

Table 1: Definitions of the Patient Satisfaction Themes devised from Ware’s “Taxonomy of Dimensions” (Ware et al. 1984)

	Definition
Availability and Time	- Dimensions include ‘Continuity,’ ‘Efficacy and Outcomes’ such as referral periods, appointment wait within clinics, time spent with Clinicians and diagnosis period; all found to significantly contribute to patient satisfaction
Environment	- Includes both the ‘Physical healthcare environment’ such as: atmosphere, clarity of signs and directions and orderly facilities, as well as ‘Continuity;’ location of care and consistency of the provider.
Finance	- Despite publicly funded healthcare (NHS, 1948), numerous expenses remain for patients; time off work, transport, clinical correspondence, telephone enquiries and wasted visits. Additionally, delayed diagnosis of serious disease results in incalculable personal costs to the patient, family and friends (Coull et al, 2009).
Accessibility and Convenience	- ‘Factors in arranging to receive medical care’ such as effort and ease; when not addressed and insufficient details concerning appointment arrangements are given, may be detrimental to satisfaction. This is consistently cited as an area requiring improvement by Outpatients (Waghorn & McKee, 2000).
Quality of Care	- Consistent evidence states the most important determinants of patient satisfaction are providers and services of care, through ‘quality of care’ given by healthcare individuals and the team, with respect to ‘Affability,’ ‘Technical Quality’ (Crowe et al, 2002), information provision and professionalism.

Table 2: Comparison of the ‘One-stop’ haematuria clinic with the ‘Urology Outpatient’ clinic at a London based NHS hospital, according to Patient Satisfaction themes

Theme	Clinic Type	
	‘One-stop’ haematuria clinic	Urology Outpatients
Availability and Time	- Three separate appointments during a single hospital visit.	- Fragmented appointments on separate days, over a period of weeks.
Environment	- Three investigations conducted in separate specialised facilities, within close proximity, with continuity of care from a specialist, Interdisciplinary team.	- Appointments held at allocated, standard, clinics within the Outpatient service (potentially several), with various Clinicians during each.
Finance	- Minimised costs due to decreased time, efficient appointment allocation and cohesive multi-disciplinary teamwork.	- Cost of multiple investigations, over several weeks is high and inefficient.
Accessibility and Convenience	- Facilities easily accessible, closely located to public transport links. - A map is sent to patient prior to attending for additional support.	- Facilities easily accessible, closely located to public transport links.
Quality of Care	Procedures involve: Ultrasound, Nurse-lead consultation, flexible cystoscopy and standard outpatient tests: urinalysis, measurement of: height, weight and blood pressure. -Detailed information sheets relating to the ‘One-stop’ haematuria clinic and hospital services are sent to the patient prior to attending.	- Typically Nurse-lead consultation, then dependent on results and where necessary, ultrasound and cystoscopy - Standard outpatient tests: urinalysis, measurement of: height, weight and blood pressure. -Letter stating appointment time is sent to the patient

Table 3: Demographics and Employment status for Patient Sample (* Valid percentage: not including “no response” categories)

<u>Demographics</u>	<u>One-stop clinic (route A)</u>		<u>Urology Outpatients (route B)</u>		<u>Totals</u>	
	n=21 (%)	Valid %*	n = 31 (%)	Valid % *	n=52 (%)	Valid % *
<u>Gender</u>						
-Male	12 (57.1%)	60%	17 (54.8%)	60.7%	29 (55.8%)	60.4%
-Female	8 (38.1%)	40%	11 (35.5%)	39.3%	19 (36.5%)	39.6%
-No response	1 (4.8%)		3 (9.7%)		4 (7.7%)	
<u>Age</u>						
- <18 years	0 (0%)		0 (0%)		0 (0%)	
- 18–40 years	2 (9.5%)	9.5%	3 (9.7%)	10.7%	5 (9.6%)	10.2%
- 41-50 years	0 (0%)		4 (12.9%)	14.3%	4 (7.7%)	8.2%
- 51-60 years	3 (14.3%)	14.3%	2 (6.5%)	7.1%	5 (9.6%)	10.2%
- 61-70 years	7 (33.3%)	33.3%	9 (29%)	32.1%	16 (30.8%)	32.7%
- 71-80 years	6 (28.6%)	28.6%	6 (19.4%)	21.4%	12 (23.1%)	24.5%
- 81+ years	3 (14.3%)	14.3%	4 (12.9%)	14.3%	7 (13.5%)	14.3%
- No response	0 (0%)		3 (9.7%)		3 (5.8%)	
<u>Main Ethnic Group</u>						
A) British	16 (76.2%)	84.2%	22 (71%)	78.6%	34 (65.4%)	72.3%
B) Mixed Race	0 (0%)		1 (3.2%)	3.6%	1 (1.9%)	2.1%
C) Asian	1 (4.8%)	5.3%	2 (6.5%)	7.1%	3 (5.8%)	6.4%
D) Black	1 (4.8%)	5.3%	1 (3.2%)	3.6%	2 (3.8%)	4.3%
E) Other	1 (4.8%)	5.3%	2 (6.5%)	7.1%	3 (5.8%)	6.4%
F) No response	2 (9.5%)		3 (9.7%)		5 (9.6%)	
<u>Employment status</u>						
- Full-time education	0 (0%)		0 (0%)		0 (0%)	
- Full-time employment	2 (9.5%)	10.5%	2 (6.5%)	7.1%	4 (7.7%)	8.5%
- Part-time employment	2 (9.5%)	10.5%	1 (3.2%)	3.6%	3 (5.8%)	6.4%
- Self-employed	2 (9.5%)	10.5%	2 (6.5%)	7.1%	4 (7.7%)	8.5%
- Unemployed	1 (4.8%)	5.3%	6 (19.4%)	21.4%	7 (13.5%)	14.9%
- Retired	11 (52.4%)	57.9%	15 (48.4%)	53.6%	26 (50%)	55.3%
- Other	1 (4.8%)	5.3%	2 (6.5%)	7.1%	3 (5.8%)	6.4%
- No response	2 (9.5%)		3 (9.7%)		5 (9.6%)	
<u>Time off taken (if employed)?</u>						
- Yes	2 (33%)	40%	4 (80%)	80%	6 (54.5%)	60%
- No	3 (50%)	60%	1 (20%)	20%	4 (36.3%)	40%
- No response	1 (16.7%)		0 (0%)		1 (9.1%)	

Table 4: Quantitative Patient Comments for “Quality of Care” theme

“Quality of Care” factors	“One-stop” clinic (route A) (n=21)			“Urology Outpatients” (route B) (n = 31)			Total (n=52)		
	n=	(%)	Valid %	n=	(%)	Valid %	n=	(%)	Valid %
Prior Information									
- Poor	4	(19%)	19%	2	(6.5%)	8.3%	6	(11.5%)	13.3%
- Acceptable	2	(9.5%)	9.5%	5	(16.1%)	20.8%	7	(13.5%)	15.6%
- Good	4	(19%)	19%	11	(35.5%)	45.8%	15	(28.8%)	33.3%
- Excellent	11	(52.4%)	52.4%	6	(19.4%)	25%	17	(32.7%)	37.8%
- No response	0	(0%)		7	(22.6%)		7	(13.5%)	
Receptionists									
- Poor	0	(0%)		0	(0%)		0	(0%)	
- Acceptable	1	(4.8%)	5%	8	(25.8%)	25.8%	9	(17.3%)	17.6%
- Good	4	(19%)	20%	12	(38.7%)	38.7%	16	(30.8%)	31.4%
- Excellent	15	(71.4%)	75%	11	(35.5%)	35.5%	26	(50%)	50.9%
- No response	1	(4.8%)		0	(0%)		1	(1.9%)	
Nurse Rating									
- Poor	0	(0%)		0	(0%)		0	(0%)	
- Acceptable	1	(4.8%)	5.9%	3	(9.7%)	12.5%	4	(7.7%)	9.8%
- Good	4	(19%)	23.5%	14	(45.2%)	58.3%	18	(34.6%)	43.9%
- Excellent	12	(57.1%)	70.6%	7	(22.6%)	29.2%	19	(36.5%)	46.3%
- No response	4	(19%)		7	(22.6%)		11	(21.2%)	