

---

MID HAMPSHIRE HEALTHCARE & WATERCRESS MEDICAL

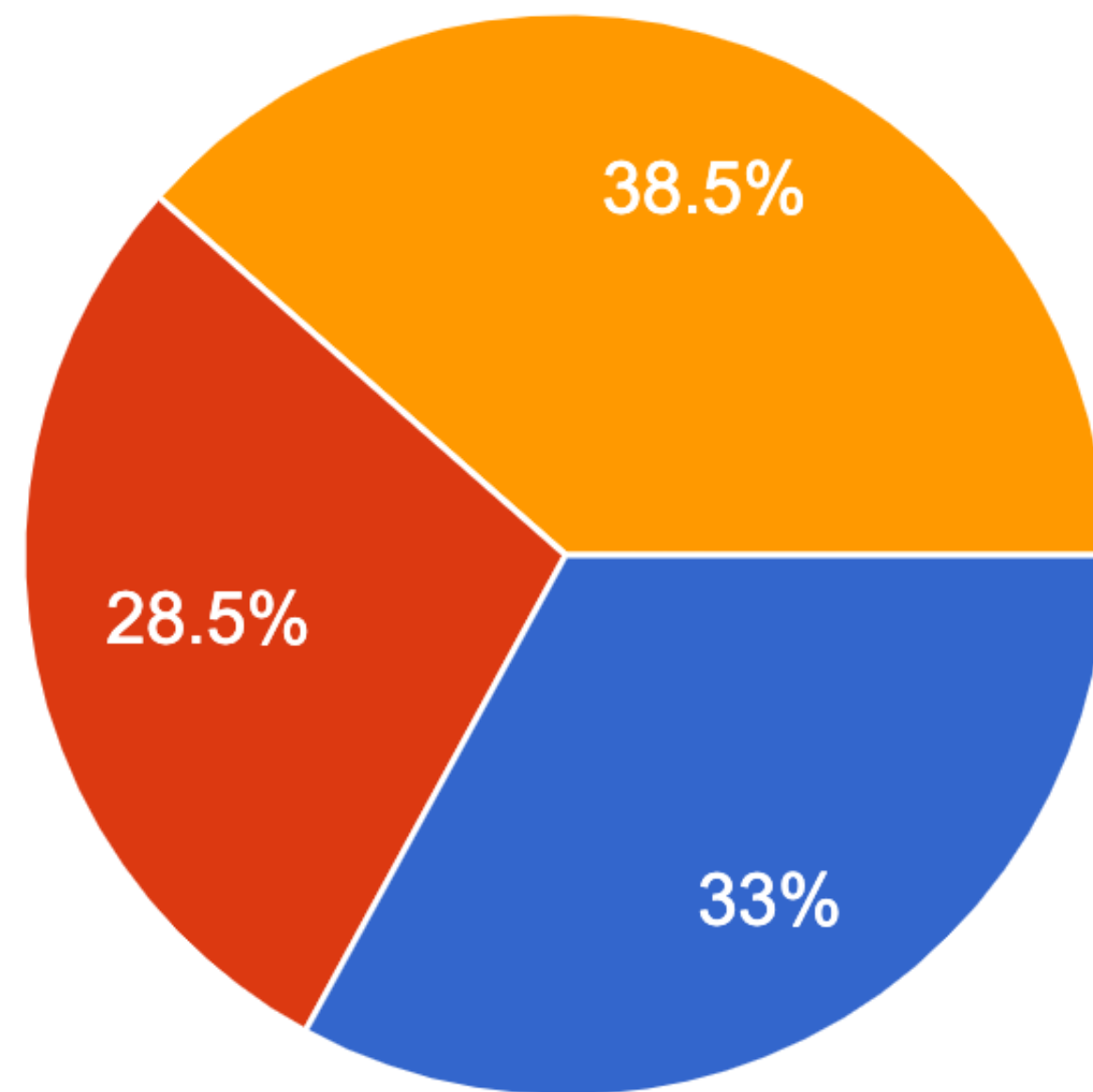
# Community Cardiology

Patient Experience Survey 2023

---

## Which type of clinic did you attend?

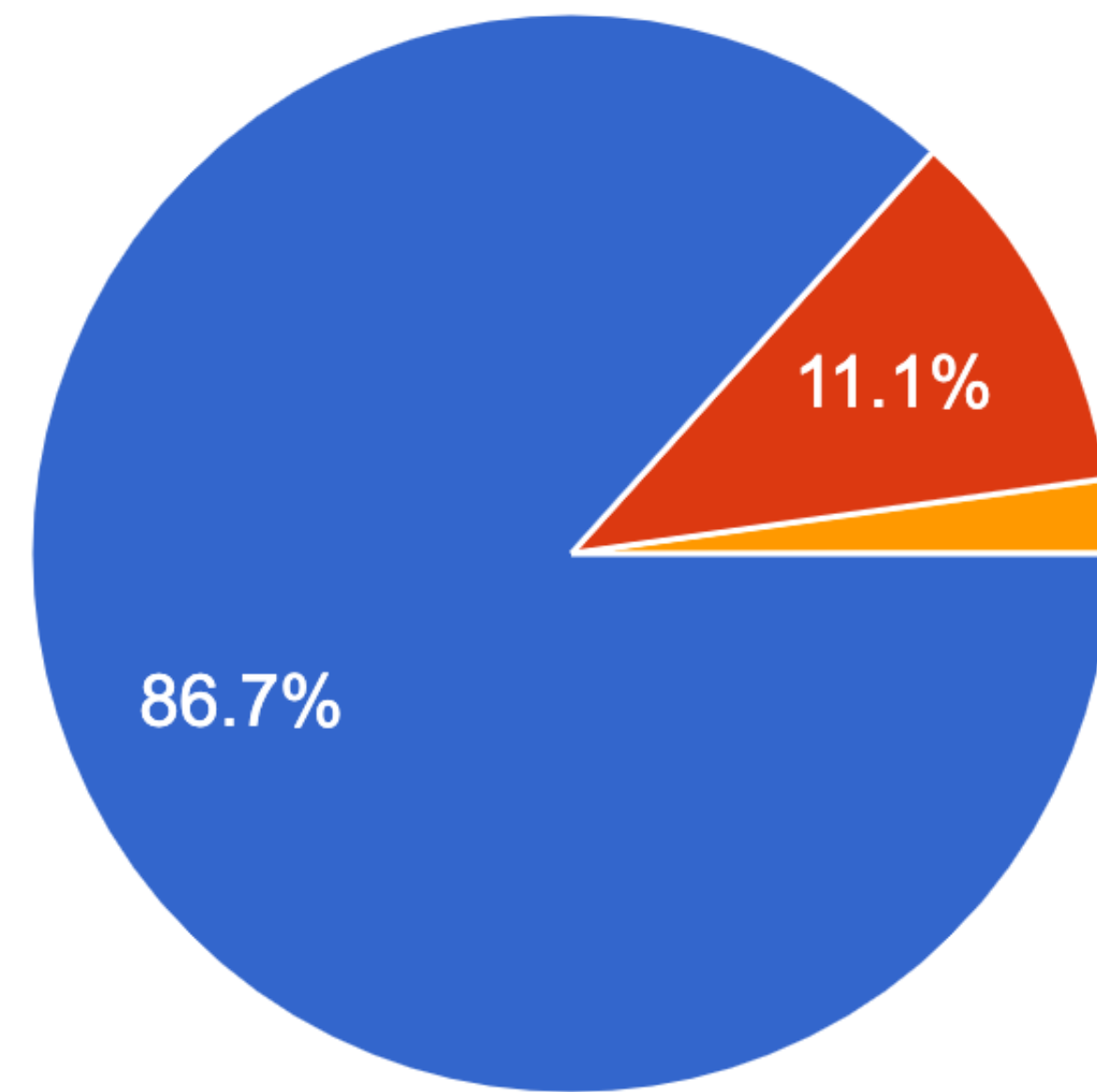
270 responses



- Doctor/GPSI
- Monitor
- Echo

## How do you rate your overall experience?

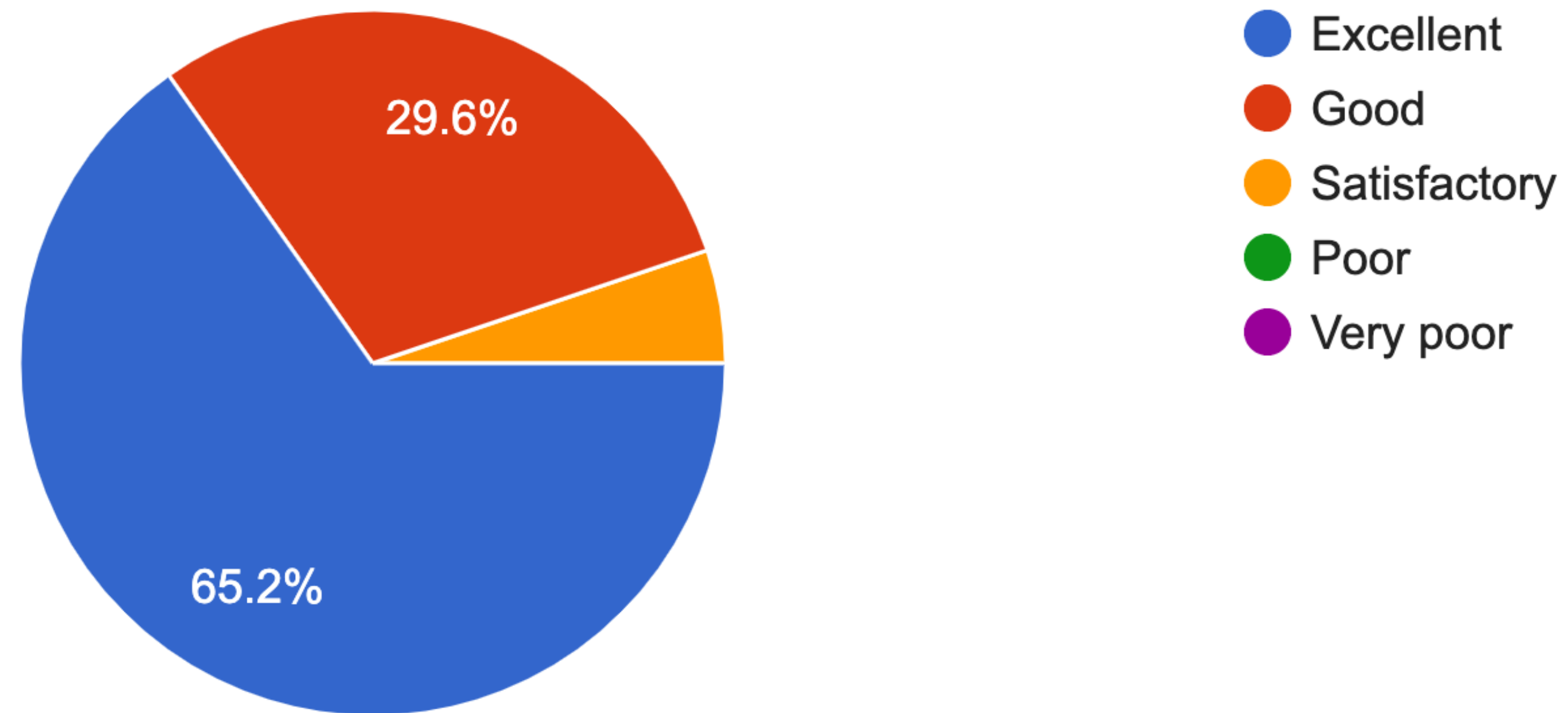
270 responses



- Excellent
- Good
- Satisfactory
- Poor
- Very poor

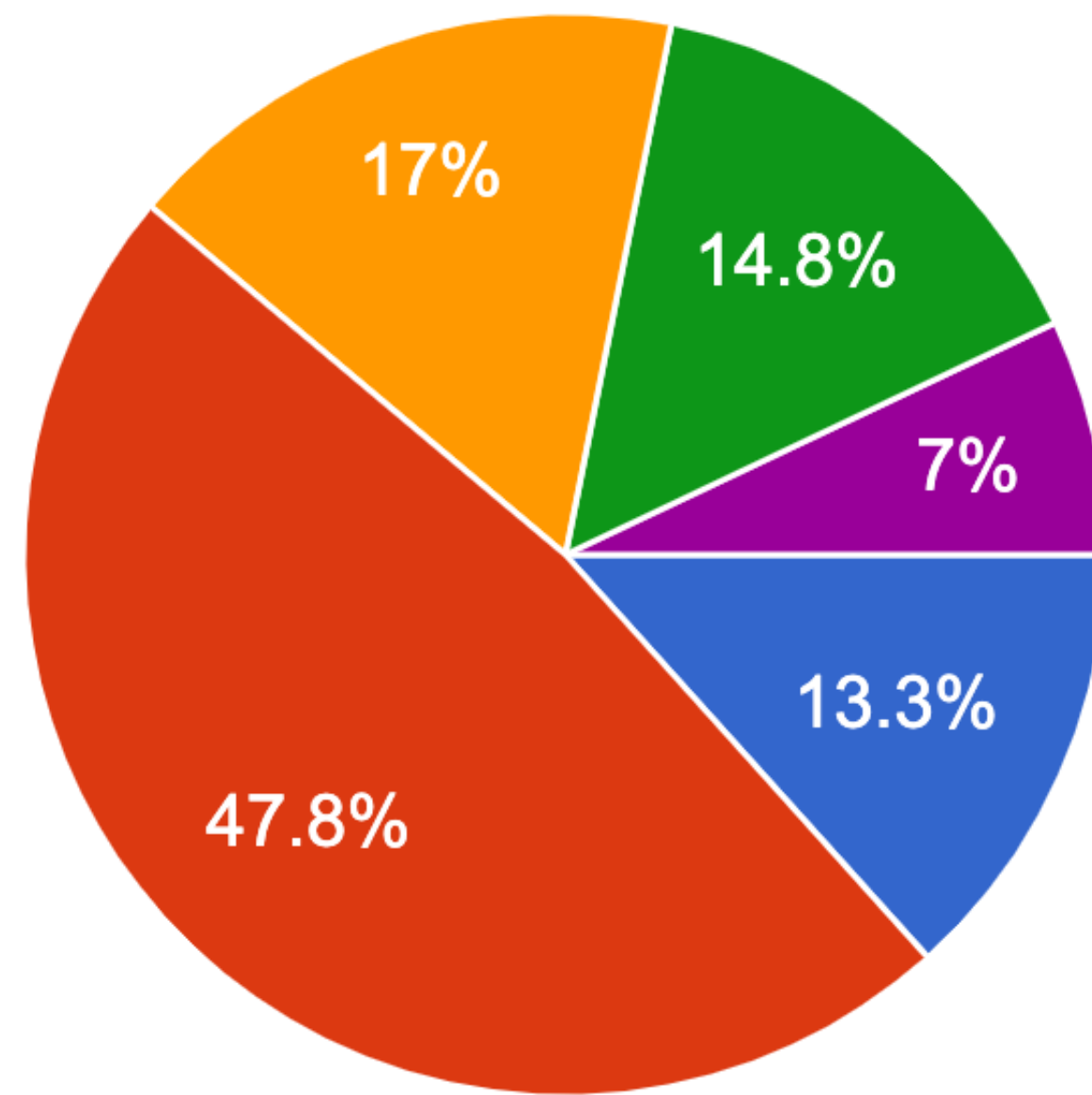
## How do you rate the appointment booking process?

270 responses



## How long did you have to wait for the first available appointment?

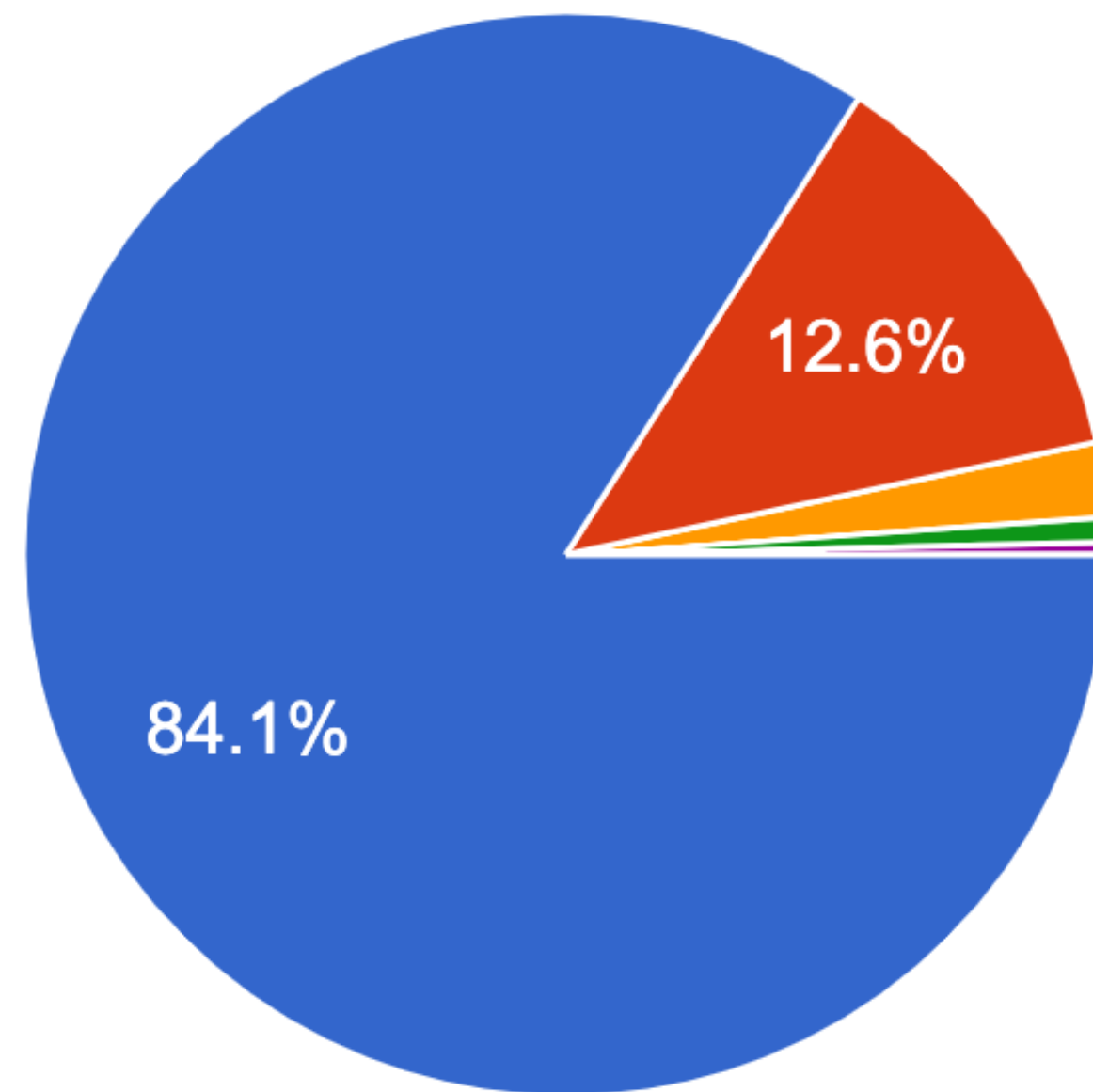
270 responses



- Less than a week
- 1 to 3 weeks
- 3 to 6 weeks
- Over 6 weeks
- I chose an appointment in advance that suited me

## Was your appointment running to time?

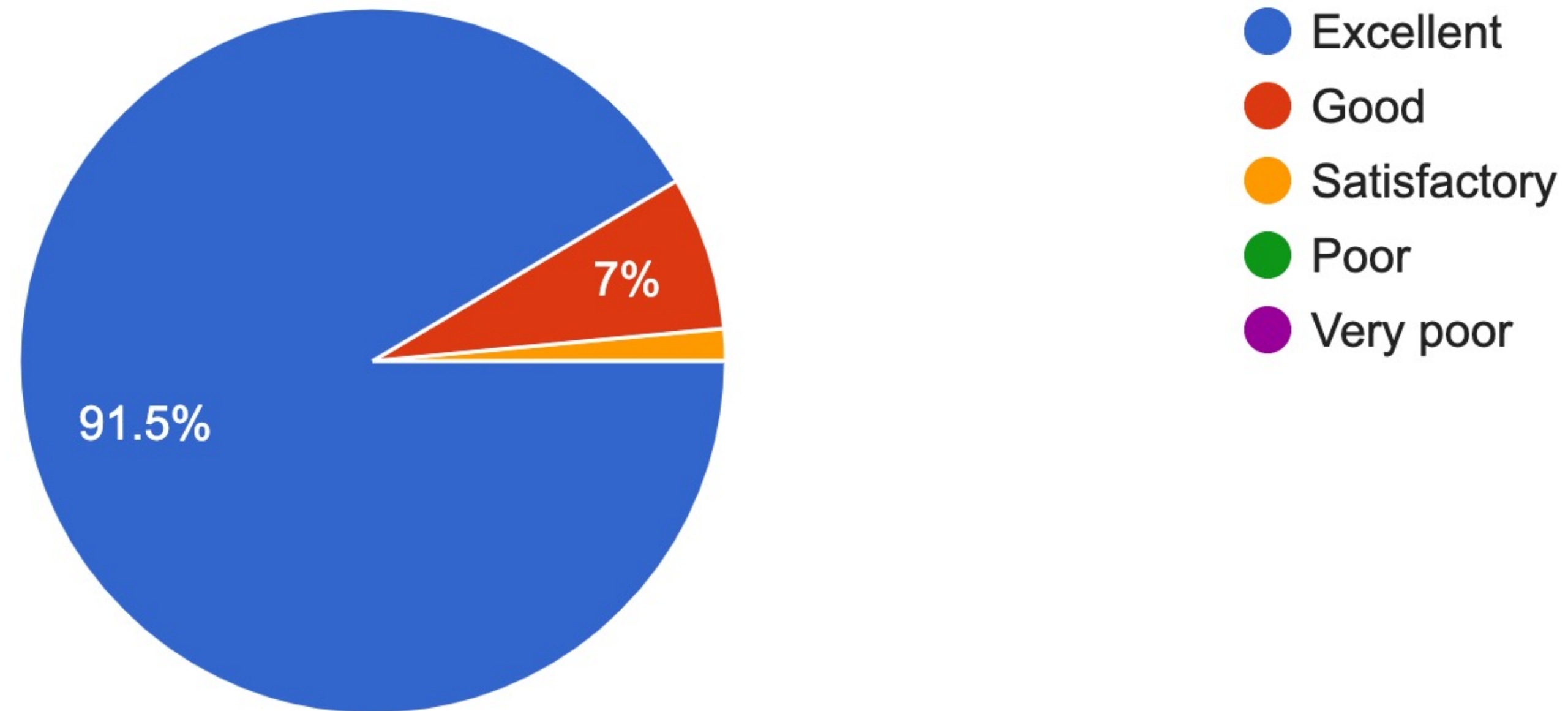
270 responses



- Ran to time
- Ran up to 10 minutes late
- Ran up to 20 minutes late
- Ran up to 30 minutes late
- Ran over 30 minutes late

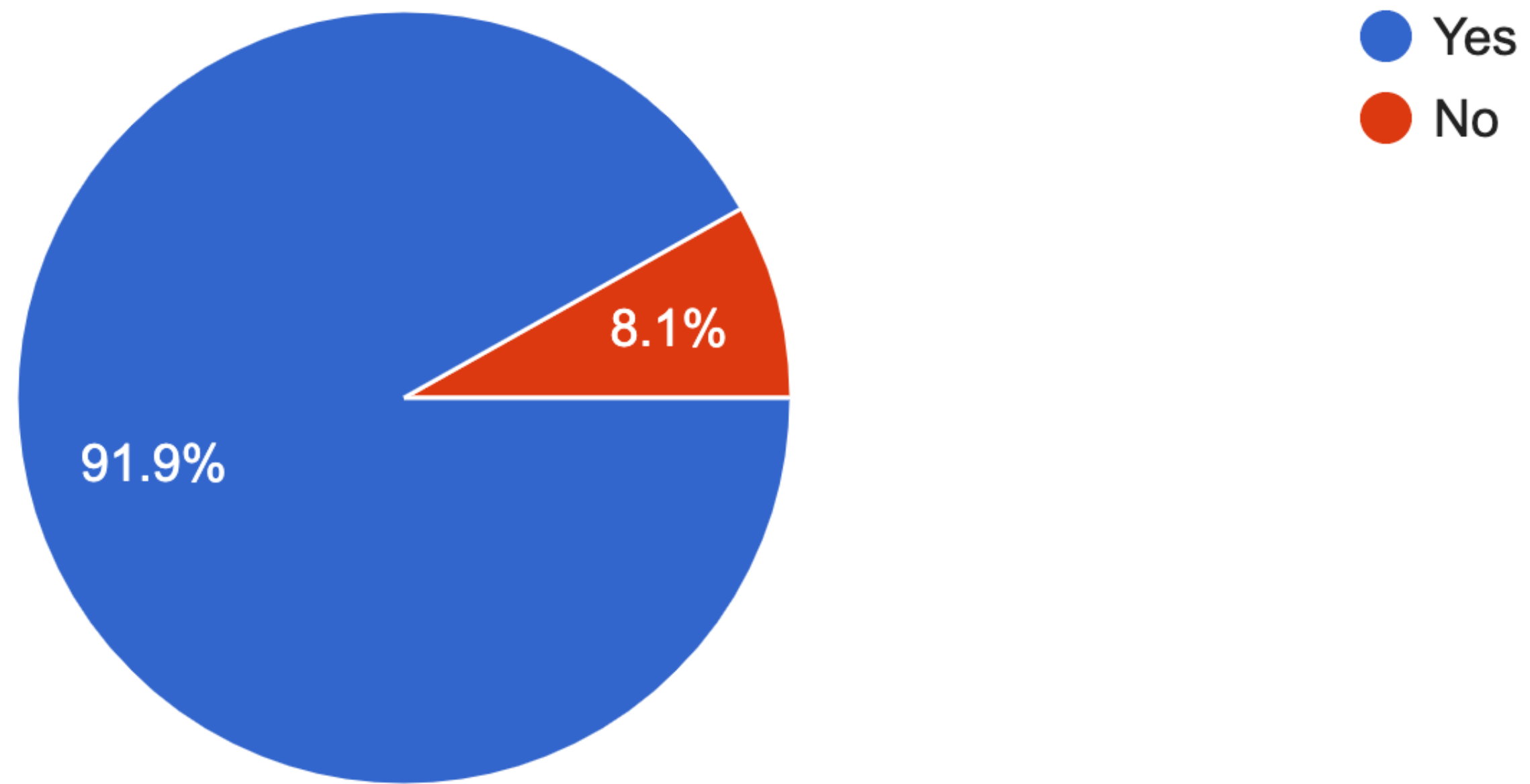
## How would you rate the clinician you were seen by?

270 responses



# Did you find the community cardiology service more convenient than having to attend a hospital?

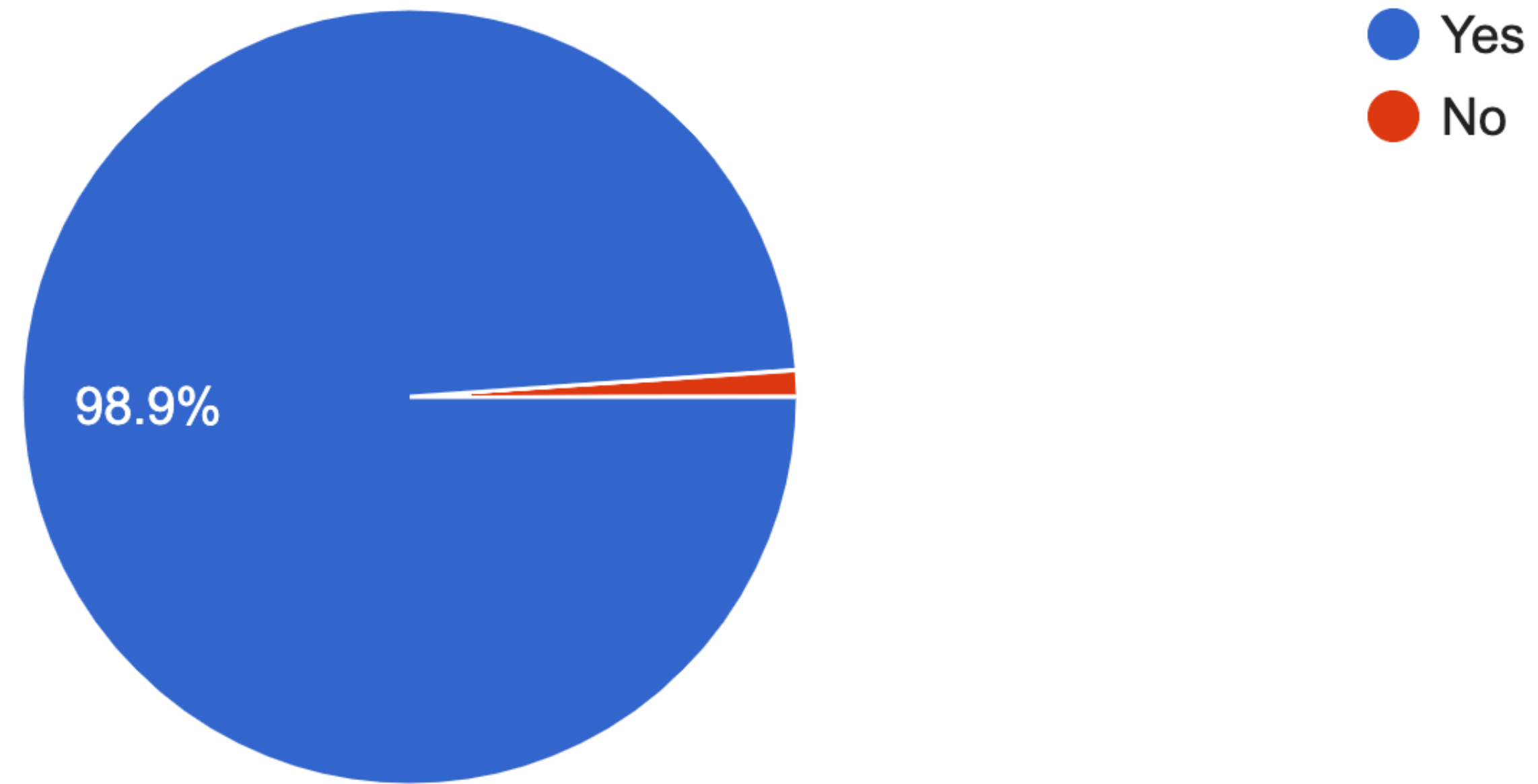
270 responses





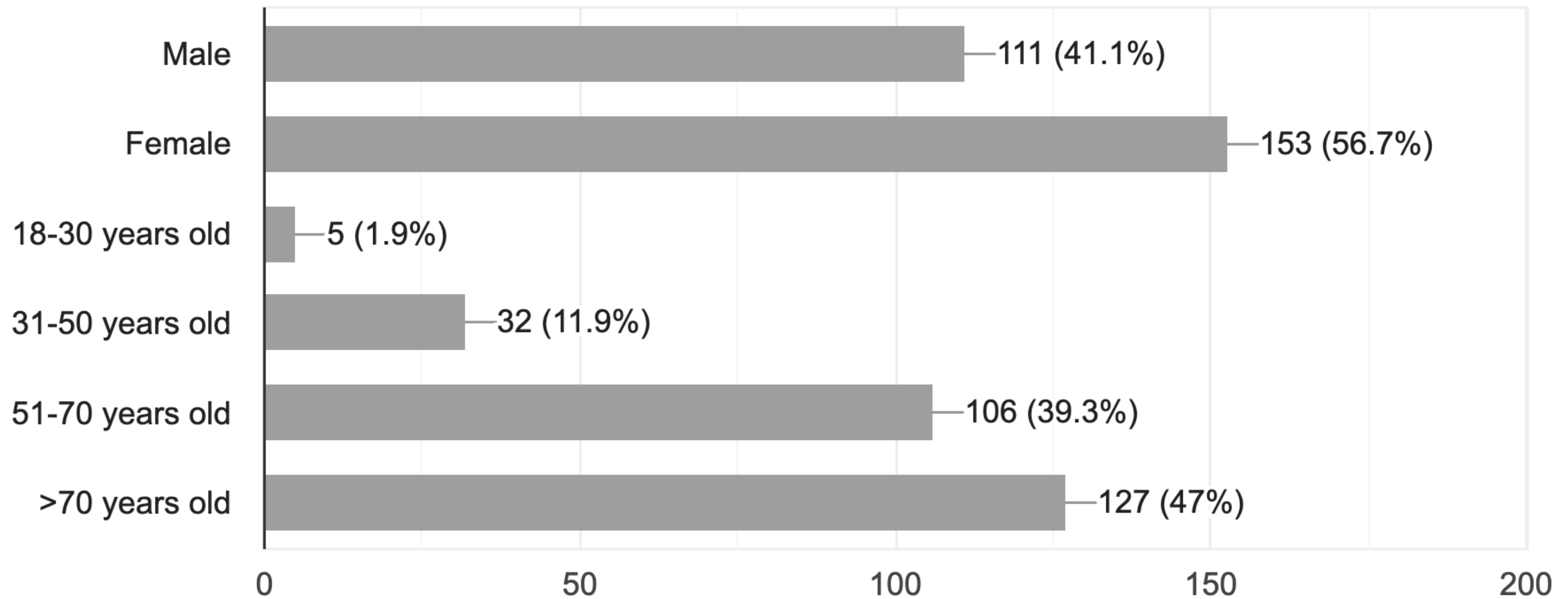
## Would you use this service again?

270 responses



Thank-you for completing this survey. Your feedback is very important to us. Please take a moment to add some information about you:

270 responses



---

# Patient Comments

---

I found the service to be responsive to patient needs as I was offered a cancellation on the day which brought my appointment forward

Superb and personalised attention

Much less stressful than going to hospital, works well

Fantastic, very friendly and patient. 10 out of 10

Everything was exceptional.

All the staff were excellent in their communication skills. Showing wit and humour in very trying circumstances.

Friendly, knowledgeable, informed, interested, calm environment, efficient.

Very good experience. Clinician was efficient and friendly

Insightful and caring

Efficient and helpful. Really excellent staff.

First rate, everything explained, good advice given.

Doctor was excellent and really helpful

The lady who carried out the echo was friendly, efficient and ensured I was comfortable 😊

Very efficient and helpful , wonderful service

I was impressed with the service, well informed and reassured. I felt I was in capable hands and I am very grateful and thankful.

Absolutely first class.

The service I received today was beyond my expectations and I really appreciated the care and attention I received today! First class! Thank you

Amazing service , the lovely lady who carried out my echo was wonderful at her job and made me go from feeling very anxious to very relaxed .  
I can't thank her enough for her kindness and wonderful service .

Thought the whole service was great. No waiting, great facility and the Dr I saw was extremely helpful, clear and supportive

The service I received was 5 star and I thank you so much for that, great caring

Patient friendly, more personal than an out patient hospital visit

The doctor was very knowledgeable and a perfect bedside manner, excellent.

Amazing service. Felt I was listened to and my thoughts/anxieties carefully considered thank you so much.

Much better than attending hospital

Everything was excellent as stated. The lady who rang me to make an appointment for me was so helpful and friendly as was the lady who did the actual procedure. It couldn't have been any better. Thank you.

Practitioner was particularly welcoming, reassuring and thorough.

More relaxed than a hospital appointment, which was pleasant.

Easy to find. Very efficient and great staff

The whole process was very smooth, on time and professional. Great service.

Amazing service and doctor made me feel less anxious

I was made to feel at ease from the beginning, and things were explained to me as we went along which makes you feel happy and informed, many thanks to the team



## Welcome to The Community Cardiology Service

We are a local NHS service for patients with suspected heart conditions in Mid Hampshire with clinics in Winchester, Andover, Four Marks and Chandlers Ford.

Our website provides information for patients, referral guidelines for GPs and general advice on looking after your heart.

The Community Cardiology Service is an NHS service run by Watercress Medical and Mid Hampshire Healthcare.

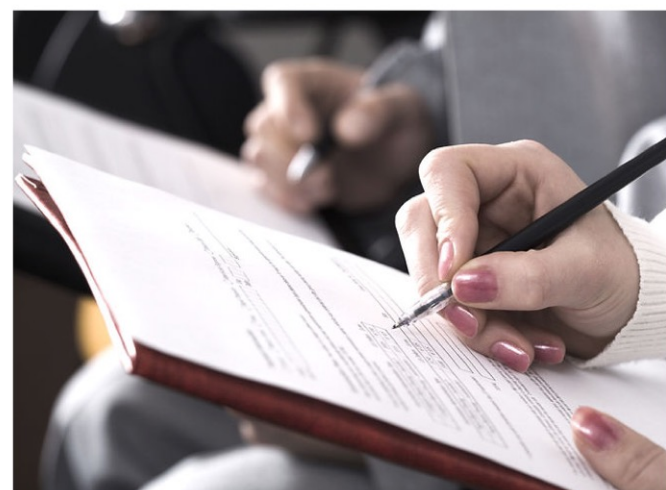
## Provided by:



Visit [MHH website](#) for further information about Mid Hampshire Healthcare

## Appointments

If your GP has referred you to our service please click [here](#) to find out what to expect at your appointment.



## Where To Find Us >



Correspondence Address:  
Community Cardiology Service,  
Mansfield Park Surgery,  
Lymington Bottom Road,  
Medstead GU34 5EW



Contact us on 01420 560 817

---

**For more information about the  
Community Cardiology Service please  
visit our website:**

[www.communitycardiologyservice.co.uk](http://www.communitycardiologyservice.co.uk)

---