Feedback Survey results (Zoom Poll)
Patient update
St George's Kidney Patients Association

Spetember 7th 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)*

St.George's
Kidney Patients
Association

St George's University Hospitals **NHS**
NHS Foundation Trust

Participants / Attendees

- There were a varying number of people in the meeting
- Registered (maximum) number was 54
- Number at the end of the meeting ~40
- 26 people completed a survey
- The numbers above represent Zoom sessions. Many people had relatives with them on the call. So attendees were higher.

St.George's Kidney Patients Association

St George's University Hospitals NHS
NHS Foundation Trust

Polling questions

1. 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

2. 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

3. Thinking about your interaction with the team, was there:

   - 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,

4. 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.

5. Should we run more of these sessions? (Single Choice)

   - Answer 1: Yes
   - Answer 2: Depends
   - Answer 3: No

6. 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: Transplantation - surgical team
   - Answer 3: The ward & how it is running - ward sister
   - Answer 4: Other topics not stated here (let us know which by emailing us!)
   - Answer 5: No thanks - today was enough for me.

7. 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!

8. What was your opinion of the PatientView presentation?
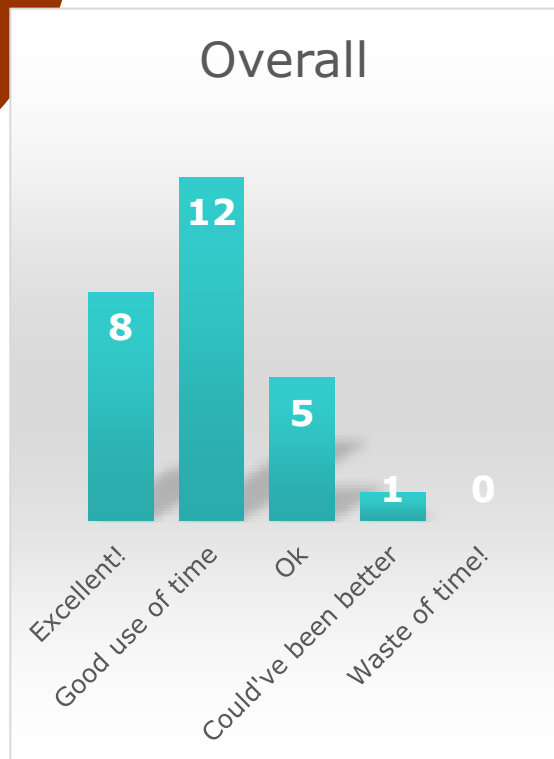
   - Answer 1: Excellent / All ready to go!
   - Answer 2: Good / learnt lots
   - Answer 3: OK / some learning
   - Answer 4: Poor / learnt very little
   - Answer 5: Very Poor / Learnt nothing useful,

9. What was your opinion of the Diet presentation?
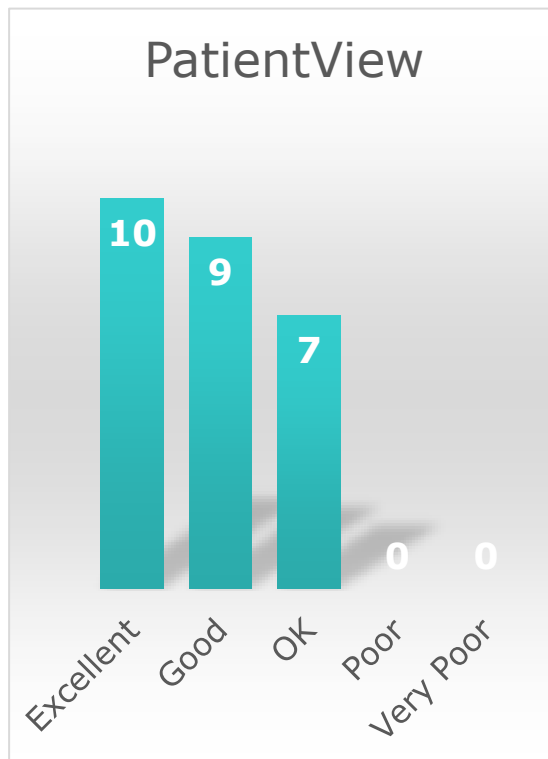
   - Answer 1: Excellent / All ready to go!
   - Answer 2: Good / learnt lots
   - Answer 3: OK / some learning
   - Answer 4: Poor / learnt very little
   - Answer 5: Very Poor / Learnt nothing useful,

St.George's Kidney Patients Association

St George's University Hospitals NHS
NHS Foundation Trust
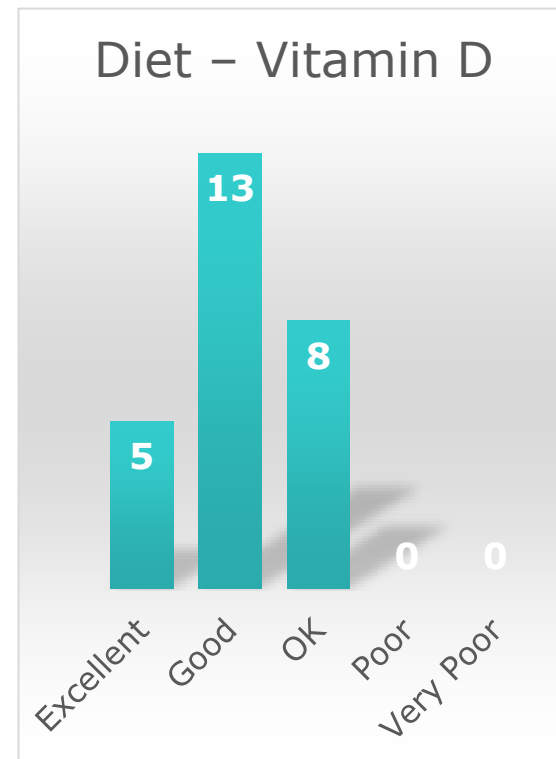
Attendees – 26/~40 completed a survey.

Q 7. Overall, thinking about today's meeting. Was the meeting:

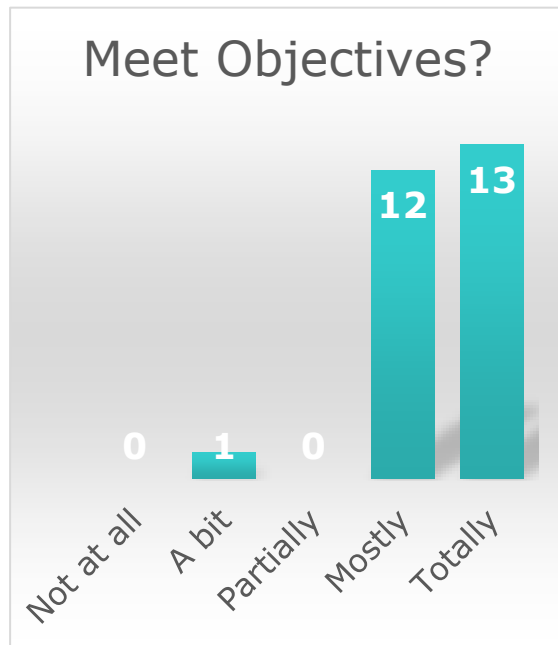Q 8. What was your opinion of the PatientView presentation?

Q 9. What was your opinion of the Diet session?

Overall

Excellent!	Good use of time	Ok	Could've been better	Waste of time!
8	12	5	1	0

PatientView

Excellent	Good	OK	Poor	Very Poor
10	9	7	0	0

Diet – Vitamin D

Excellent	Good	OK	Poor	Very Poor
5	13	8	0	0

St.George's Kidney Patients Association

St George's University Hospitals NHS
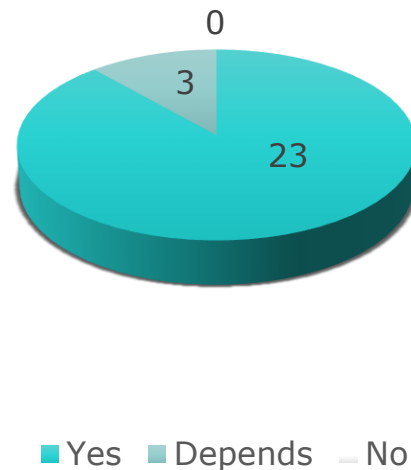NHS Foundation Trust

Attendees – 26/~40 completed a survey.

Q 1. How well did we meet our stated objectives?
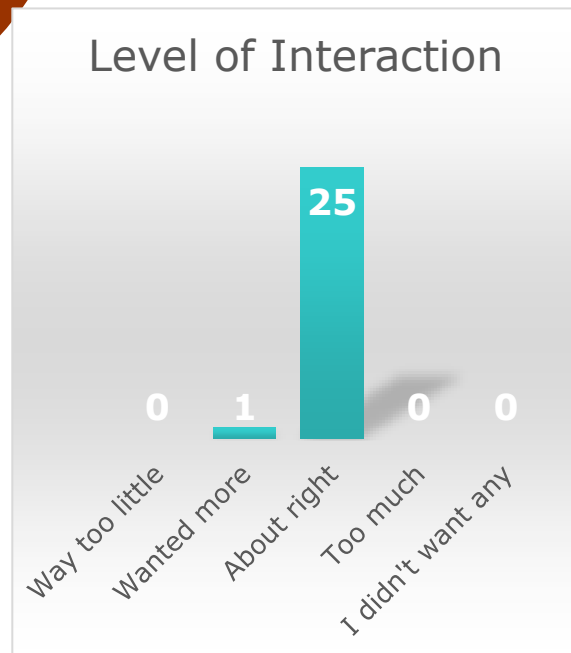
Q 5. Should we run more of these sessions?

Q 6. If we ran future sessions, which of the following might interest you? You can choose any or all of the following:

Meet Objectives?

- Not at all: 0
- A bit: 1
- Partially: 0
- Mostly: 12
- Totally: 13

Pie chart:
- Yes: 23
- Depends: 3
- No: 0

Legend: ■ Yes ■ Depends — No

Next Topic

- The ward: 4
- Transplantation: 7
- Hospital transport: 2
- Other topics not…: 8
- No thanks - today…: 5

St.George's Kidney Patients Association
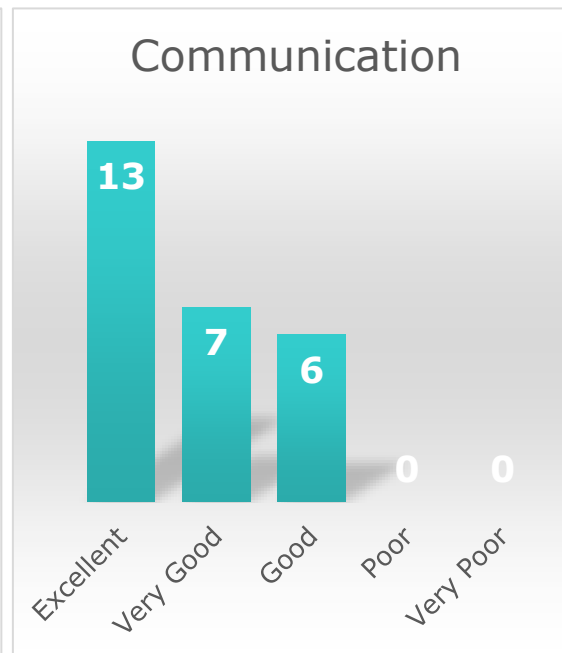
St George's University Hospitals NHS Foundation Trust
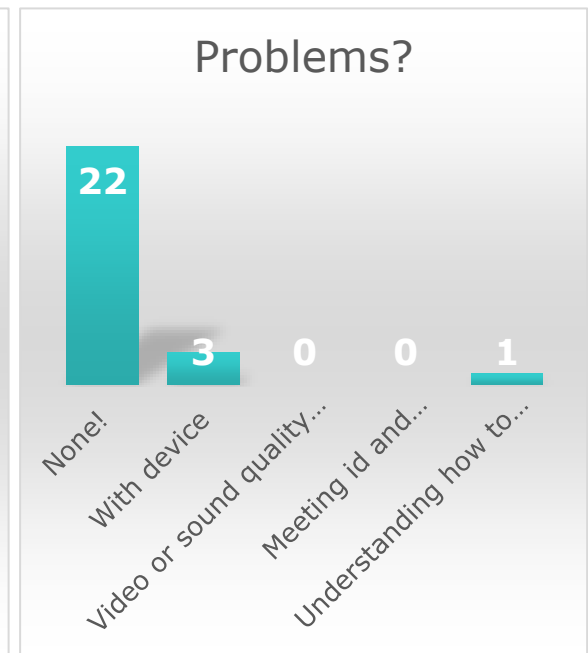
Attendees – 26/~40 completed a survey.

Q 3. Was your ability to interact with the team…

Q 2. The communication about how to participate in the remote session was:

Q 4. Did you have any technical difficulties joining today's meeting?

Level of Interaction

Way too little	Wanted more	About right	Too much	I didn't want any
0	1	25	0	0

Communication

Excellent	Very Good	Good	Poor	Very Poor
13	7	6	0	0

Problems?

None!	With device	Video or sound quality…	Meeting id and…	Understanding how to…
22	3	0	0	1

St.George's Kidney Patients Association

St George's University Hospitals NHS
NHS Foundation Trust

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