

Feedback Survey results (Zoom Poll)

Patient update

St George's Kidney Patients Association

August 3rd 2020, 5:30pm – 6:30pm
Online Zoom meeting,

***Please with the register/join us at
www.sgkpa.org.uk to receive future
invitations & news (if you haven't already)***

Participants / Attendees

- There were a varying number of people in the meeting (in part due some calling in by phone due to sound issues at their end on the application.
- Maximum number noticed was 54
- Number at the end of the meeting 48
- 33 people completed a survey
- Apologies to those who had issues completing it – I was rushing and didn't explain clearly enough for you. There is no button. It should automatically pop up for you. If it didn't either there was a technical issue or you it wasn't supported on you device/browser [most people use the app which supports polling]. Also if you touch/click an area outside the polling window it will close before you can complete it.
- The numbers above represent Zoom sessions. Many people had relatives with them on the call. So attendees were higher.

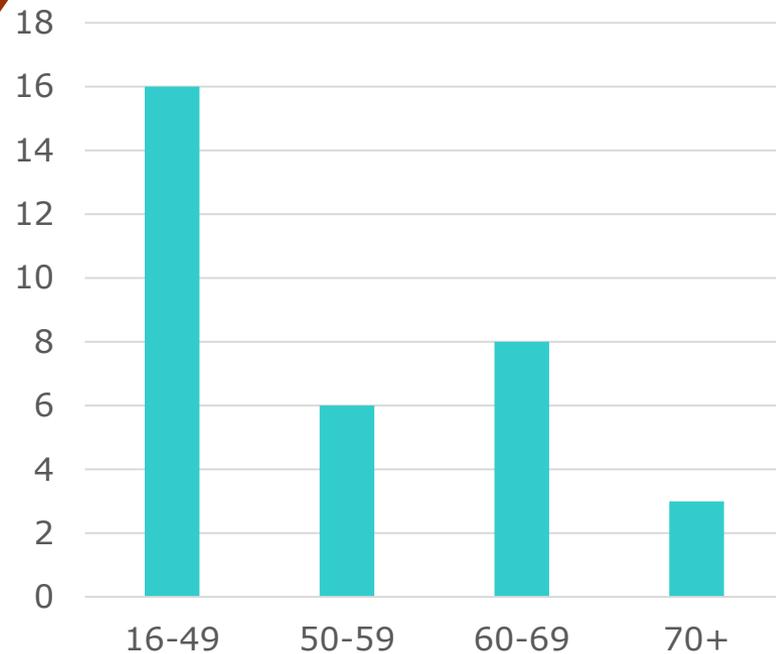
Polling questions

- 1. Gender (Single Choice)
 - Answer 1: Male
 - Answer 2: Female
 - Answer 3: Other
- 2. Age group (Single Choice)
 - Answer 1: 16-49
 - Answer 2: 50-59
 - Answer 3: 60-69
 - Answer 4: 70+
- 3. How well did we meet our stated objectives? (Single Choice)
 - Answer 1: Not at all
 - Answer 2: A bit
 - Answer 3: Partially
 - Answer 4: Mostly
 - Answer 5: Totally
- 4. Was the invitation sent with the right notice? You wanted: (Single Choice)
 - Answer 1: 30 days or more notice
 - Answer 2: 21 days or more
 - Answer 3: 10 days or more
 - Answer 4: 5 days was ok
 - Answer 5: Any notice more than 1 day!
- 5. The communication about how to participate in the remote session was: (Single Choice)
 - Answer 1: Poor
 - Answer 2: Reasonable
 - Answer 3: Good
 - Answer 4: Very Good
 - Answer 5: Excellent
- 6. Was your ability to interact with the team... (Single Choice)
 - Answer 1: Way too little interaction
 - Answer 2: Wanted more interaction
 - Answer 3: About right
 - Answer 4: Too much interaction
 - Answer 5: I didn't want any interaction,
- 7. Did you have any technical difficulties joining today's meeting? (Multiple Choice)
 - Answer 1: None!
 - Answer 2: I had problems with my computer/phone/tablet.
 - Answer 3: I had problems with the meeting id and password.
 - Answer 4: I had problems understanding how to use Zoom.
 - Answer 5: I had video or sound quality issues.
- 8. Should we run more of these sessions? (Single Choice)
 - Answer 1: Yes
 - Answer 2: Depends
 - Answer 3: No
- 9. If we ran future sessions, which of the following might interest you? You can choose any or all of the following: (Multiple Choice)
 - Answer 1: Hospital transport - transport coordinator
 - Answer 2: PatientView - what it is, how it works and how to make best use.
 - Answer 3: Transplantation - surgical team
 - Answer 4: The ward & how it is running - ward sister
 - Answer 5: Other topics not stated here (let us know which by emailing us!)
 - Answer 6: No thanks - today was enough for me.
- 10. Overall, thinking about today's meeting. Was the meeting: (Single Choice)
 - Answer 1: A waste of time
 - Answer 2: Could have been better
 - Answer 3: Ok
 - Answer 4: Good use of my time
 - Answer 5: Excellent!

Attendees – 33/48 completed a survey.

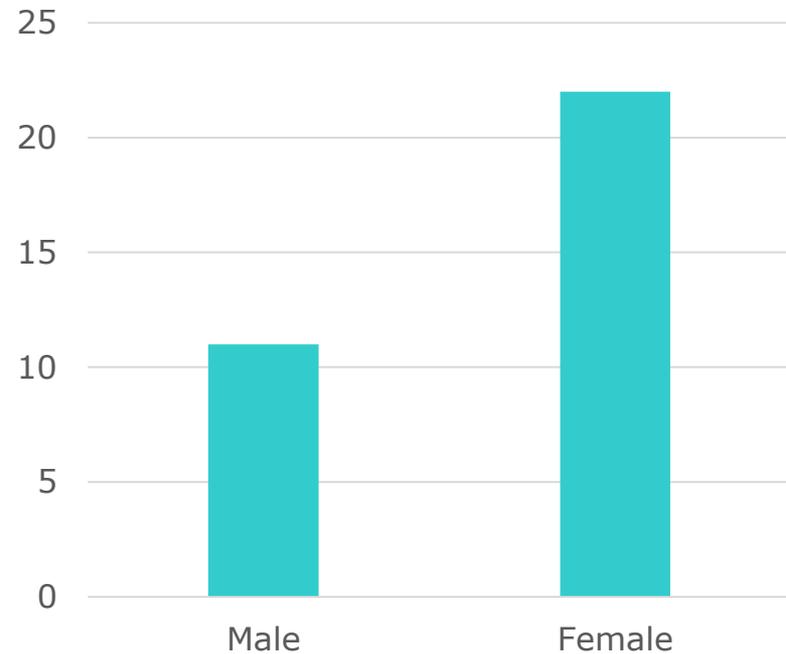
Q 2. Age group

Answers



Q 1. Gender

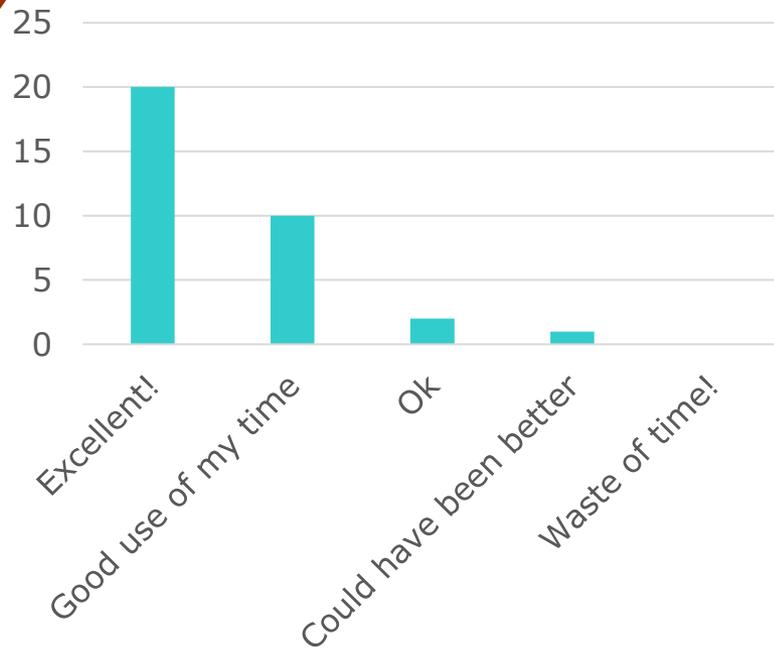
Answers



Attendees 33/48 completed a survey.

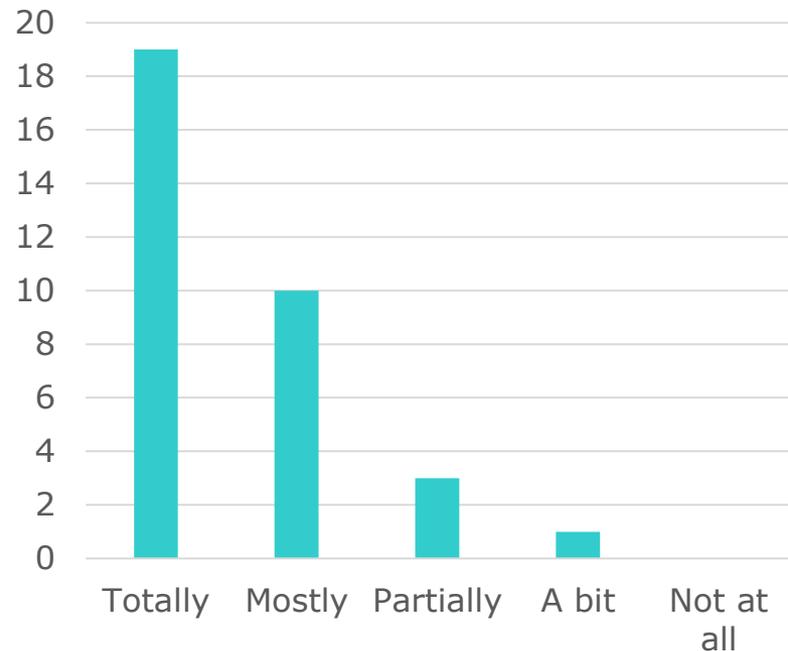
Q 10. Overall, thinking about today's meeting. Was the meeting:

Answers



Q 3. How well did we meet our stated objectives?

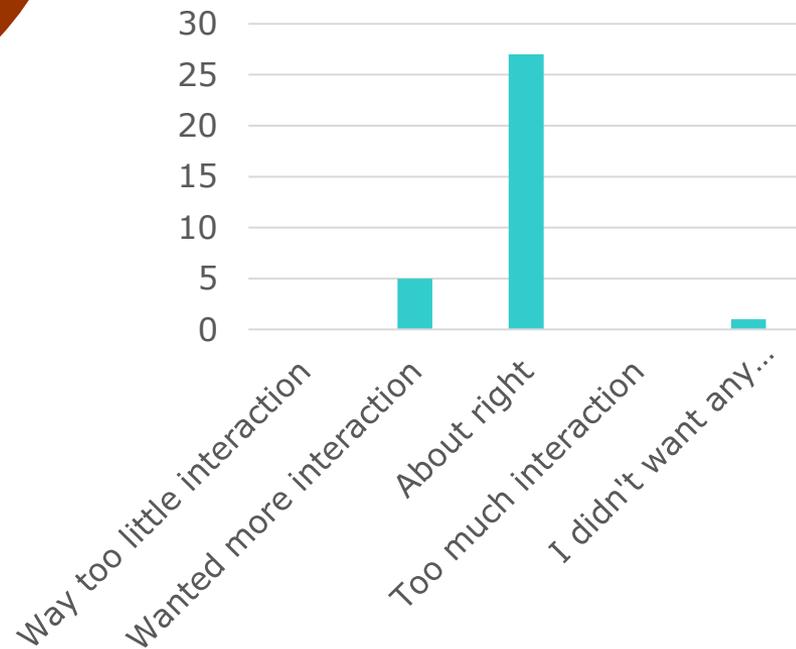
Answers



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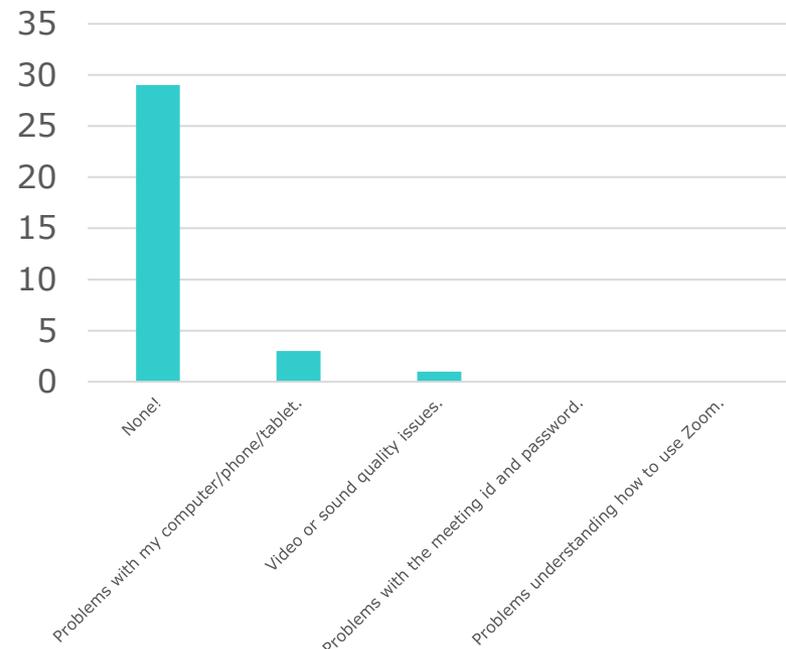
Q 6. Was your ability to interact with the team...

Answers



Q 7. Did you have any technical difficulties joining today's meeting?

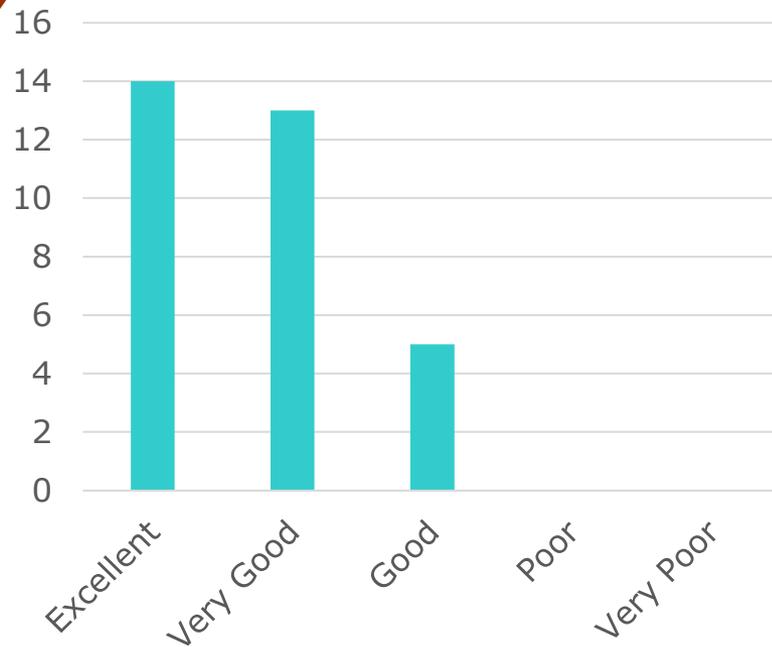
Answers



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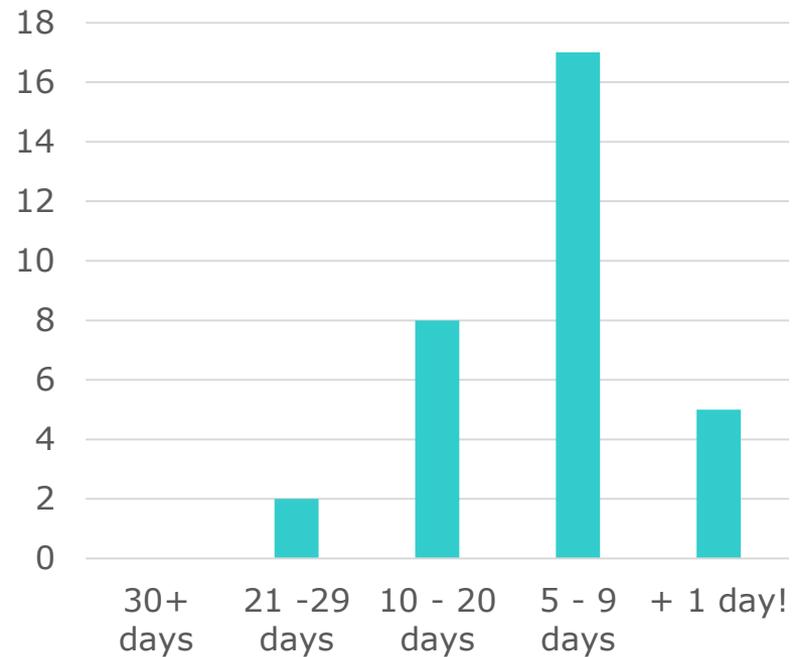
Q 5. The communication about how to participate in the remote session was:

Answers



Q 4. Was the invitation sent with the right notice? You wanted:

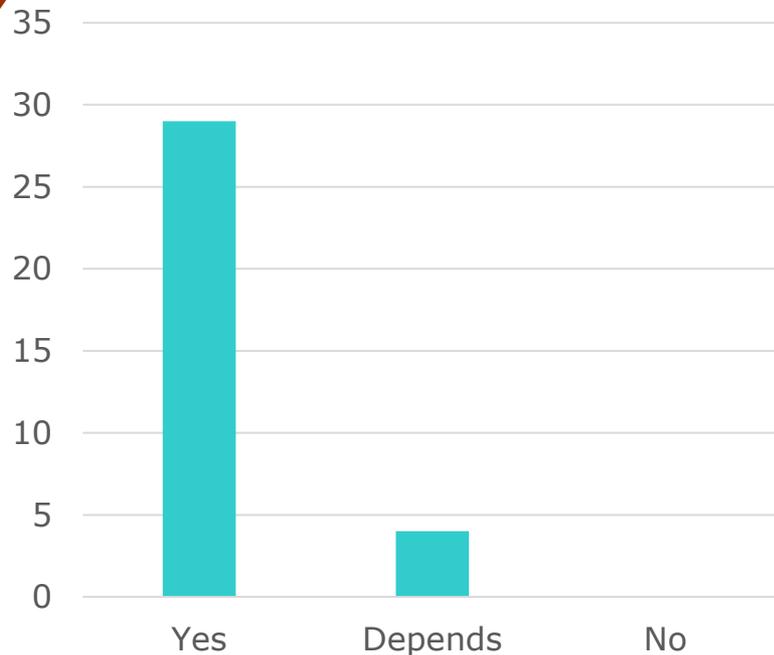
Answers



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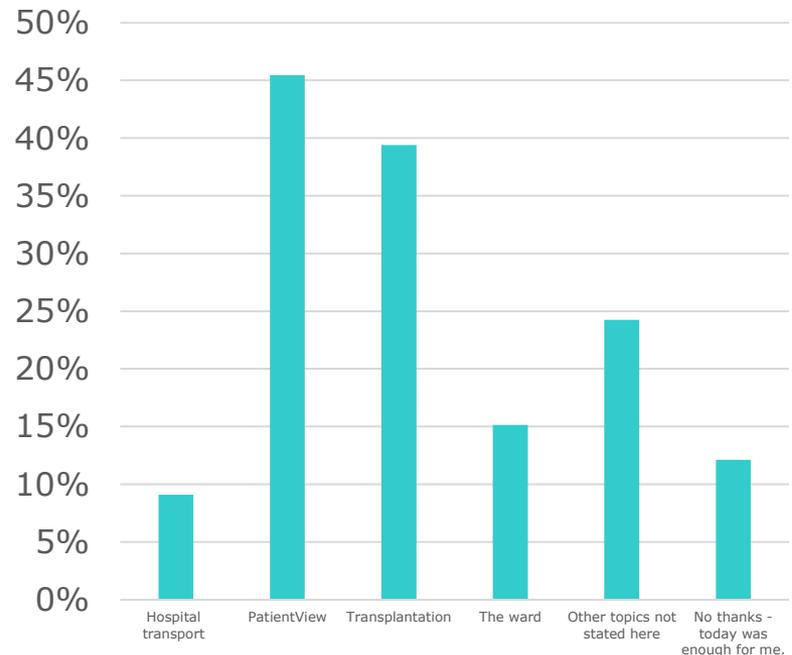
Q 8. Should we run more of these sessions?

Answers



Q 9. If we ran future sessions, which of the following might interest you? You can choose any or all of the following:

Answers



Help for those who had sound problems

- A few people had issues with sound (probably at their end as most could here the call). Let me know if you need help before the next meeting. In the meantime here is a help video to correctly set up you device: <https://youtu.be/-s76QHshQnY>
- If you were on a phone this might also help. <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>
- And to test other devices <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>

Feedback from the chat window

- AR: Agree with video conferencing . please implement. This session has been really useful in clarifying pics points. Thanks Michael and Doctors. Great job.
- BW: thanks. This session has been excellent
- JW: Many thanks for organising the session. Thank you for your care. Thank you NHS
- CT: We have found this session really helpful. Thank you so much.
- DC: Thank you, very useful session
- iPad : A massive thank you to all renal staff who have been so supportive - and I'm also proud of the role George's is playing in trying to be at the heart of the latest developments in combating this awful illness
- SI-S : thank you for organising this. It is really helpful. and reinforces the need to keep safe.
- iPad: And thanks Michael!
- JB: Thank you
- UP: Thank you were really helpful
- ML: Thank you
- MR: Thank you very much :)
- MG: Thank you to everyone who participated today. Nice to see lots of faces-we're all in it together.
- S: Michael , can you share the poll results?
- TW : thanks Michael, speak soon
- MR: Please let us know where we can vote for virtual appointments **(We voted using Zoom and all 13 people on the call at the end of the meeting said yes!)**