



Enter and View Visit Supplementary Report

Wednesday 13 October 2010

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Service Visited

Clozapine Clinic (North Durham)
Tees Esk and Wear Valley NHS Foundation Trust
Lanchester Road Hospital
Durham
DH1 5RD

Date of Visit: Monday 2 August 2010



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Results of the Patient Observations of Premises / Environment Clozapine Clinic, Lanchester Road Hospital Survey

1. Introduction

As part of the Enter and View visit to the Clozapine Clinic, Lanchester Road Hospital and with the agreement of the clinic staff, the Enter and View Representatives left behind a Client Observation Survey (see appendix 1), to gain feedback from those Clients who were not available to speak to on the day of the visit, Monday 2 August 2010.

The purpose of this survey was to find out what the patient's overall experience is when accessing this particular site.

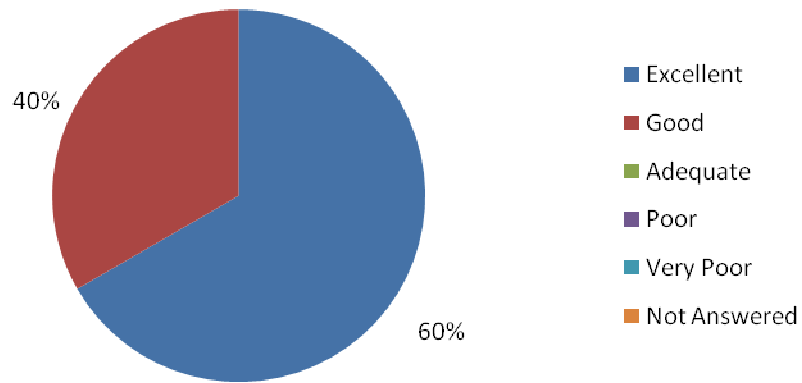
In total approximately 65 surveys were supplied, 25 of which were left on the day of the visit and a further 40 were supplied upon request. To date County Durham LINK has only received 6 replies.

This supplementary report has been produced to share these results with Tees Esk and Wear Valley NHS Foundation Trust and those involved with the visit.

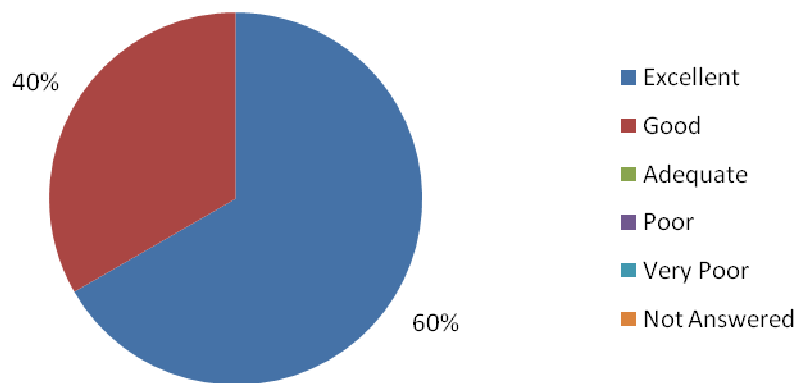
Table of results:

Questions	Answers in Number					
	Excellent	Good	Adequate	Poor	Very Poor	Not Answered
Condition and decoration	4	2				
Cleanliness	4	2				
Comfort	2	3	1			
Warmth	2	2	1	1		
Lighting Levels	2	3		1		
Noise Levels	3	2		1		
Privacy	3	1	1	1		
Accessibilty	2	1	1	1	1	
Transport to Site	1	1	1	2	1	
Transport around Site			2	2	1	1
Signage outside the buildings	1	3	1	1		
Signage inside the buildings	1	4		1		

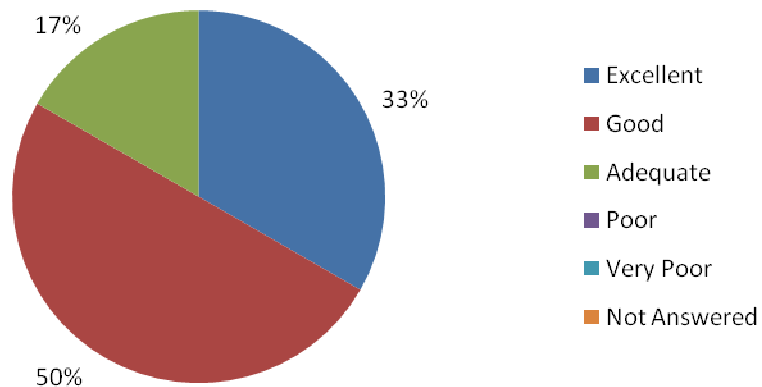
Condition and decoration



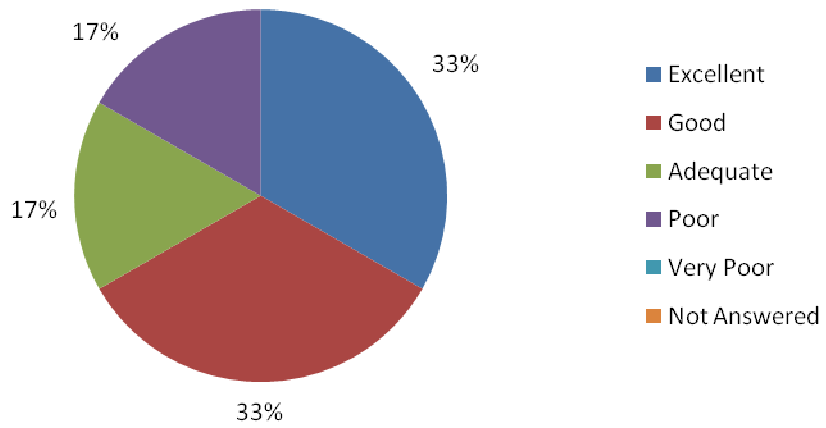
Cleanliness



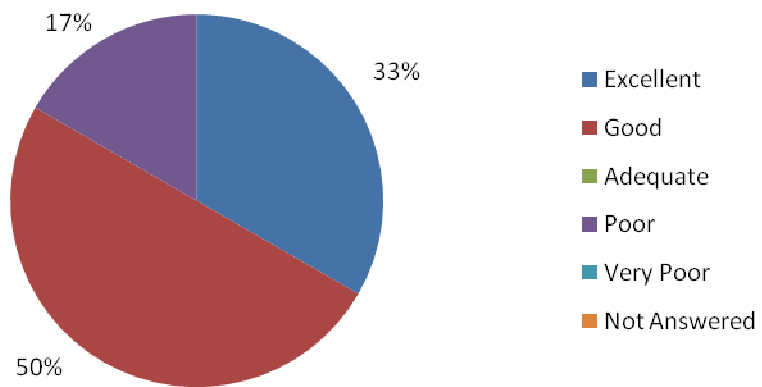
Comfort



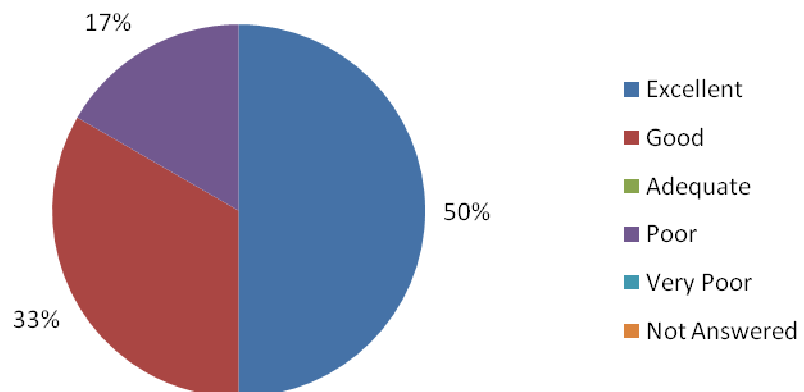
Warmth



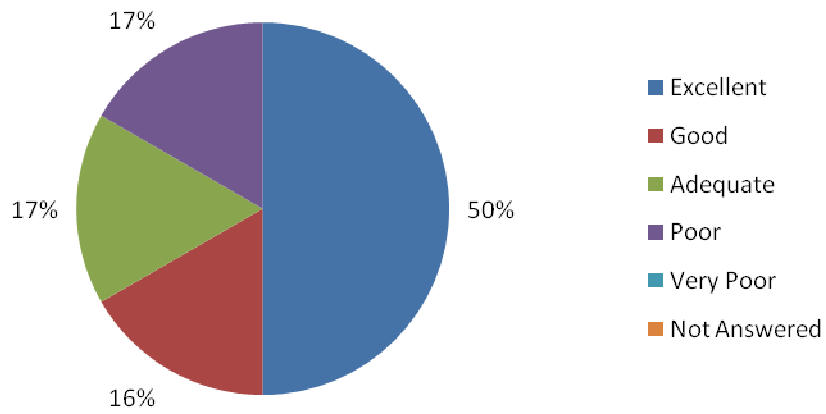
Lighting Levels



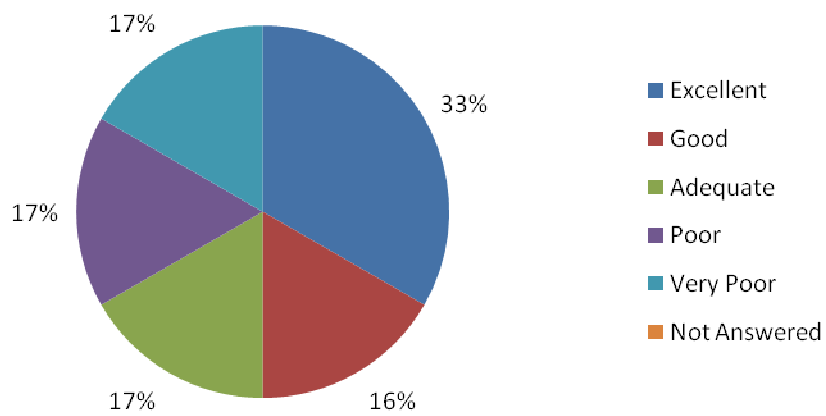
Noise Levels



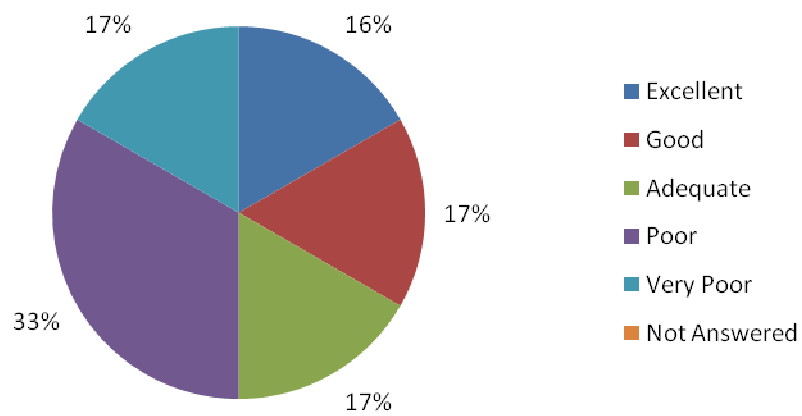
Privacy

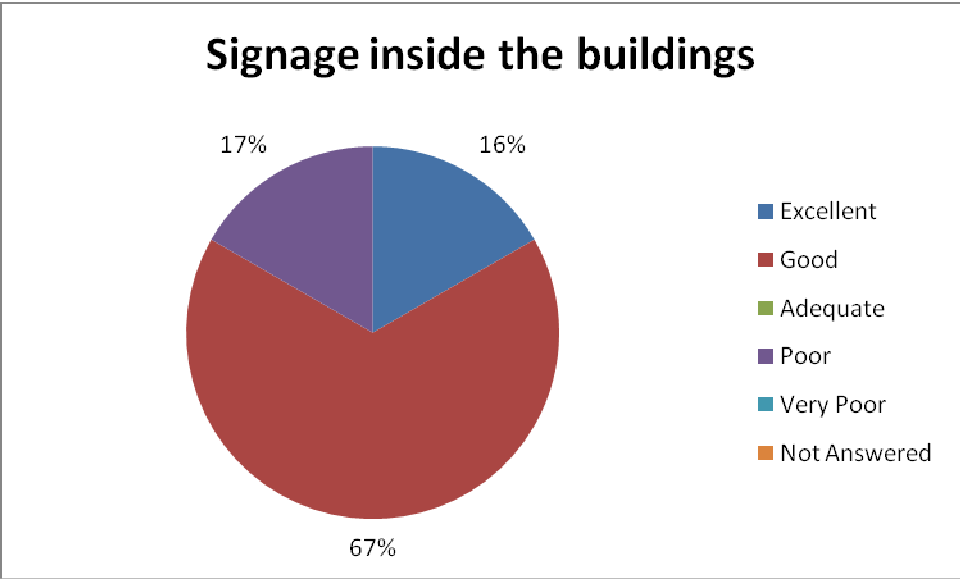
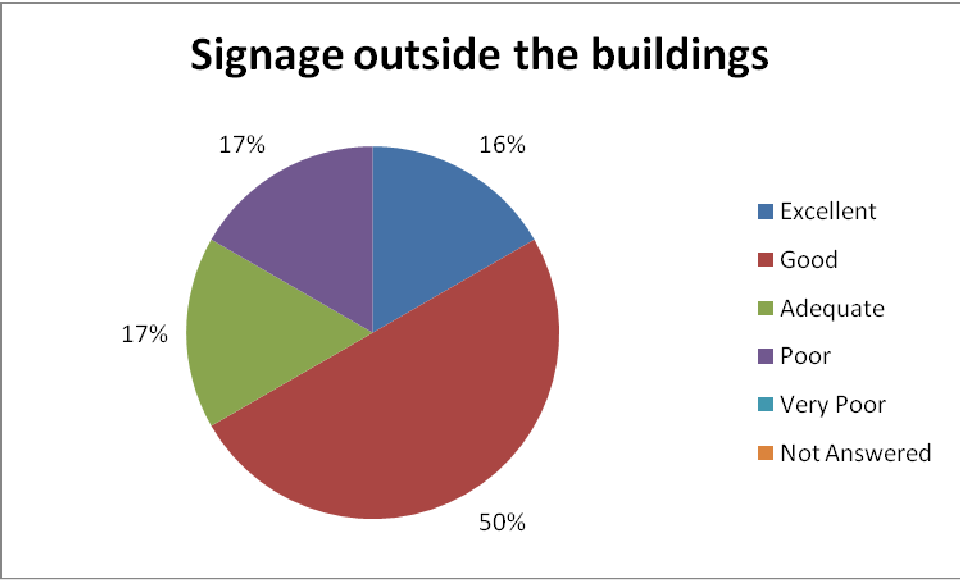
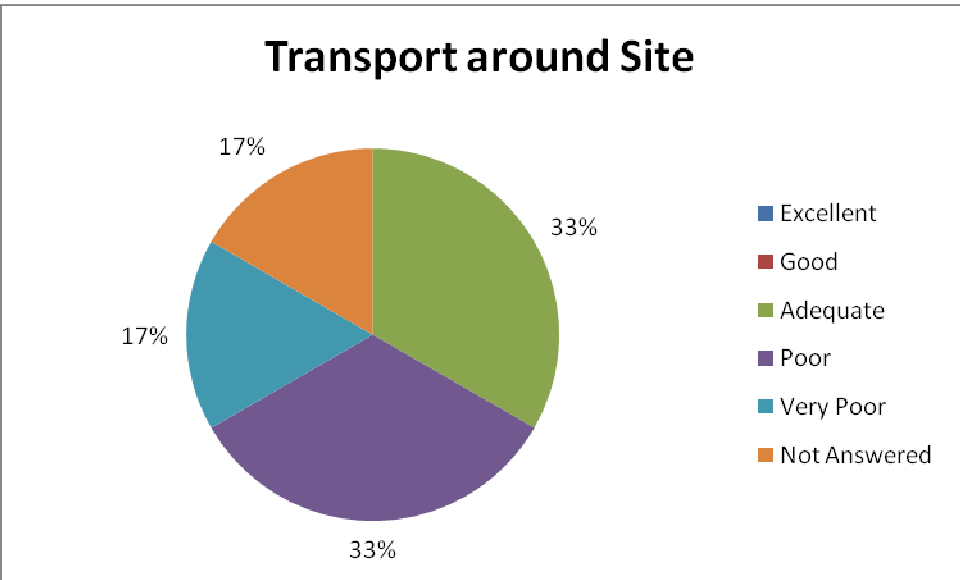


Accessibilty



Transport to Site





Headed Paper

2 August 2010

Patient Observations of Premises / Environment Clozapine Clinic, Lanchester Road Hospital

This patient survey is being conducted by County Durham Local Involvement Network (LINK).

County Durham LINK is an independent network of local people and groups that aim to give communities in the county a stronger voice in how their health and social care services are delivered.

There is no personal information gathered in this questionnaire therefore you will remain anonymous. Any information gathered will be shared with Tees, Esk and Wear Valley NHS Foundation Trust, who operate this facility.

A pre paid envelope has been provided to enable you to return this form.

If you have any questions regarding this survey please contact:

County Durham LINK
Pioneering Care Centre
Carers Way
Newton Aycliffe
DL5 4SF

01325 327431

host@pcp.uk.net

Please circle the answer that best describes:

Condition and decoration:

Excellent Good Adequate Poor Very Poor

Cleanliness:

Excellent Good Adequate Poor Very Poor

Comfort:

Excellent Good Adequate Poor Very Poor

Warmth:

Excellent Good Adequate Poor Very Poor

Lighting levels:

Excellent Good Adequate Poor Very Poor

Noise levels:

Excellent Good Adequate Poor Very Poor

Privacy:

Excellent Good Adequate Poor Very Poor

Accessibility:

Excellent Good Adequate Poor Very Poor

Transport to site:

Excellent Good Adequate Poor Very Poor

Transport around site:

Excellent Good Adequate Poor Very Poor

Signage outside the buildings:

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