

What did people in Doncaster tell us about the Drive through Phlebotomy and pre- op testing site?

THIS WAY



October 2021

BACKGROUND

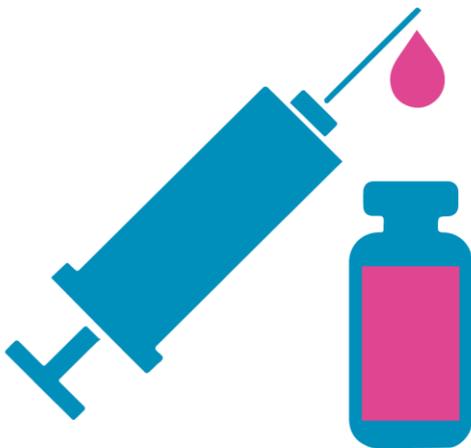
Healthwatch Doncaster worked with Doncaster and Bassetlaw Teaching Hospital to develop a survey to capture the views of people who have been using the Drive through service for Phlebotomy and pre op testing during the pandemic. The survey focussed on the following:

- Why did you go there and what were the benefits?
- How did you rate it?
- What did the service do well?
- What could be better?
- Would you go again?

The survey was accessible online and ran from the 25th August to the 22nd September, a total of four weeks. It was shared to all Healthwatch Doncaster members, contacts, groups and networks. Social media posts were shared by local partners and the link was on the Healthwatch Doncaster website.

The survey was designed in such a way to provide a range of data and information, some of it qualitative about the views and experiences of people who have used the Drive Through for regular blood tests and or pre-op testing.

There was a great response to the survey and 966 people took the time to complete the survey and share their views.



KEY MESSAGES

Question -Why did you go to the Drive Through?

Respondents were asked to tick all answers that were applicable and the following feedback was received;

ANSWER CHOICES	RESPONSES
I didn't want to go to my local Surgery and wait in the waiting room with other people	27.98% 242
I could have my bloods taken/pre-op test done at a time to suit me	49.60% 429
I didn't want to go to the hospital	35.72% 309
Other (please specify)	33.64% 291
Total Respondents: 865	

There were a number of reasons that “other” was selected and many of these responses were appropriate to the themes below

- **Unable to access the GP practice for a number of reasons**
- **Convenience and speed**
- **No Parking issues**
- **Safety**
- **No Option**

“Unable to get blood test at my doctor's” “Couldn't get appointment at GP surgery”

“My GP surgery had stopped doing blood test due to the pandemic”

“Just a lot easy and quicker to use” “I could go at a time that suited me around work”

“My mother is in her 80's does not walk very well so easier to take her here. Not having to get her in and out of car”

“I'm disabled so it is a lot easier for me as I don't need to get out of my car”

“Easy access, not having to pay and struggle to park, not having to find childcare as the children are able to sit in the car”

“It is so much easier than trying to get an appointment at my GP or parking at the hospital, and not having to get out of your car is a godsend”

“I am immunosuppressive so safer”

“I was made an appointment there for my pre op blood tests and Covid test. No alternative was offered”

“Sent by doctor as service not offered in doctors' surgery” “Advised to attend by local GP/Hospital”

Question – What are the benefits of accessing the 'Drive Through' service?

Respondents were asked to tick all answers that were applicable and the following feedback was received:

ANSWER CHOICES	RESPONSES	
Safe and hygienic	81.99%	710
Easy	91.92%	796
No parking problems	91.34%	791
Quick	90.53%	784
Simple process to follow	85.57%	741
I could go at a time to suit me	87.30%	756
Other (please specify)	6.47%	56
Total Respondents: 866		

Over 90% of respondents identified that the benefits were that it was quick, easy and there were no parking issues. 80-90% of respondents indicated that it was safe and hygienic, a simple process to follow and they could go at a time to suit them.

There were a number of reasons that “other” was selected and many of these responses were appropriate to the themes below:

- **Approach and competence of the staff**
- **Convenience**
- **No child care required**

“The professionals are very experienced and kind”

“It’s just so convenient no paperwork needed, efficient and friendly”

“Great not having to get out the car saves me hassle of getting my wheelchair or walking frame out to go into a building”

“Much easier to access as didn’t require me to leave the car and this is better for me mobility wise”

“Not at hospital or GP Less people around, Very convenient”

“Able to take children”. “Didn’t have to get childcare”

“I also didn’t have to mess around taking my young children in and out of the car, they was able to remaining napping and I didn’t have to wake them to get them out

Question - How did you rate the service?

When people were asked to rate their experience, 87.38% of respondents rated the service as excellent which demonstrates that the service is viewed very highly.

- 🗨️ Excellent - 87.38%
- 🗨️ Very good - 9.72%
- 🗨️ Good - 2.43%
- 🗨️ Poor - 0.12%
- 🗨️ Very poor - 0.35%

Question – What did they do well?

Numerous comments were received from respondents and the majority were positive comments with the following themes.

- Everything- This was recurrent feedback from a huge number of respondents
- The approach and professionalism of staff- many comments featured in the survey expressing positive views regarding the staff.
- The speed and convenience.
- The safety aspect particularly for those who are immunocompromised or shielding or those who just do not want to be around large number of people

The following feedback encompasses many of the points made regarding this question about what they did well.

“Everything, drive through blood testing is much more convenient, safe and quick. It is definitely one of the new services that should be kept indefinitely. No struggling to park, no having to drag elderly and disabled people half a mile just for bloods doing, it takes two minutes and off on your way home again”

Question – What could they do better?

Many comments were left in this section, predominantly many stated that nothing could be better and that they would like the service to stay. Other comments included:

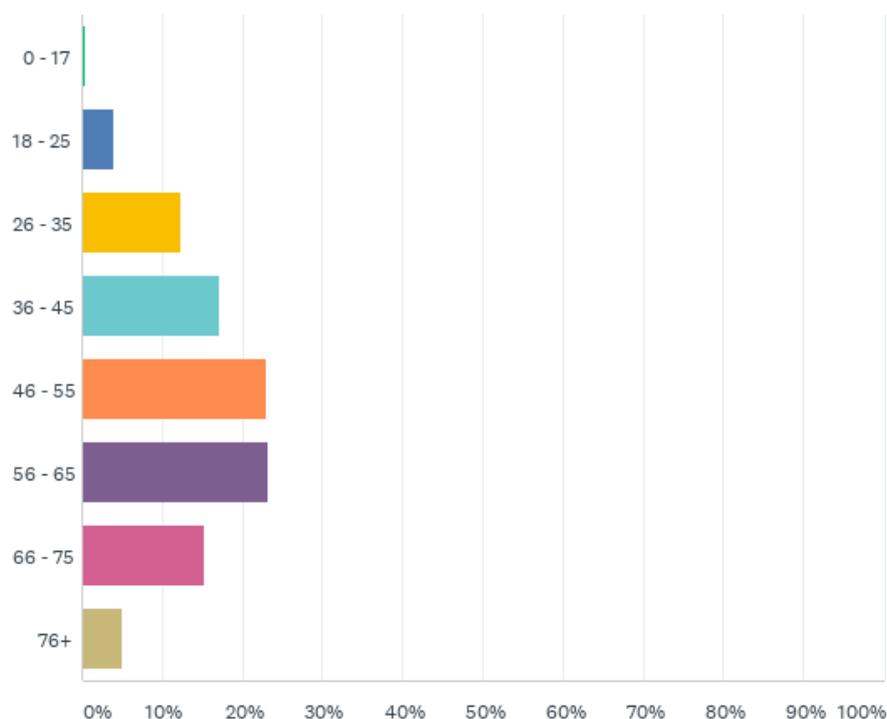
- A later finishing time in the day or weekend provision for those who work
- Better signage would be helpful
- Accept walk in patients
- More space between cars required
- Make sure patients know to take their ID with them
- Provide the same in other areas of Doncaster
- Offer other health interventions i.e Blood pressure

Question – How likely are to you to use the service again?

The success of this service is demonstrated by 93.62% of respondents stating they would use this service again

ANSWER CHOICES	RESPONSES	
I will definitely use the service again	93.62%	807
I'm likely to use the service again	5.80%	50
I am unsure if I would use the service again	1.28%	11
I would never use the service again	0.23%	2
Total Respondents: 862		

AGE PROFILE OF RESPONDENTS



Demographic feedback

The age of respondents demonstrates a wide age group of people attended the Drive through and the survey was predominantly completed by females (98.68%) and 97.26 % were white British

