

Swiftqueue 3-Month Review

Ratings Overview

In October, **1984** patients across all departments submitted ratings for categories showed below.

Site	Total Number of Ratings Submitted	Average Phlebotomy Team Rating	Average Waiting Time Rating	Average Facilities Rating
KCH OPD	444	8.7	8.8	7.8
KCH Paeds	18	9.1	9.3	7.3
KCH Liver	0	No data	No data	No data
Tessa Jowell	414	9.1	8.4	8.1
STH OPD	350	8.9	8.9	7.9
STH Paeds (Evelina)	77	8.6	7.7	7.5
Guy's	230	9.1	9.2	7.9
Gracefield Gardens	451	8.4	7.9	7.5
Average of all sites	1984	8.8	8.6	7.7

In November, **2664** patients across all departments submitted ratings for categories showed below.

Site	Total Number of Ratings Submitted	Average Phlebotomy Team Rating	Average Waiting Time Rating	Average Facilities Rating
KCH OPD	555	8.7	8.5	7.3
KCH Paeds	28	8.9	9.3	8.1
KCH Liver	0	No data	No data	No data
Tessa Jowell	364	9.1	9.1	8.5
STH OPD	825	9.0	8.9	7.9
STH Paeds (Evelina)	74	9.1	9.0	8.0
Guy's	274	9.1	9.3	7.7
Gracefield Gardens	544	8.8	8.7	8.1
Average of all sites	2664	9.0	9.0	7.9
Overall Trends	↑	↑	↑	↑

In December, **2057** patients across all departments submitted ratings for categories showed below.

Site	Total Number of Ratings Submitted	Average Phlebotomy Team Rating	Average Waiting Time Rating	Average Facilities Rating
KCH OPD	450	8.9	8.7	7.3
KCH Paeds	20	9.2	9.4	7.2
KCH Liver	0	No data	No data	No data
Tessa Jowell	295	9.4	9.5	8.9
STH OPD	625	9.1	9.2	8.2
STH Paeds (Evelina)	59	9.5	9.2	8.7
Guy's	243	9.2	9.4	7.8
Gracefield Gardens	365	8.8	8.8	8.1
Average of all sites	2057	9.2	9.2	8.0
Overall Trends	↓	↑	↑	↑

Positive Swiftqueue Comments - Examples

STH Adults	STH Paediatrics	GH	Gracefield Gardens	KCH Adults	KCH Paediatrics	Tessa Jowell
Much better than old system and quicker.	I had nice experience nothing really to add. Me and my son was satisfied with the service.	The computer checking was very easy indeed.	Everything was great and I was received ahead of my appointment time Many thanks	Super-efficient - almost no wait, everything clear & great staff.	it was quick to be in and out.	I was impressed as I was seen on time.
Very quick in and out appointment - impressive		Overall experience was excellent	Really good system and very easy to book online!	I was seen at the exact time of my appointment. Very impressive.		A very fast and efficient service.
I was called minutes after my arrival, looked after charmingly and efficiently, so I am very satisfied	I was impressed with the booking app and booking in once at hospital. We went in on exactly time even though there was a few in the queue since we pre-booking	Very easy to sign in	It was all so seamless. It went very smoothly. I was seen to earlier than my appointment time. It doesn't get better than that	Good experience. Really efficient.		Great booking system, was v helpful to be able change appointment time online.
1st time user but it appeared very efficient, was seen exactly on time		At guys the old system worked for me but new system works OK so far for me	I was seen punctually and I like this new booking system	Fast service. Got seen 20 mins before my appointment.		Felt it worked more efficiently with the drop-in system but overall not too bad.
Excellent service big improvement from the previous style. Blood test by appointment a very great idea.		Generally fine once mastered the online booking system for the first time	The schedule appointment time was amazing on time and works out perfect	fabulous service and the new booking system is working very well.		Quick and straightforward.

