



PATIENT INFORMATION SCREEN SURVEY - 17th August 2011

Summary of results for screens in A&E, Clinic 2 and Clinic 4

- **82%** of patients said that the patient information screens made them more aware of the services that Moorfields provides.
- **93%** of patients said that they found the screens provided either useful or very useful information.
- **77.8%** of patients said that the screens either improved or greatly improved their experience of visiting the hospital.
- **78.6%** of patients remember seeing a message about clinic information and **86.5%** of those patients found this information to be either useful or very useful.
- The top 3 memorable messages were:
 - Clinic/Qlikview live update screen
 - Hand Hygiene - It's in your hands
 - DNA's – Need to reschedule?
 - Others mentioned often: Infection control (Keeping your hospital clean and The bug stops here), news & events, dilation drops, eye donation and Pals
- Patients would like to see the following top 3 pieces of information on the screens:
 - Clinic wait times with more specific information: i.e. where the patient is in the queue, number of patients still waiting to be seen
 - Eye conditions and latest research information
 - Consultant information and examination techniques explained
 - Others mentioned: Larger text, Help for deaf patients, opening hours and holiday dates, café and cash point location, hospital heritage and international links, side-effects of drops, support groups
- General comments:
 - Text needs to be larger
 - Would be helpful if the screens had sound especially for those who are blind or partially sighted
 - Overall positive feedback. Some patient quotes:
'The info screen is a good addition', 'Screens seem to cover essentials', 'Very happy no comment', 'New information is good'