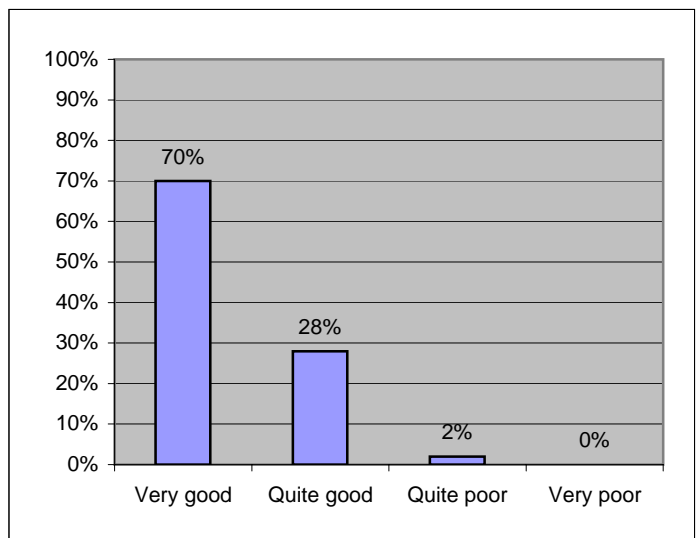
Total Respondents	193
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**18c. How knowledgeable was the receptionist at the medical centre?**

	2006
Very good	70%
Quite good	28%
Quite poor	2%
Very poor	0%

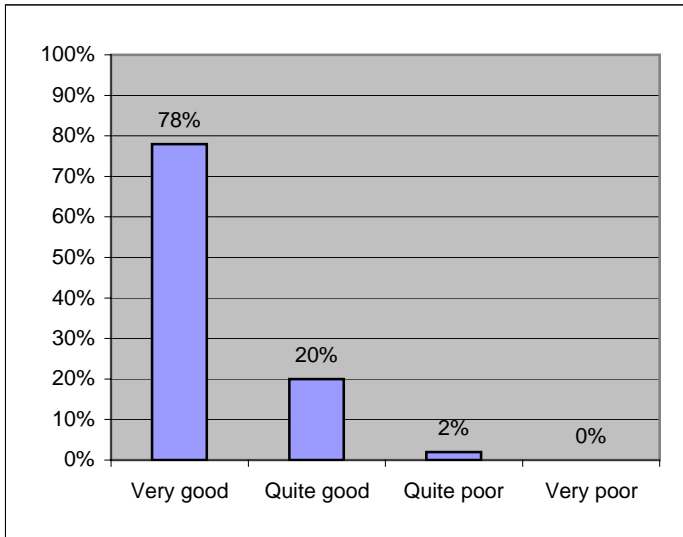
Total Respondents	190
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**18d. Overall how do you feel you were dealt with?**

	2006
Very good	78%
Quite good	20%
Quite poor	2%
Very poor	0%

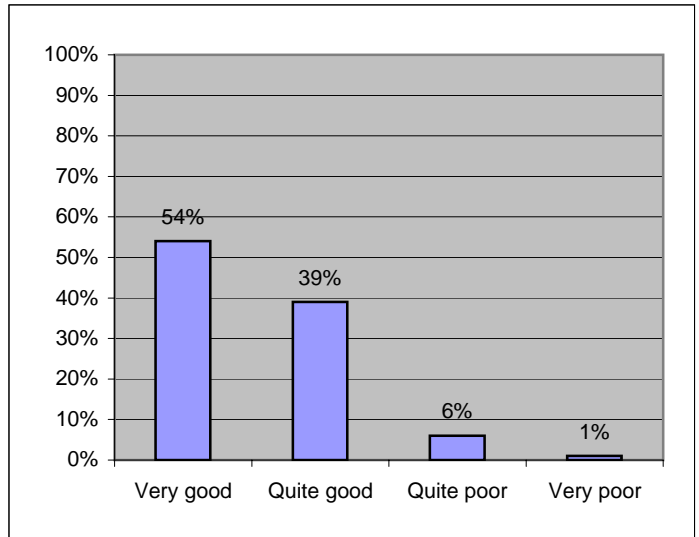
<b>Total Respondents</b>	<b>195</b>
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**19a. How would you rate the waiting area?**

	2006
Very good	54%
Quite good	39%
Quite poor	6%
Very poor	1%

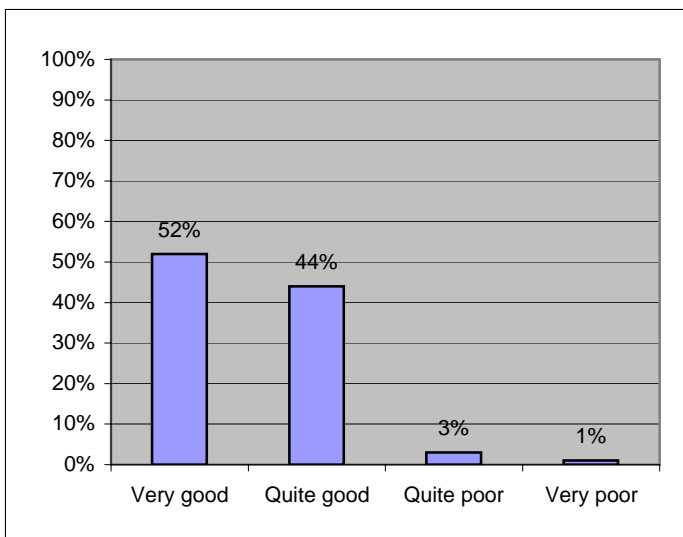
<b>Total Respondents</b>	<b>190</b>
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**19b. How would you rate the toilets?**

	2006
Very good	52%
Quite good	44%
Quite poor	3%
Very poor	1%

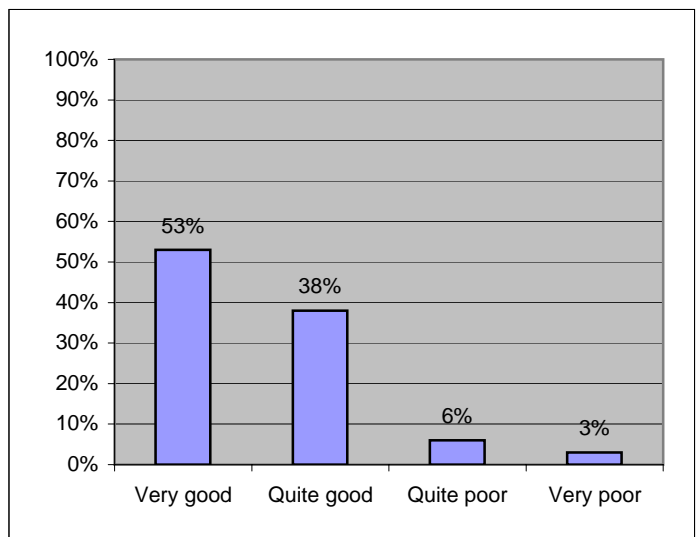
<b>Total Respondents</b>	<b>126</b>
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**19c. How would you rate the wheelchair access?**

	2006
Very good	53%
Quite good	38%
Quite poor	6%
Very poor	3%

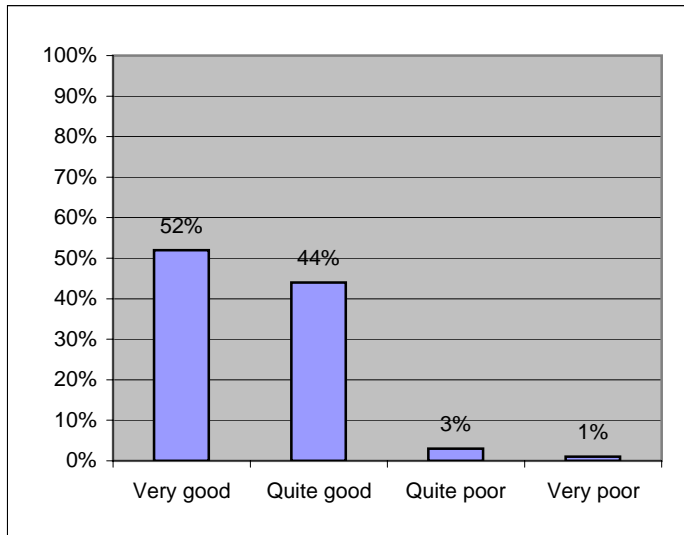
<b>Total Respondents</b>	<b>115</b>
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**19d. How would you rate the extent to which seating met your needs?**

	2006
Very good	52%
Quite good	44%
Quite poor	3%
Very poor	1%

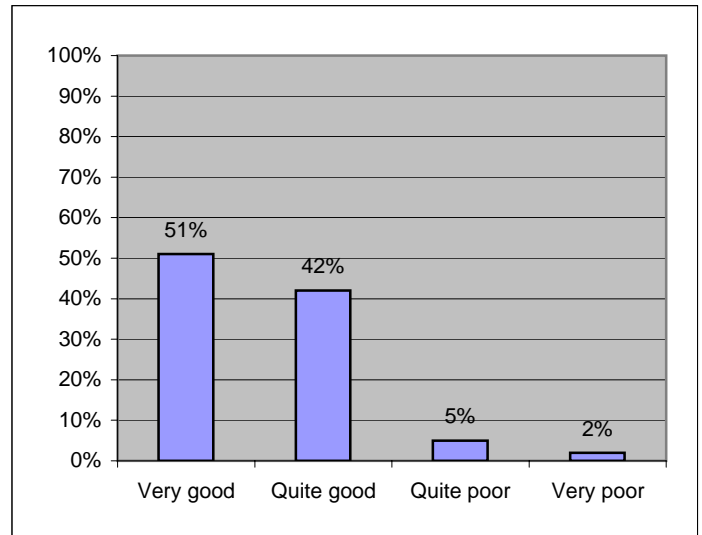
<b>Total Respondents</b>	<b>193</b>
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**19e. How would you rate the reception area overall?**

	2006
Very good	51%
Quite good	42%
Quite poor	5%
Very poor	2%

<b>Total Respondents</b>	<b>203</b>
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**20. Please tell us any other comments you would like to make about the examination centre:**

**Comments Included:**

Most helpful staff.

I was very pleased with the way I was dealt with , very helpful and a genuine concern about my physical need.

No parking area allocated for visitors with disabilities i.e. disabled bays.

I thought it looked a bit shabby from the outside and wasn't too sure where the entrance was initially.

Needed updating, however for the time you were in there it was adequate.

Overall situated in good area and on a good bus route.

A very well run clean and warm area within which to wait.

I was unable to use the seating as my disability hinders me from sitting comfortably.

Clean, tidy, everything well displayed.

Poor car parking facilities.

I found it to be quiet, clean, welcoming and run efficiently. I was impressed.

Drop off and parking areas quite good.

Overall standard was superb.

Once processed by the receptionist no further contact - even though doctor 'wait' was over 25 mins.

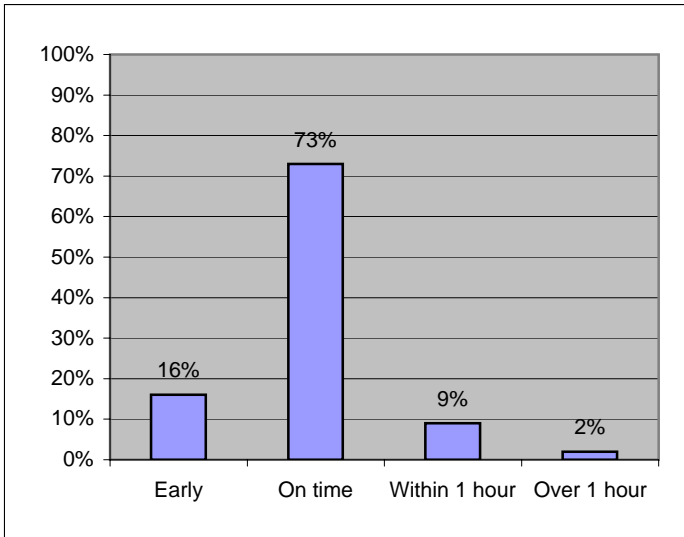
The unit was undergoing a change around. The door to get to the lift where very heavy and awkward to use as a disabled person.

## DOMICILIARY VISITS

**21. When did the doctor arrive for your appointment?**

	2006
Early	16%
On time	73%
Within 1 hour	9%
Over 1 hour	2%

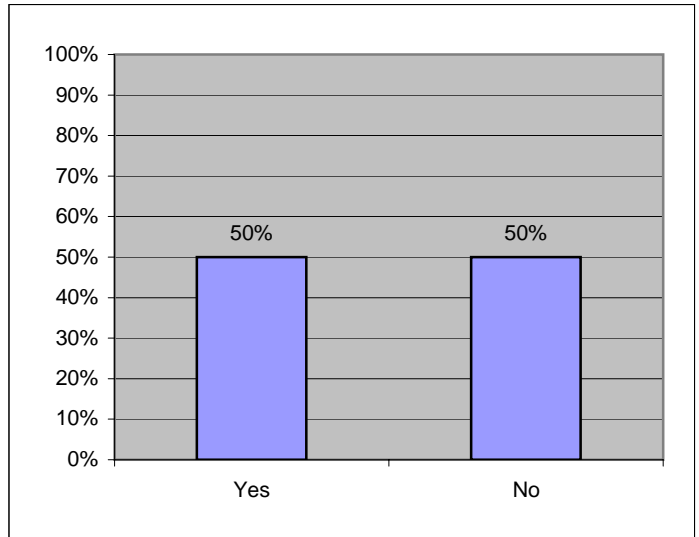
**Total Respondents**      **224**



**22. If the doctor arrived more than one hour after your appointment time did they telephone to say they would be late?**

	2006
Yes	50%
No	50%

**Total Respondents**      **4**

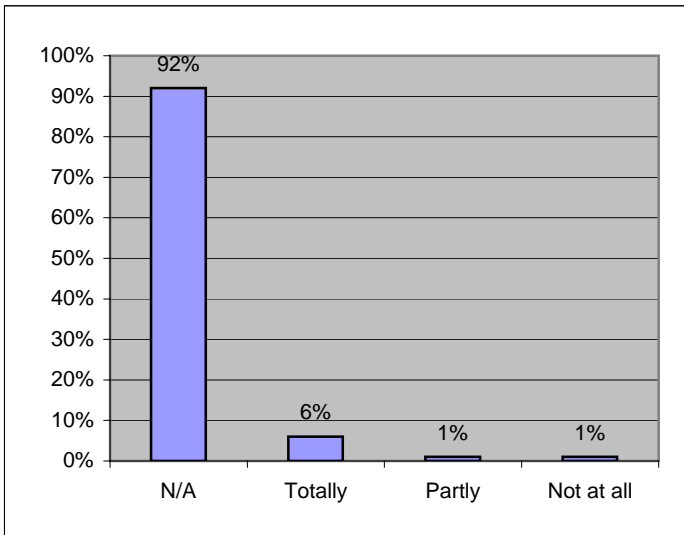


## THE EXAMINATION

**23. To what extent were your personal requirements met?**

	2006
N/A	92%
Totally	6%
Partly	1%
Not at all	1%

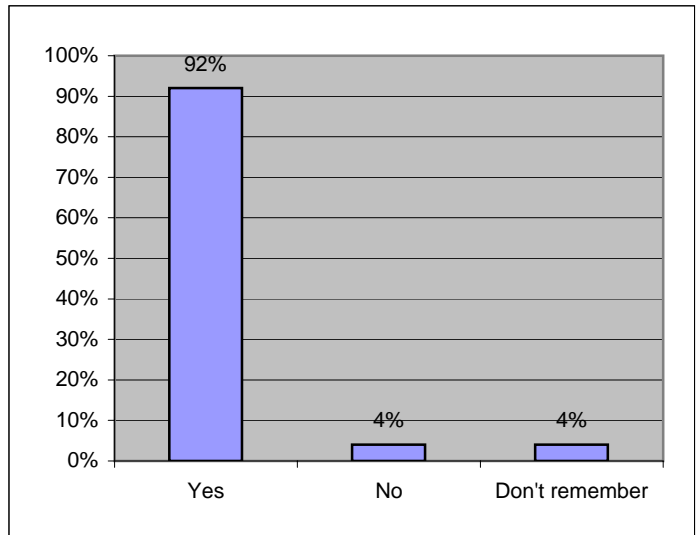
**Total Respondents**      **443**



**24a. Thinking about the beginning of your examination, did the Doctor tell you their name?**

	2006
Yes	92%
No	4%
Don't remember	4%

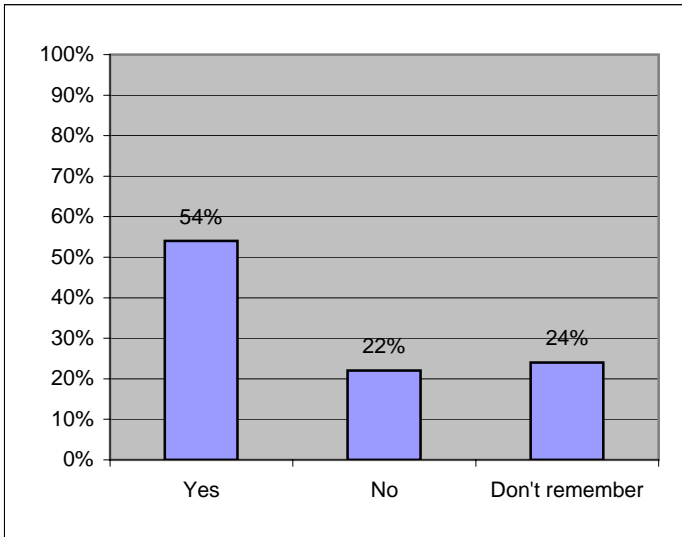
**Total Respondents**      **490**



**24b. Thinking about the beginning of your examination, did the doctor wear a name badge?**

	2006
Yes	54%
No	22%
Don't remember	24%

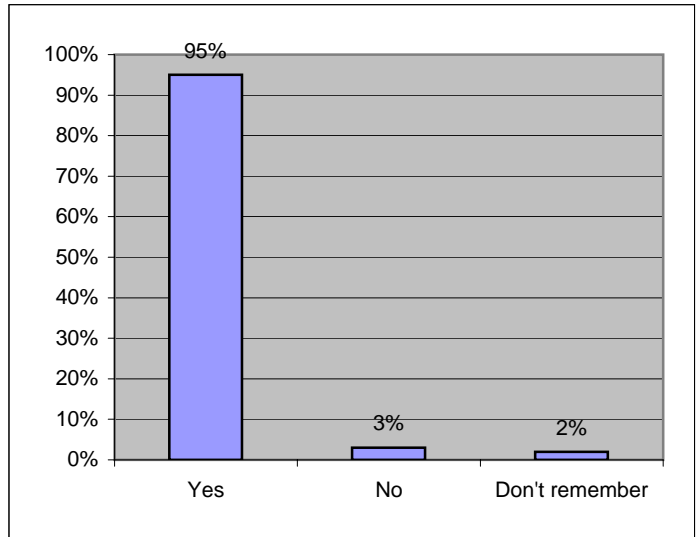
<b>Total Respondents</b>	<b>464</b>
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**24c. Thinking about the beginning of your examination, did the Doctor put you at ease?**

	2006
Yes	95%
No	3%
Don't remember	2%

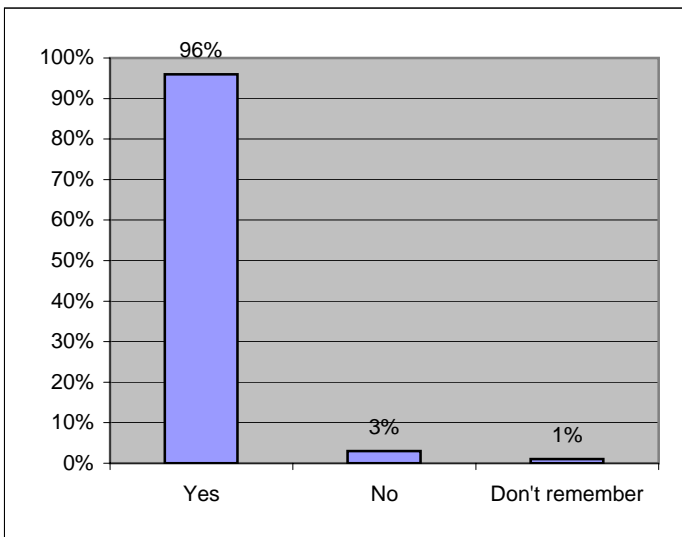
<b>Total Respondents</b>	<b>485</b>
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**24d. Thinking about the beginning of your examination, did the Doctor explain the purpose of the examination?**

	2006
Yes	96%
No	3%
Don't remember	1%

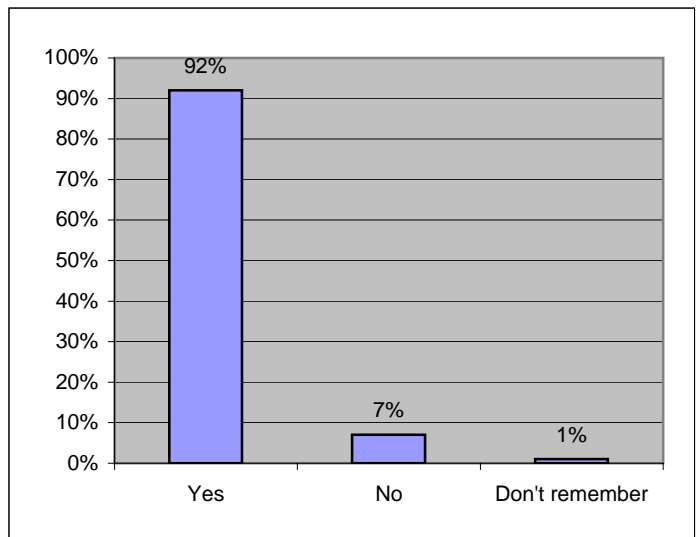
<b>Total Respondents</b>	<b>486</b>
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**24e. Thinking about the beginning of your examination, did the Doctor explain how the examination would be carried out?**

	2006
Yes	92%
No	7%
Don't remember	1%

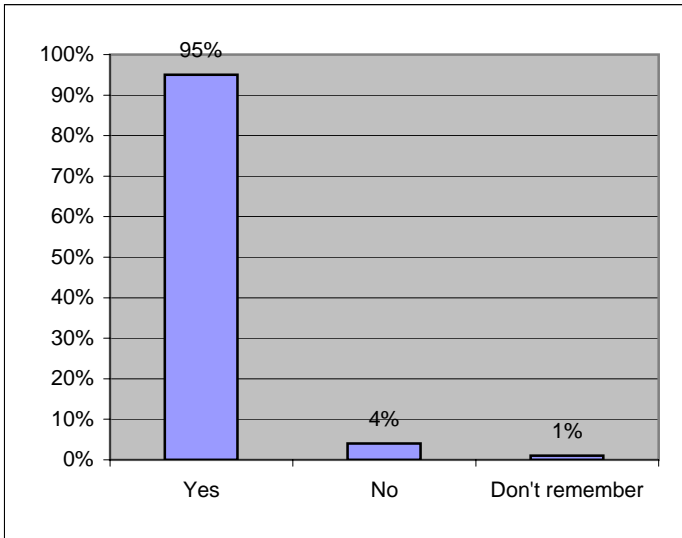
<b>Total Respondents</b>	<b>483</b>
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**24f. Thinking about the beginning of your examination, did the Doctor allow you to ask all the questions you had?**

	2006
Yes	95%
No	4%
Don't remember	1%

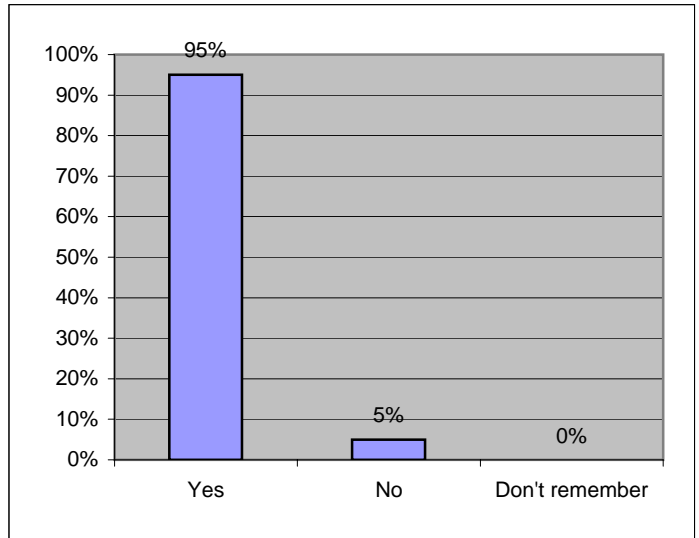
**Total Respondents 486**



**24g. Thinking about the beginning of your examination, did the Doctor give you enough time to describe your symptoms/difficulties?**

	2006
Yes	95%
No	5%
Don't remember	0%

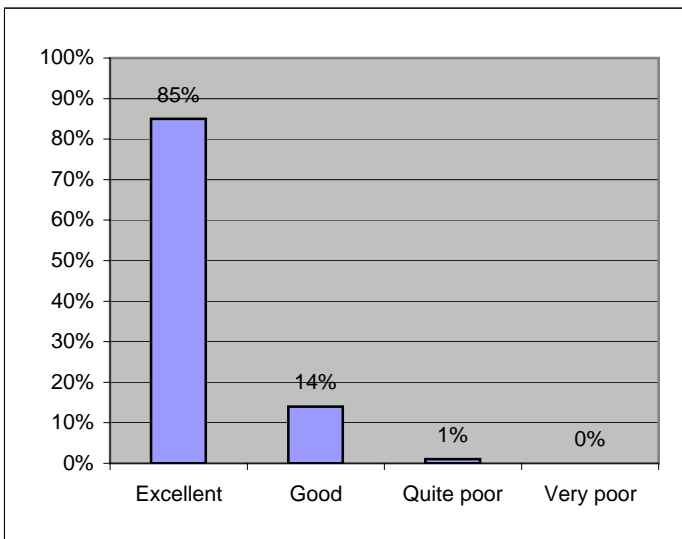
**Total Respondents 487**



**25a. How would you rate the doctor for courtesy/politeness?**

	2006
Excellent	85%
Good	14%
Quite poor	1%
Very poor	0%

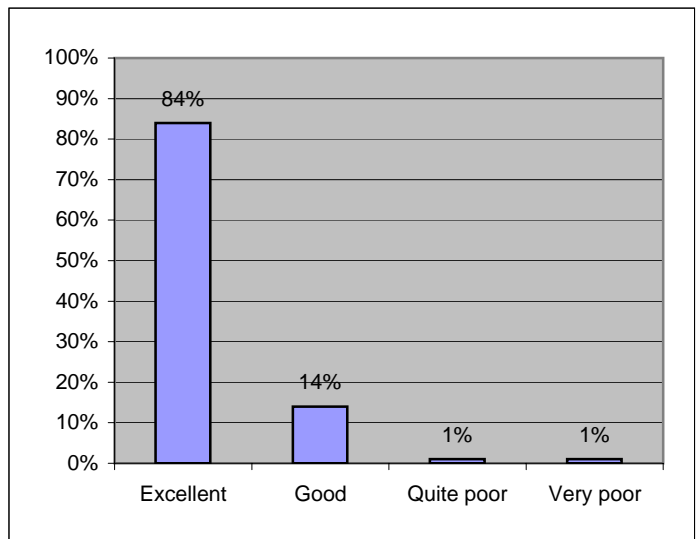
**Total Respondents 489**



**25b. How would you rate the doctor for professionalism?**

	2006
Excellent	84%
Good	14%
Quite poor	1%
Very poor	1%

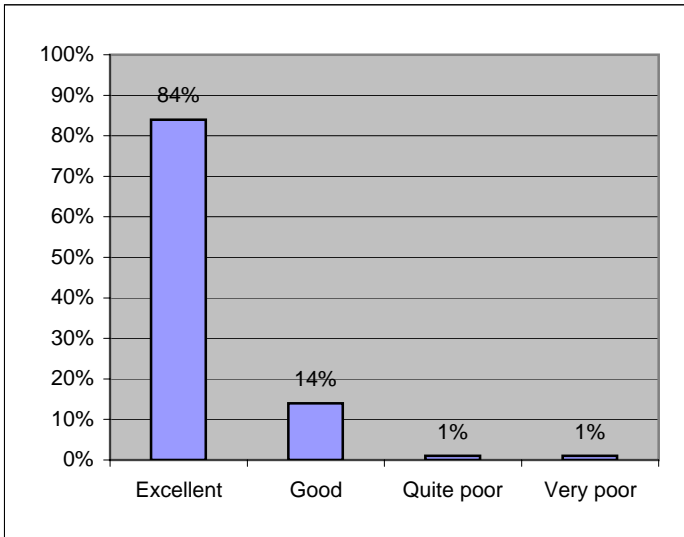
**Total Respondents 487**



**25c. How would you rate the doctor for gentleness of examination?**

	2006
Excellent	84%
Good	14%
Quite poor	1%
Very poor	1%

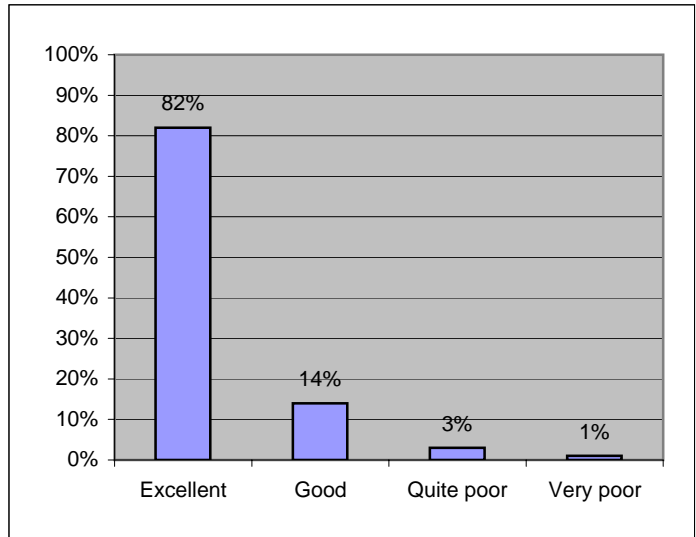
<b>Total Respondents</b>	<b>482</b>
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**25d. How would you rate the doctor for unhurried manner?**

	2006
Excellent	82%
Good	14%
Quite poor	3%
Very poor	1%

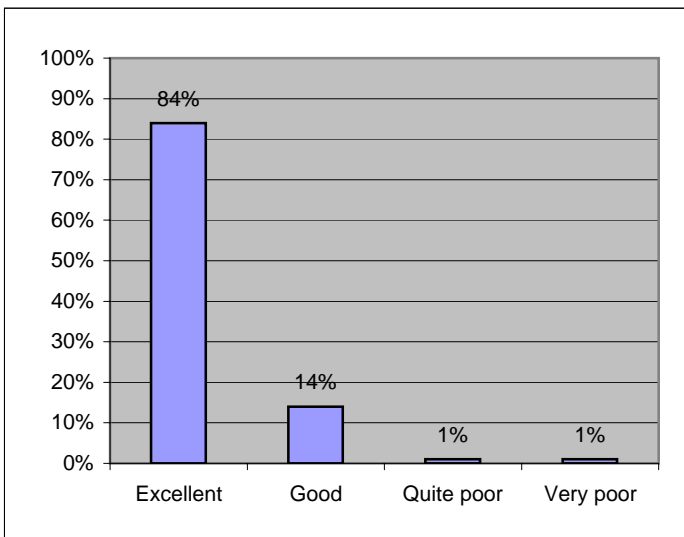
<b>Total Respondents</b>	<b>480</b>
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**25e. How would you rate the doctor overall?**

	2006
Excellent	84%
Good	14%
Quite poor	1%
Very poor	1%

<b>Total Respondents</b>	<b>479</b>
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**25f. If you have any further comments please specify:**

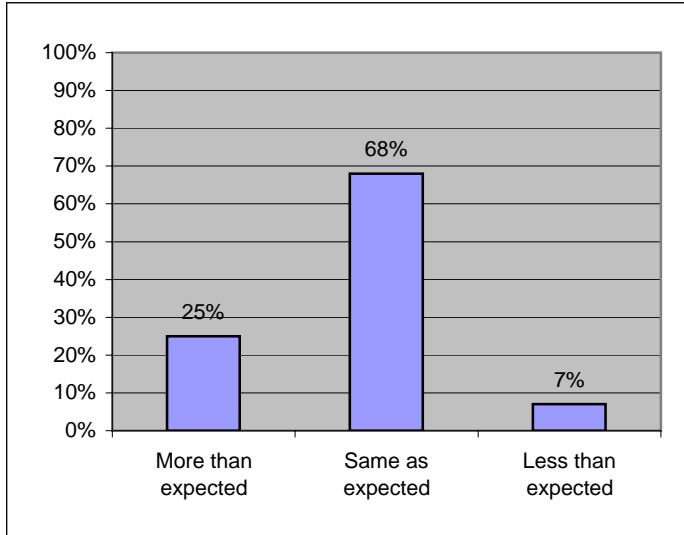
**Comments Included:**

- Made to feel relaxed not rushed.
- Although unhurried - the doctor was not concerned.
- Excellent Doctor.
- Could not be improved.
- His casual attitude did not take my symptoms seriously.
- Didn't show professionalism during examination.
- It was a home visit carried out with courtesy and interest.
- The most professional examination I have ever had.
- Slightly hurried at very end.
- Judgemental, condescending, would not listen. A 'so what' attitude.
- The doctor listened to what I had to say.
- Fair and to the point.
- Very nice doctor.
- Very polite well presented doctor.
- Quite hurried and cursory, probably due to fire alarm delay.

**26a. How did the actual length of the examination compare with what you expected or were told in your appointment letter or on the telephone?**

	2006
More than expected	25%
Same as expected	68%
Less than expected	7%

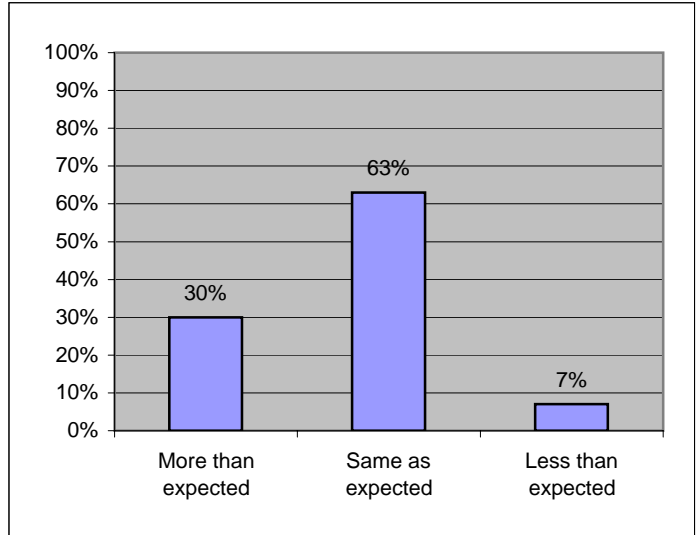
Total Respondents	485
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**26b. How thorough was the examination compared with what you expected or were told in your appointment letter or on the telephone?**

	2006
More than expected	30%
Same as expected	63%
Less than expected	7%

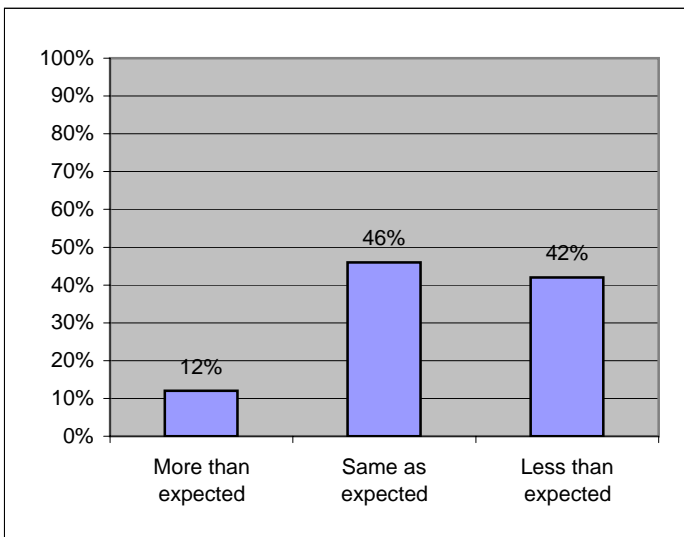
Total Respondents	476
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**26c. How stressful was the examination compared with what you expected or were told in your appointment letter or on the telephone?**

	2006
More than expected	12%
Same as expected	46%
Less than expected	42%

Total Respondents	472
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**26d. If you have any further comments please specify:**

**Comments Included:**

Made at ease by manner of doctor.

The doctor was most courteous and very thorough.

Very much at ease throughout.

Examination was not as thorough as previous.

I found the examination quite stressful.

Very Good.

Some of the things I had to do caused me a lot of pain.

I found no stress involved.

Not stressful at all.

The doctor made me feel comfortable and at ease.

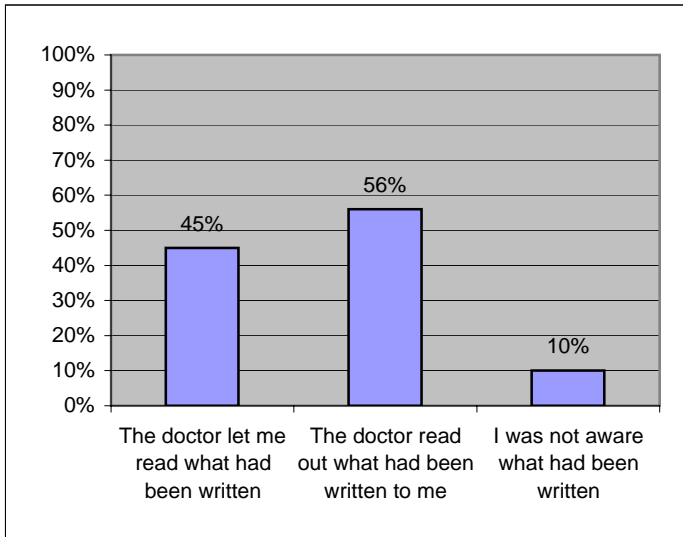
Due to my post traumatic stress disorder I found the examination stressful.

27. During the examination you were asked to tell the doctor details of your medical condition and how it might have arisen so the Doctor could record this information. Please tick all of the following that apply to you.

	2006*
The doctor let me read what had been written	45%
The doctor read out what had been written to me	56%
I was not aware what had been written	10%

\*Responses total more than 100% as more than one answering option was available.

<b>Total Respondents</b>	<b>494</b>
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## Q28. Do you have any further comments about the service you received?

### Comments Included:

I was disturbed that the doctor started to write as soon as I spoke in relation to questions and hurried me into short statements, He made light of some of my answers and omitted important details in relation to how my condition affects me daily. I was made to feel as if I was claiming sickness benefit and he was trying to catch me out

Doctor would not allow me to finish my all I had to tell her. She didn't seem interested in my medical history. I felt I was being rushed.

Good service. Lets MS patients know they can have home visit.

Doctor was excellent.

I can only say the service was very good. I have no complaints at all.

I would have liked the chance to amend details after reflection.

Not all my conditions have been dealt with. The doctor who I saw only had information for examination of part of it. She was unaware of the rest.

The doctor and service were very professional. However the same cannot be said of the VA person I spoke to on the telephone. She spoke to me as though I was retarded.

I forgot to mention properly some symptoms and may have to write to Veterans Agency so that they may consider my remarks.

Many thanks to your staff for selecting a doctor of such expertise yet so understanding of my explanation of my condition. The examination was very thorough but in no way intimidating.

Confusing appointment letter that gave no date, only vague time for appointment.

I understand the way a medical board works, but it is still very difficult to explain how my condition effects my day to day life. You just don't get the time to explain nor do you seem to get anyone who understands or is sympathetic to what your trying to say. You just seem to get put into the same category as people trying to blag the system.

I was made to feel relaxed and comfortable.

The home visit and examination was very professional.

Overall satisfactory but not as in depth as I was expecting from my previous examination experiences.

No complaints, only compliments on a smooth and efficient appointment.

I am amazed and grateful for the help I have received from the Veterans Agency and the quick responses to my queries.

A very friendly efficient and warm reception from all the staff. A very good quality of examination. You were made to feel at ease.

One small comment, apparently I should have had a form to give to my GP giving them permission to disclose my medical history to the particular agency if needs be, I am not sure whether this is the procedure.

Didn't get a chance to explain full history. Felt I was just another person having a check up.

I was stressed out right at the start due to the way I was spoken too. Therefore made very awkward for me to answer some questions correctly.

Yes medical centre could have told me sooner rather than day before I attend my appointment.

I would have liked the doctor to look at my medical documentation, this gave a more precise insight into my conditions and more in-depth than I could explain.

I think that the government should have things to do than put elderly War Veterans through this stressful and unnecessary procedure, though the doctor was very kind.

I received my injury in 1958. I would like to think I will not be having examinations every year of my life till I die.

The doctor wrote a lot of unnecessary details and seemed to miss the relevant information even when I repeated myself several times.

Although I didn't get the appointment letter I am very happy with the service I received. In general I find all the staff at the VA very kind and helpful.