



The Dove Clinic for Integrated Medicine  
Patient Questionnaire Results for  
1<sup>st</sup> May - 1<sup>st</sup> August 2008



The following results were gathered from questionnaires given out at both the Hockley Mill and Wimpole Street clinics.

The results have been worked out into percentages due to the fact that not every patient has had the same type of care and therefore some were unable to answer certain questions. This is most prevalent when talking about the nurses and dispensary at the Wimpole Street Clinic.

It is also of note that several patients have had care at both clinics and therefore the results should not be compared with each other.

# Reception



# Could you contact reception?

## Hockley Mill

Easily - 100%

Moderately Easily - 0%

With Difficulty - 0%

N/A - 0%

## Wimpole Street

Easily - 100%

Moderately Easily - 0%

With Difficulty - 0%

N/A - 0%

# What were your thoughts on our answer phone message?

## Hockley Mill

Good / Informative - 68%

Long But Useful - 16%

Too Long - 0%

Did Not Know - 3%

Always Answered - 5%

Not Useful - 3%

Haven't Heard It - 5%

N/A - 0%

## Wimpole Street

Good / Informative - 50%

Long But Useful - 0%

Too Long - 0%

Did Not Know - 0%

Always Answered - 0%

Not Useful - 0%

Haven't Heard It - 0%

N/A - 50%

# How did Reception staff deal with any queries that you had?

## Hockley Mill

Efficiently - 88%

Moderately Efficiently - 8%

Inefficiently - 0%

No Queries - 4%

N/A - 0%

## Wimpole Street

Efficiently - 86%

Moderately Efficiently - 0%

Inefficiently - 0%

No Queries - 0%

N/A - 14%

# Did you find reception staff friendly and approachable?

## Hockley Mill

Yes - 96%

Fair - 2%

No - 2%

## Wimpole Street

Yes - 100%

Fair - 0%

No - 0%

When attending for treatment could you get an appointment at a time convenient to you?

Hockley Mill

Always - 90%

Nearly Always - 2%

Sometimes - 8%

Never - 0%

Wimpole Street

Always - 57%

Nearly Always - 0%

Sometimes - 43%

Never - 0%

# Practitioners



# Which of the following Practitioners have you seen?

## Hockley Mill

Dr Kenyon - 100%

Nurses - 47%

## Wimpole Street

Dr Kenyon - 100%

Nurses - 14%



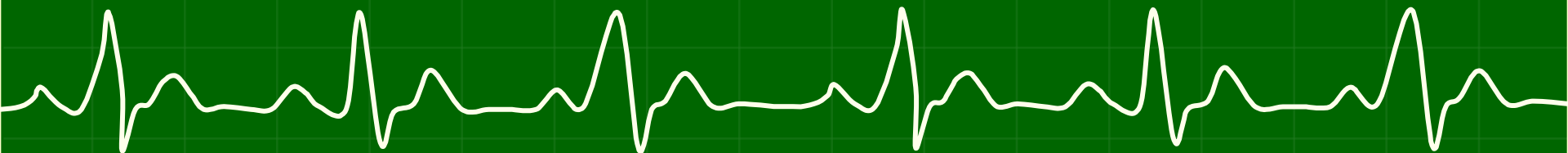
# Were you kept waiting for your Doctor's appointment for more than 10 minutes?

## Hockley Mill

- Never - 40%
- Sometimes - 52%
- Frequently - 6%
- Did not know - 2%
- Not Recently - 0%

## Wimpole Street

- Never - 29%
- Sometimes - 57%
- Frequently - 0%
- Did not know - 0%
- Not Recently - 14%



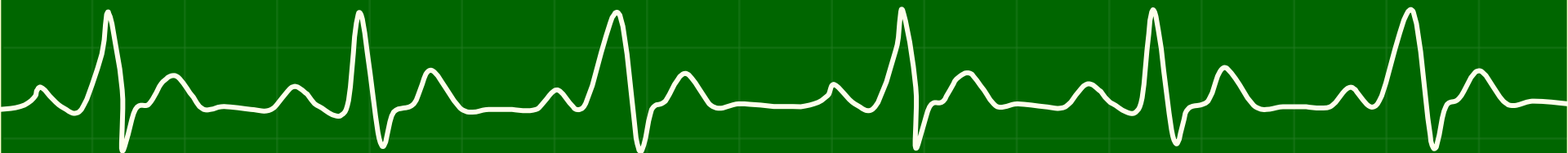
# If you were kept waiting were you advised the Doctor was running late?

## Hockley Mill

- Always - 3%
- Frequently - 44%
- Sometimes - 33%
- Informed on Arrival - 3%
- Never - 6%
- N/A - 11%

## Wimpole Street

- Always - 0%
- Frequently - 40%
- Sometimes - 20%
- Informed on Arrival - 0%
- Never - 20%
- N/A - 20%



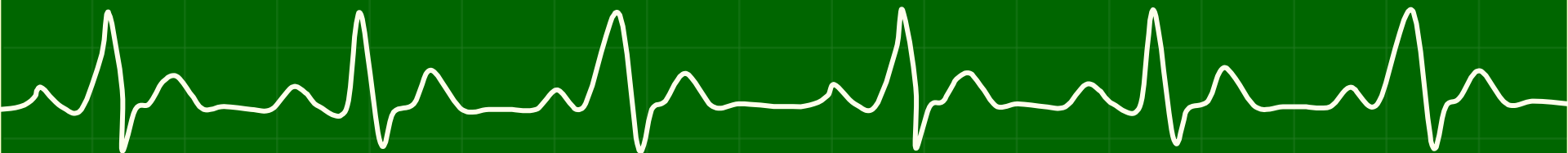
# Did you find the Doctor welcoming and helpful?

## Hockley Mill

- Yes - 96%
- Fair - 2%
- No - 2%
- N/A - 0%

## Wimpole Street

- Yes - 100%
- Fair - 0%
- No - 0%
- N/A - 0%



Several patients made additional  
comments about their consultation with  
Dr Kenyon.....

“I would have liked a more detailed  
explanation of treatment options.”

“Slightly rushed”

“Longer period of consultation than  
currently afforded.  
15 minutes is too short”



“I felt Dr Kenyon was very rushed and I came away quite confused. I got no diagnostic info r.e. The Oberon. I learnt more from the brochure. I don't know what it showed up really and for the cost I did not feel my needs were met. I am not sure how to explain the appointment to my doctor who is supportive of alternatives.”

“Seemed a bit rushed, the first session.”

“After the initial appointment the health problems need to be explained in more detail. i.e. A longer appointment time would be helpful every 2<sup>nd</sup> or 3<sup>rd</sup> appointment.”



# Were you kept waiting for your Nursing appointment for more than 10 minutes?



## Hockley Mill

- Never - 48%
- Sometimes - 12%
- Frequently - 0%
- N/A - 40%

## Wimpole Street

- Never - 40%
- Sometimes - 0%
- Frequently - 0%
- N/A - 60%

If you were kept waiting were you advised the Nurses were running late?



### Hockley Mill

- Frequently - 11%
- Sometimes - 4%
- Never - 11%
- N/A - 74%

### Wimpole Street

- Frequently - 0%
- Sometimes - 0%
- Never - 0%
- N/A - 100%

# Did you find the Nurses welcoming and helpful?



## Hockley Mill

- Yes - 84%
- Fair - 0%
- No - 0%
- N/A - 16%

## Wimpole Street

- Yes - 60%
- Fair - 0%
- No - 0%
- N/A - 40%

# Were you offered liquid refreshments during your nursing care?



## Hockley Mill

- Yes - 74%
- No - 3%
- N/A - 23%

## Wimpole Street

- Yes - 100%
- No - 0%
- N/A - 0%

# How could your nursing care have been improved?

Only patients from Hockley Mill answered this question. Their responses are as follows.....

“Always warm and friendly. No complaints whatsoever.”

“No. They are pretty damn good.”

“IV ingredients explained. / What is being injected.”

“No way. It was great.”

“Nurse could have known more technical details about PDT”

“It was first class.”

“It was exemplary and could not have been any better.”



# How could your nursing care have been improved? Cont.

“Ok”

“Couldn’t. They’re all great.”

“They are already excellent in every way.”

“It was top notch. You have the best.”

“They were brilliant.”

“Cannot think of any improvements.  
Anne and Joy are wonderful.”

“Lovely people.”

“Perhaps for long-term patients with a more serious condition, it would be “comforting” to have a phone call once in a while to see if all is well. Otherwise you can feel a bit out of touch.”



Do you feel your health problems have improved as a result of your treatment?

Hockley Mill

Yes - 84%

No - 2%

Fairly - 9%

Too Early To Tell - 0%

N/A - 0%

Wimpole Street

Yes - 37.5%

No - 0%

Fairly - 50%

Too Early To Tell - 0%

N/A - 12.5%



Following your initial consultation with the Doctor, did you feel that your problem had been adequately explained to you?

Hockley Mill

Yes - 92%

No - 6%

Don't Know - 2%

Wimpole Street

Yes - 86%

No - 0%

Don't Know - 14%



# Dispensary



Please be aware that a few of the Wimpole Street patients have answered this section referring to past occasions when they have visited Hockley Mill and the dispensary. Therefore the following question should be viewed with that in mind.



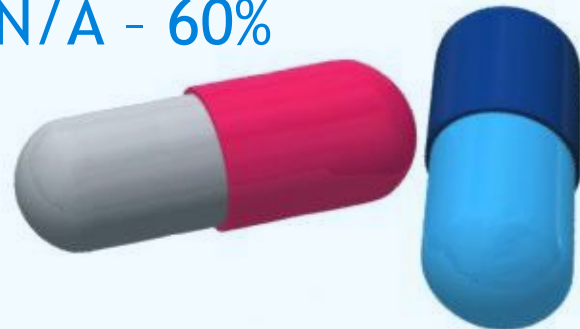
# How long did you have to wait for your medicines?

## Hockley Mill

- Less than 5 minutes - 21%
- Less than 10 minutes - 62%
- More than 10 minutes - 15%
- Too Long - 2%
- N/A - 0%

## Wimpole Street

- Less than 5 minutes - 40%
- Less than 10 minutes - 0%
- More than 10 minutes - 0%
- Too Long - 0%
- N/A - 60%



# Were your medicines adequately explained?

## Hockley Mill

- Yes - 98%
- No - 0%
- Don't Know - 2%

## Wimpole Street

- Yes - 83%
- No - 0%
- Don't Know - 17%



# A few patients made additional comments about the dispensary and their medicines.....

All from Hockley Mill patients

“The dispensary staff should help the customer get the right number/amount of pills/drops, that will be needed between appointments, as the customer has no idea as to the amount in each container. This would save time and postage for all and possibly delays.”

“Would like to see a re-use of packaging more when posting us medication, where possible.”





# The Clinic





## How did you find the waiting area?

### Hockley Mill

- Comfortable - 87%
- Fair - 13%
- Uncomfortable - 0%

### Wimpole Street

- Comfortable - 50%
- Fair - 50%
- Uncomfortable 0%



## Would anything have made your wait more comfortable at Hockley Mill?

“Head rests on chairs would be helpful.”

“Better choice of magazines please”

“More health magazines.”

“A drink.”

“More seating space.”

“More space for everyone.”

“The chairs are a bit low.”

“Don’t usually have to wait.”

“Shoulder Massage – just kidding!”



## Would anything have made your wait more comfortable at Hockley Mill? Cont.

“No”

“More higher armed chairs.”

“Not easy to answer as very small area.”

“Glasses instead of plastic cups for water.”

“Knowing if you have time for a drink”

“The waiting area is comfortable, if the wait is not too long.”

“Really wanted better magazines in all waiting/treatment areas.”



# Would anything have made your wait more comfortable at Wimpole Street?

“A non slippy more comfy chair.”

“No”

“Padded chairs”

“A drink”

“Softer chairs. And more magazines.”



If you have a problem in the future would you return to this clinic for treatment?

### Hockley Mill

- Yes - 98%
- No - 0%
- Don't Know - 2%

### Wimpole Street

- Yes - 100%
- No - 0%
- Don't Know - 0%



## Would you recommend the clinic to a friend?

### Hockley Mill

- Yes - 98%
- No - 2%
- Don't Know - 0%

### Wimpole Street

- Yes - 100%
- No - 0%
- Don't Know - 0%



# Did you have a problem with parking?

## Hockley Mill

- Yes - 16%
- No - 57%
- Sometimes / Occasionally - 23%
- Not as much as Usual - 2%
- N/A - 2%

## Wimpole Street

- Yes - 17%
- No - 33%
- Sometimes / Occasionally - 0%
- Not as much as Usual - 0%
- N/A - 50%



# Could you find us easily?

## Hockley Mill

- Yes - 98%
- No - 2%

## Wimpole Street

- Yes - 100%
- No - 0%

# How did you hear about us?

## Hockley Mill

- Website i.e. google - 15%
- Yell.com - 0%
- Worldwide Health.com - 0%
- Friend/Relative - 31%
- Medical Professional - 27%
- Advert - 2%
- Promotions / Other - 25%

## Wimpole Street

- Website i.e. google - 0%
- Yell.com - 0%
- Worldwide Health.com - 0%
- Friend/Relative - 37%
- Medical Professional - 13%
- Advert - 0%
- Promotions / Other - 50%

# Below lists the various “other” places and promotions patients found out about The Dove Clinic.

- WDDTY
- Candida
- Personal Research
- Nutri-vital Health - Petersfield
- Thyroid UK
- The Cancer Directory by Rosy Daniels
- Past Experience with Clinic
- Cancer Active Website

Several patients made additional comments about the standard, care and facilities of the clinic. All have been listed on the following pages.....





## From Wimpole Street

“Cheerful and friendly receptionist, and smiling warm Tanya and Julian make visits a pleasure, even when feeling unwell and down.”

“Carers are aware of how important even the smallest details can be, when helping someone who’s quite ill – recognising that energy / cost / mobility are, during these times especial resources.”

“Would it be possible to have another venue/another day for London area?”



## From Hockley Mill

“The printed information sheets about medical conditions and treatments are useful. Details of medications prescribed in a printed form would be useful too. “

“I have been very happy with everything.  
You do a marvellous job.”

“Very well looked after, after a successful  
treatment.”

“The atmosphere is always really positive and friendly. It is a pleasurable experience. The NHS could learn a great deal from The Dove Clinic.”



## From Hockley Mill

“It will be good when the nurses have more space. I would have liked to be put in touch with other patients with my type of cancer, but there were no contact details for anyone in the PDT study. I would be happy to be available for future breast cancer patients if they want to talk to someone who has experienced PDT.”

“Don’t know how practical this is...

It would be wonderful if the clinic offered some therapies such as aromatherapy, therapeutic massage, reflexology, which is to compliment and provide something relaxing.”



## From Hockley Mill

“This is the only consistent improvement in health during 16 years of incapacity. The holistic attitude and interest of the staff is excellent in the highest standards of care. Thank you. Your work is greatly appreciated.”

“I quite like a short wait before an appointment. It helps end the travelling and helps me focus on being here and how I have been feeling.”

“I am very pleased and grateful to have found Dr Kenyon”



## From Hockley Mill

“My whole family (including a potentially sceptical husband) see Dr Kenyon. Most frequent comment from my three daughters with ME.

‘He doesn’t make me feel well but he makes me feel better’

‘That’s all I ask’ I reply. My youngest has no time for almost any of the medical profession except Dr Kenyon whose word is law for her.”

