



## Private Healthcare on the Isle of Man: Summary report

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The consultation ran from 29/04/2019 to 01/07/2019.

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**Question 1: Are you responding on behalf of an organisation?**

**1-radiobutton**

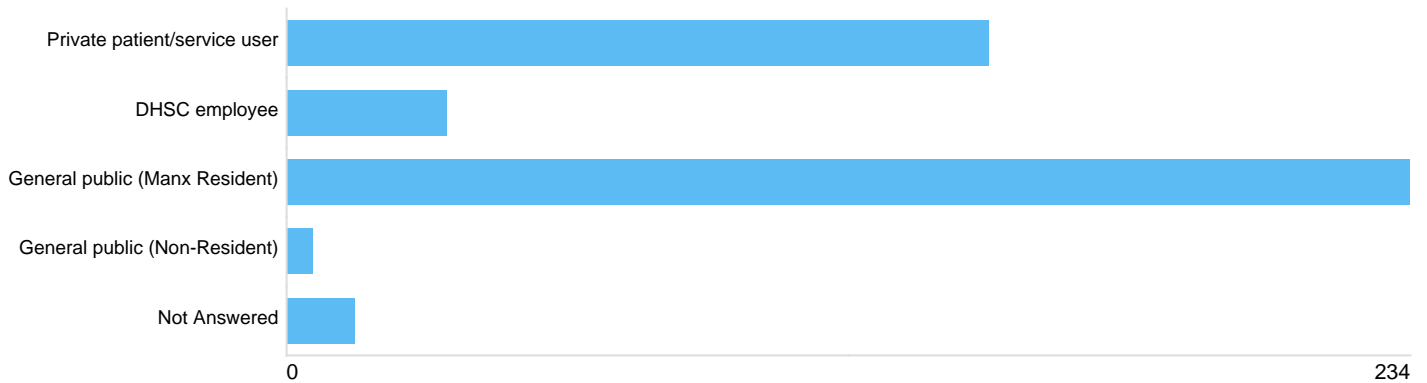


Option	Total	Percent
Yes	7	1.62%
No	420	97.22%
Not Answered	5	1.16%

**1-single**

There were 6 responses to this part of the question.

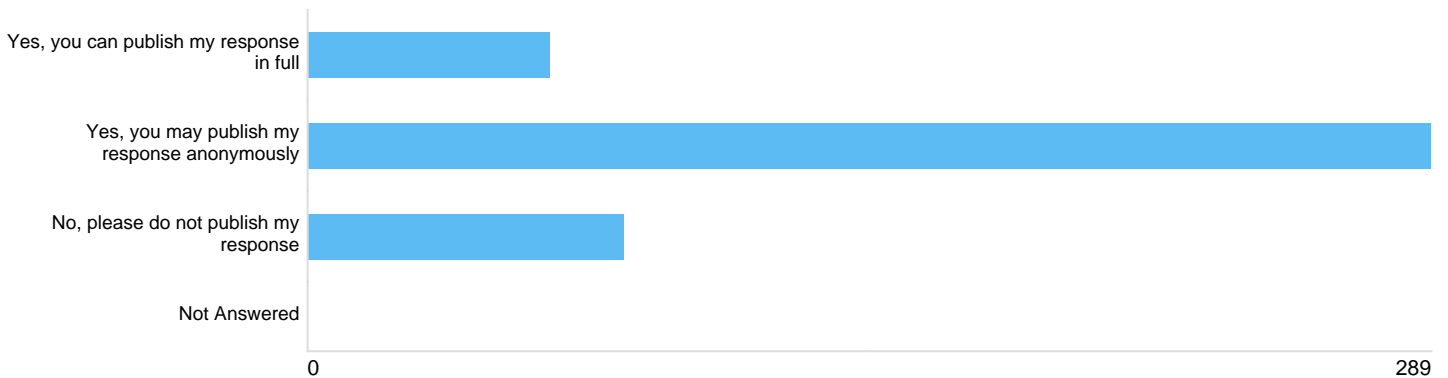
**1-radiobutton**



Option	Total	Percent
Private patient/service user	146	33.80%
DHSC employee	33	7.64%
General public (Manx Resident)	234	54.17%
General public (Non-Resident)	5	1.16%
Not Answered	14	3.24%

**Question 2: May we publish your response?**

**Consent publishing**

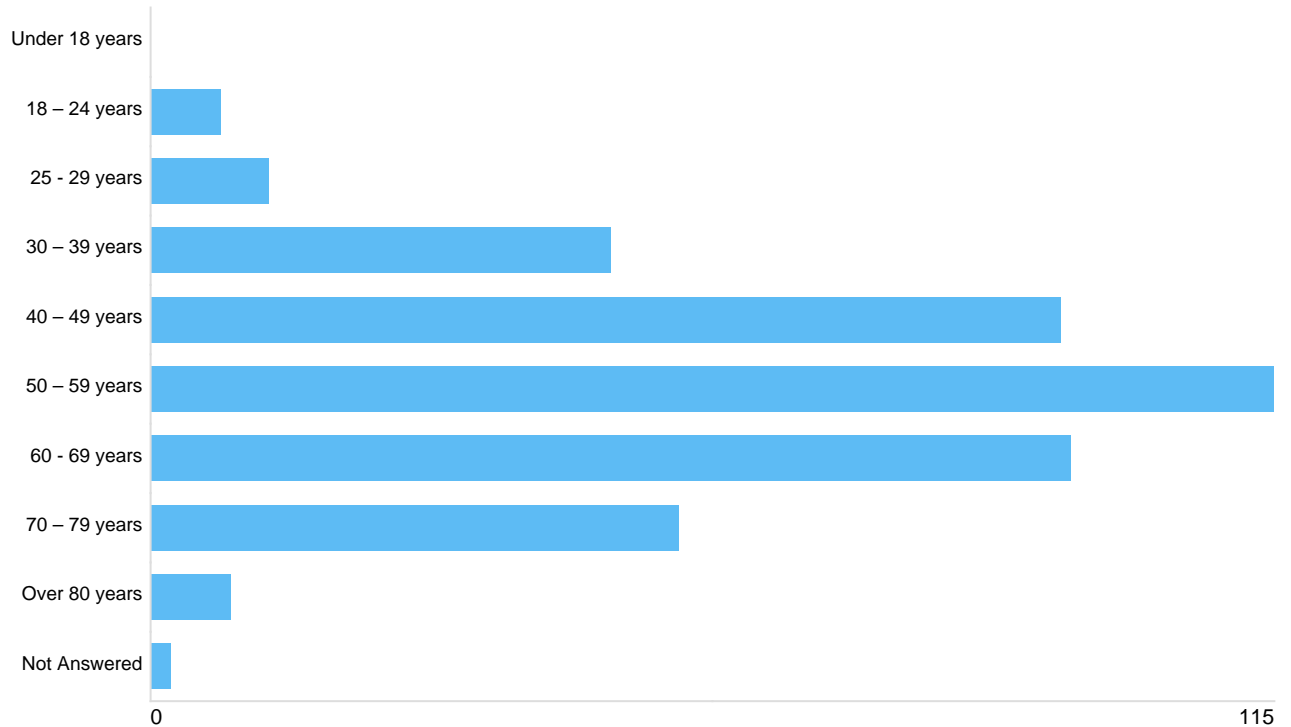




Option	Total	Percent
Yes, you can publish my response in full	62	14.35%
Yes, you may publish my response anonymously	289	66.90%
No, please do not publish my response	81	18.75%
Not Answered	0	0%

### Question 3: What is your age?

*6-radiobutton*

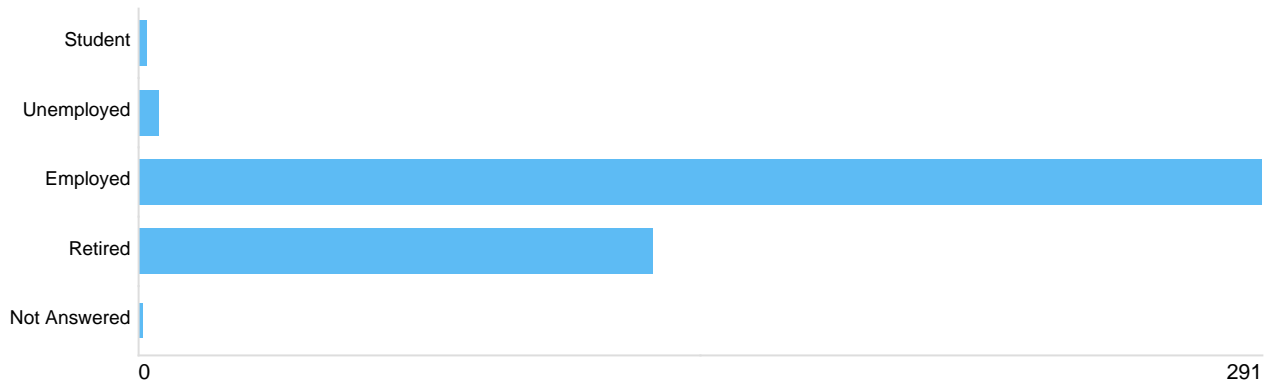




Option	Total	Percent
Under 18 years	0	0%
18 – 24 years	7	1.62%
25 - 29 years	12	2.78%
30 – 39 years	47	10.88%
40 – 49 years	93	21.53%
50 – 59 years	115	26.62%
60 - 69 years	94	21.76%
70 – 79 years	54	12.50%
Over 80 years	8	1.85%
Not Answered	2	0.46%

**Question 4: What is your employment status?**

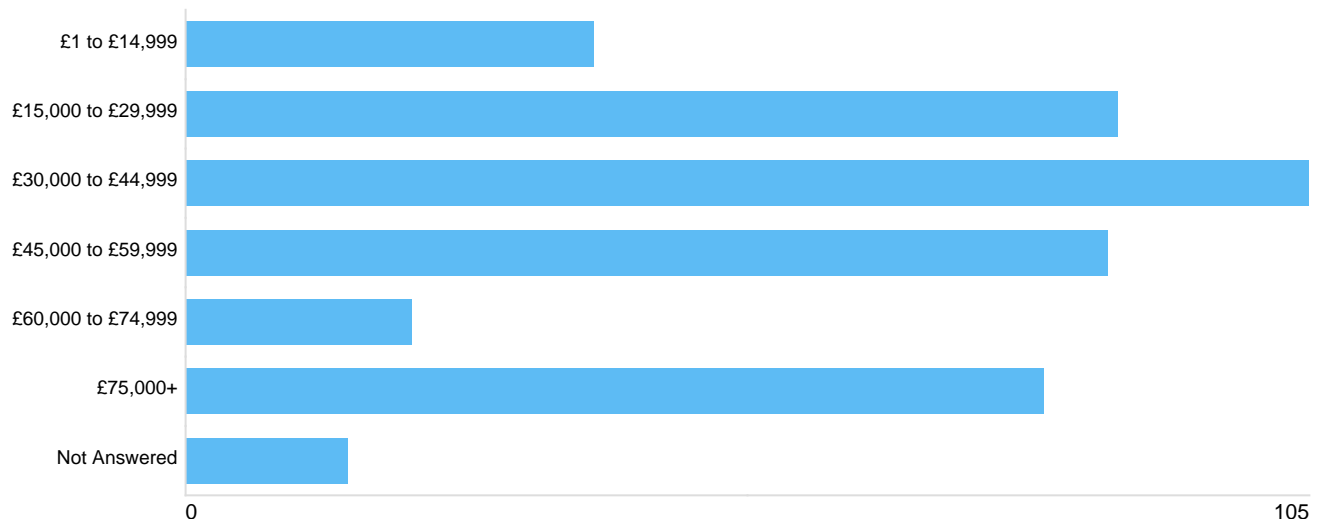
**7-radiobutton**



Option	Total	Percent
Student	2	0.46%
Unemployed	5	1.16%
Employed	291	67.36%
Retired	133	30.79%
Not Answered	1	0.23%

**Question 5: What is your current annual income?**

**8-radiobutton**

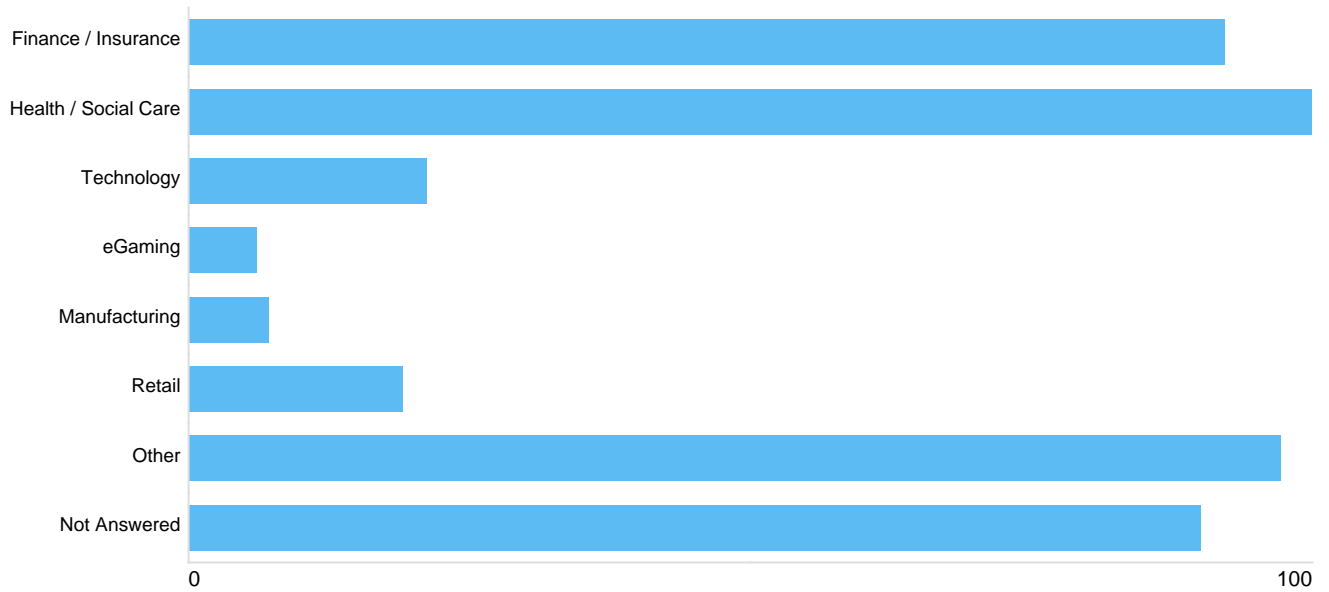




Option	Total	Percent
£1 to £14,999	38	8.80%
£15,000 to £29,999	87	20.14%
£30,000 to £44,999	105	24.31%
£45,000 to £59,999	86	19.91%
£60,000 to £74,999	21	4.86%
£75,000+	80	18.52%
Not Answered	15	3.47%

**Question 6: Which sector do you work in?**

**9-radiobutton**



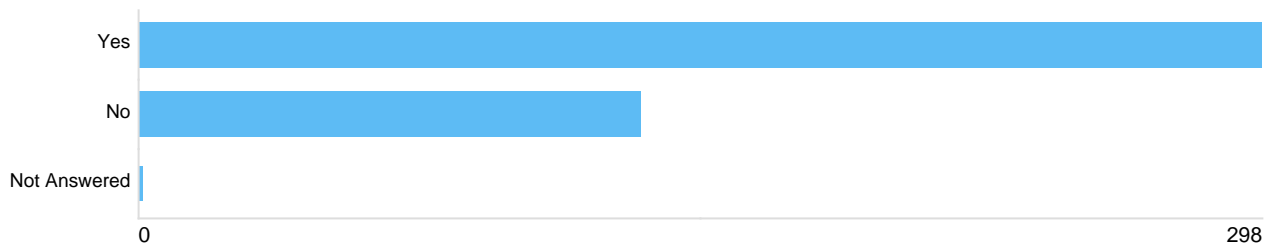
Option	Total	Percent
Finance / Insurance	92	21.30%
Health / Social Care	100	23.15%
Technology	21	4.86%
eGaming	6	1.39%
Manufacturing	7	1.62%
Retail	19	4.40%
Other	97	22.45%
Not Answered	90	20.83%

**9-multiline text**

There were **94** responses to this part of the question.

**Question 7: Have you chosen to use private healthcare previously?**

**10-radiobutton**

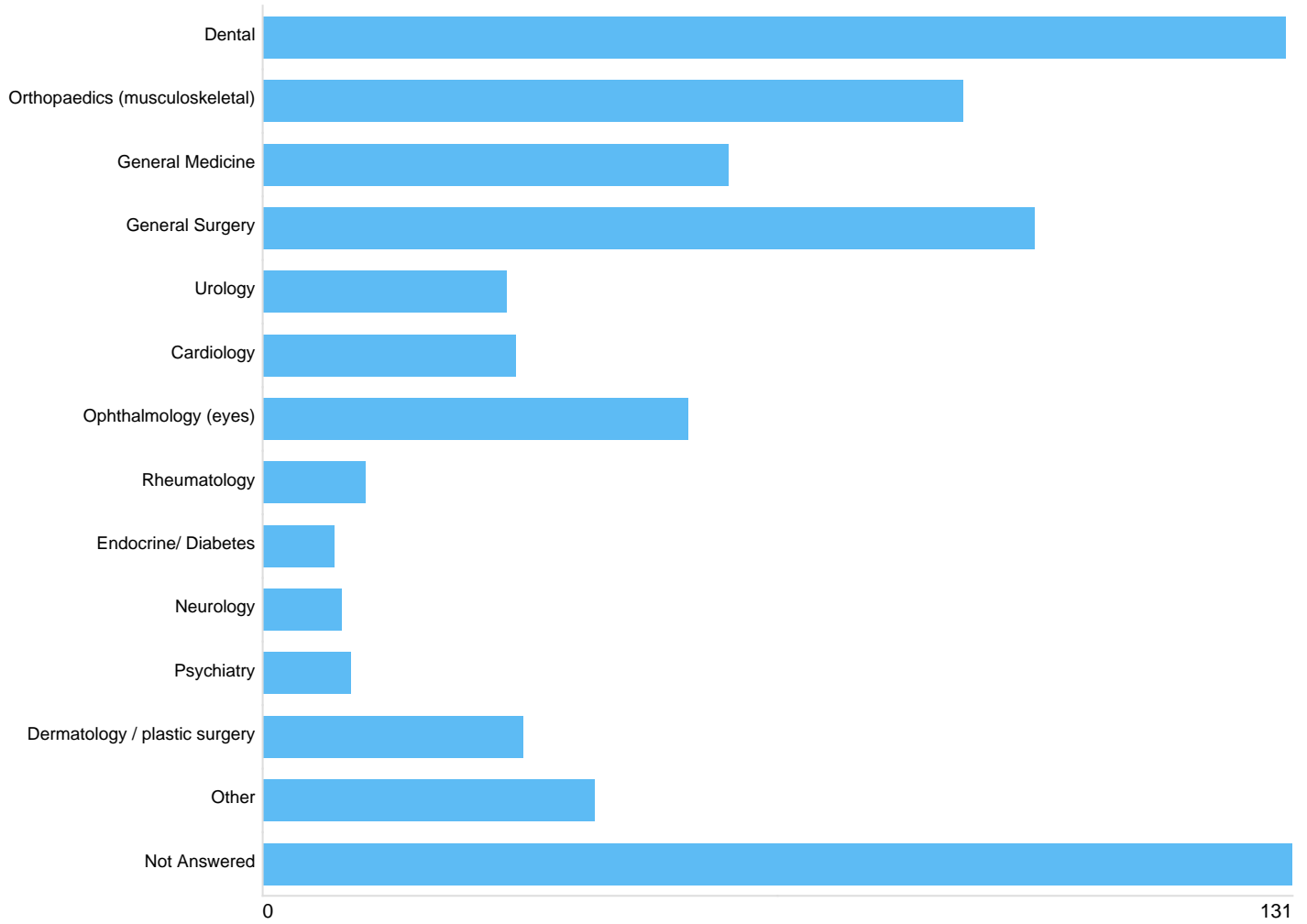




Option	Total	Percent
Yes	298	68.98%
No	133	30.79%
Not Answered	1	0.23%

**Question 8: What specialities have you previously used privately?**

**10-checkbox**







Option	Total	Percent
Dental	130	30.09%
Orthopaedics (musculoskeletal)	89	20.60%
General Medicine	59	13.66%
General Surgery	98	22.69%
Urology	31	7.18%
Cardiology	32	7.41%
Ophthalmology (eyes)	54	12.50%
Rheumatology	13	3.01%
Endocrine/ Diabetes	9	2.08%
Neurology	10	2.31%
Psychiatry	11	2.55%
Dermatology / plastic surgery	33	7.64%
Other	42	9.72%
Not Answered	131	30.32%

**10-multitext line**

There were **62** responses to this part of the question.

**Question 9: Did you opt to have your private healthcare at Noble's Hospital, via another provider, or both?**

**11-radiobutton**



Option	Total	Percent
Noble's Hospital	99	22.92%
Other Provider	93	21.53%
I have been a private patient at both Noble's Hospital and with other providers	108	25.00%
Not Answered	132	30.56%

**Question 10: If you have experience of private healthcare, what was your impression of the charges if you were aware of them?**

**12-matrix - Excellent value for money**





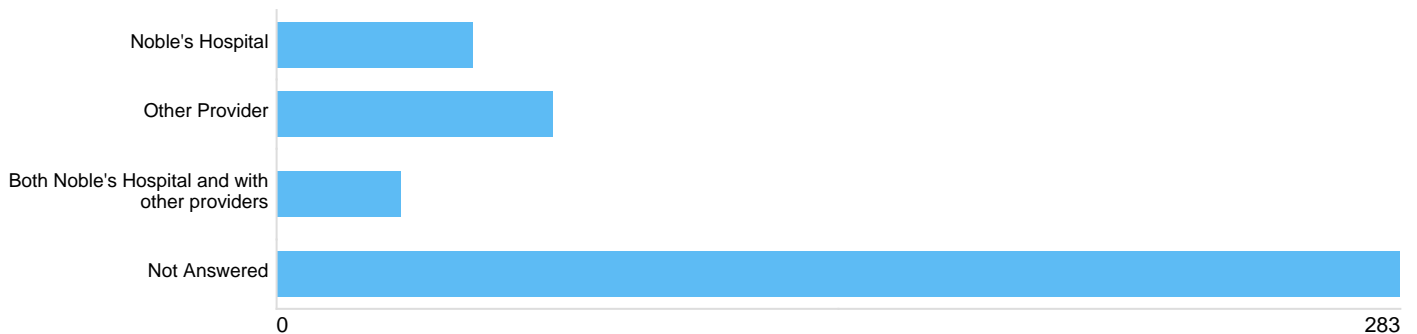
Option	Total	Percent
Noble's Hospital	17	3.94%
Other Provider	54	12.50%
Both Noble's Hospital and with other providers	18	4.17%
Not Answered	343	79.40%

**12-matrix - Competitive rates to those of other providers**



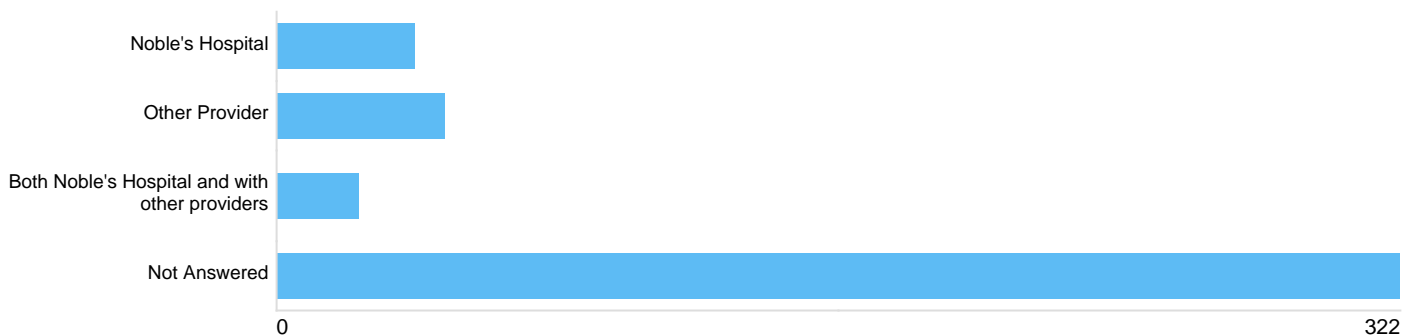
Option	Total	Percent
Noble's Hospital	24	5.56%
Other Provider	59	13.66%
Both Noble's Hospital and with other providers	17	3.94%
Not Answered	332	76.85%

**12-matrix - Charges were appropriate**



Option	Total	Percent
Noble's Hospital	49	11.34%
Other Provider	69	15.97%
Both Noble's Hospital and with other providers	31	7.18%
Not Answered	283	65.51%

**12-matrix - Charges were slightly high but worth it to have treatment at my chosen provider**





Option	Total	Percent
Noble's Hospital	39	9.03%
Other Provider	48	11.11%
Both Noble's Hospital and with other providers	23	5.32%
Not Answered	322	74.54%

**12-matrix - Charges were too high**



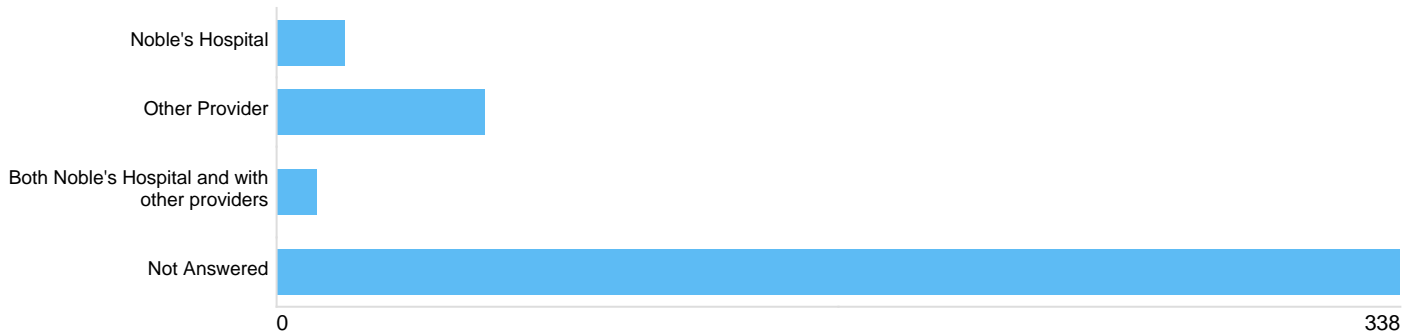
Option	Total	Percent
Noble's Hospital	46	10.65%
Other Provider	13	3.01%
Both Noble's Hospital and with other providers	6	1.39%
Not Answered	367	84.95%

**12-multiline text**

There were **89** responses to this part of the question.

**Question 11: If you have experience of inpatient private healthcare, what did you think of the accommodation (your room, general ward areas)?**

**13-matrix - Excellent service**





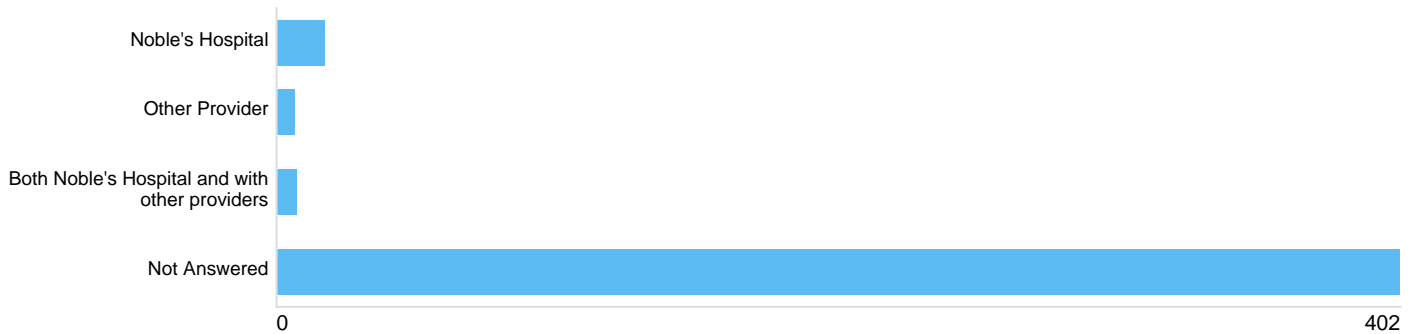
Option	Total	Percent
Noble's Hospital	20	4.63%
Other Provider	62	14.35%
Both Noble's Hospital and with other providers	12	2.78%
Not Answered	338	78.24%

**13-matrix - Comfortable and functional**



Option	Total	Percent
Noble's Hospital	53	12.27%
Other Provider	46	10.65%
Both Noble's Hospital and with other providers	24	5.56%
Not Answered	309	71.53%

**13-matrix - No strong view**



Option	Total	Percent
Noble's Hospital	17	3.94%
Other Provider	6	1.39%
Both Noble's Hospital and with other providers	7	1.62%
Not Answered	402	93.06%

**13-matrix - Basic**





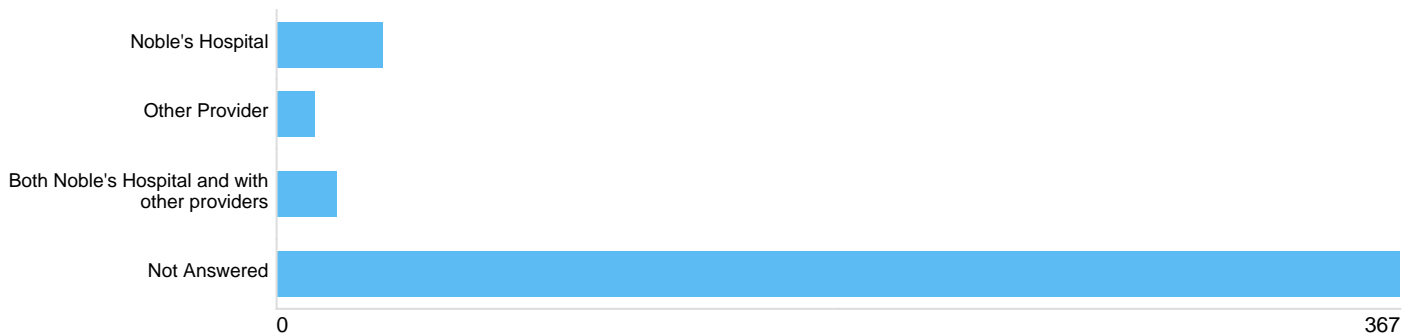
Option	Total	Percent
Noble's Hospital	47	10.88%
Other Provider	2	0.46%
Both Noble's Hospital and with other providers	2	0.46%
Not Answered	381	88.19%

**13-matrix - Unsuitable**



Option	Total	Percent
Noble's Hospital	18	4.17%
Other Provider	1	0.23%
Both Noble's Hospital and with other providers	0	0%
Not Answered	413	95.60%

**13-matrix - Did not use inpatient facilities**



Option	Total	Percent
Noble's Hospital	34	7.87%
Other Provider	12	2.78%
Both Noble's Hospital and with other providers	19	4.40%
Not Answered	367	84.95%

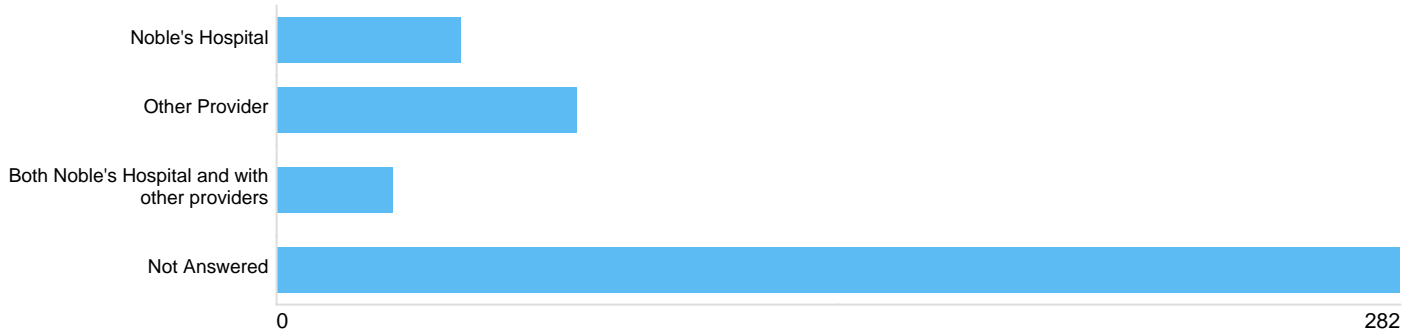
**13-multiline text**

There were **108** responses to this part of the question.



**Question 12: If you have experience of inpatient private healthcare, what did you think of the service from medical staff (doctors, nurses, healthcare assistants)?**

**14-matrix - Excellent service**



Option	Total	Percent
Noble's Hospital	46	10.65%
Other Provider	75	17.36%
Both Noble's Hospital and with other providers	29	6.71%
Not Answered	282	65.28%

**14-matrix - Adequate service**



Option	Total	Percent
Noble's Hospital	38	8.80%
Other Provider	18	4.17%
Both Noble's Hospital and with other providers	12	2.78%
Not Answered	364	84.26%

**14-matrix - No strong view**





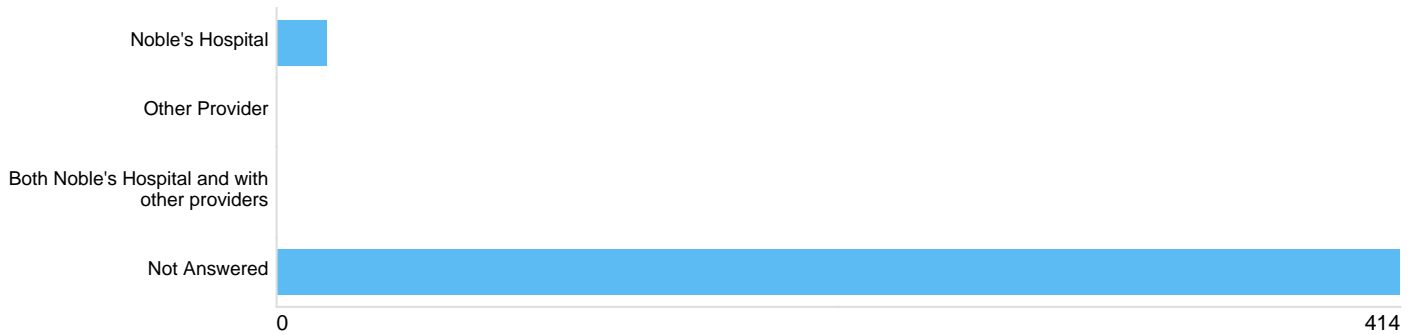
Option	Total	Percent
Noble's Hospital	14	3.24%
Other Provider	5	1.16%
Both Noble's Hospital and with other providers	1	0.23%
Not Answered	412	95.37%

**14-matrix - Minimum service**



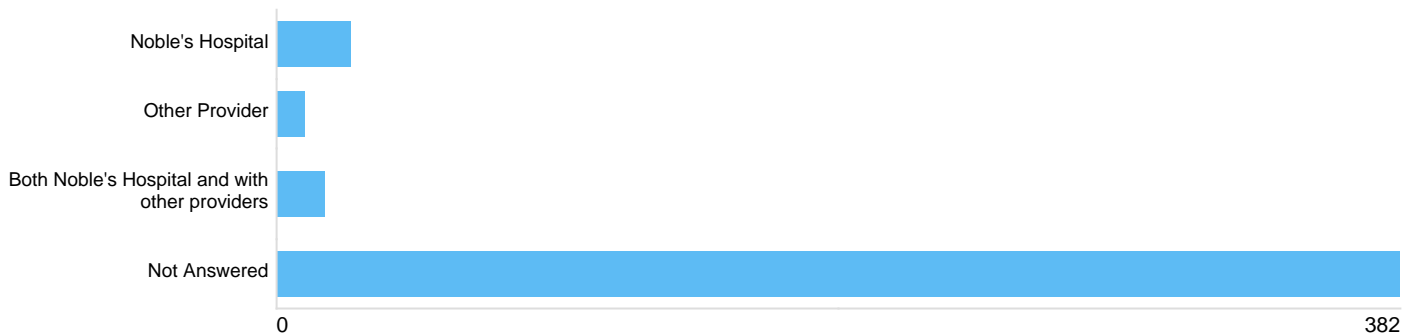
Option	Total	Percent
Noble's Hospital	19	4.40%
Other Provider	0	0%
Both Noble's Hospital and with other providers	1	0.23%
Not Answered	412	95.37%

**14-matrix - Poor service**



Option	Total	Percent
Noble's Hospital	18	4.17%
Other Provider	0	0%
Both Noble's Hospital and with other providers	0	0%
Not Answered	414	95.83%

**14-matrix - Did not use inpatient facilities**





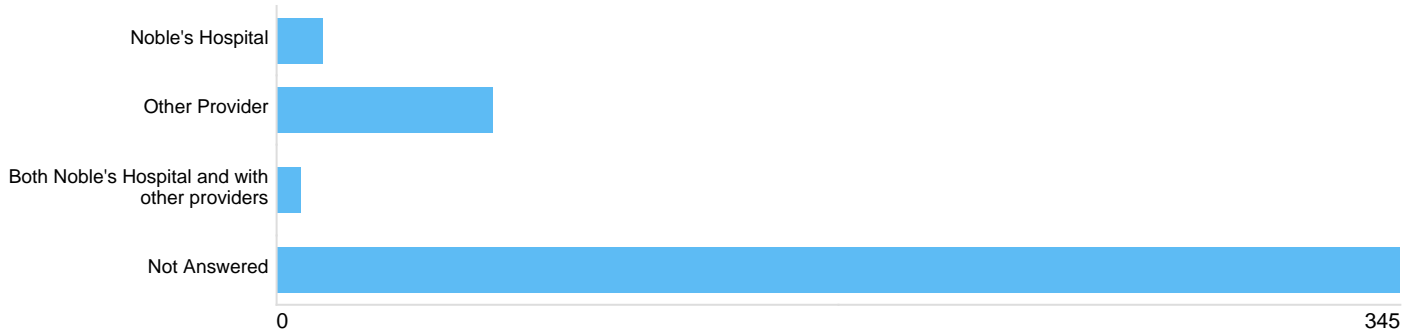
Option	Total	Percent
Noble's Hospital	25	5.79%
Other Provider	9	2.08%
Both Noble's Hospital and with other providers	16	3.70%
Not Answered	382	88.43%

**14-multiline text**

There were **49** responses to this part of the question.

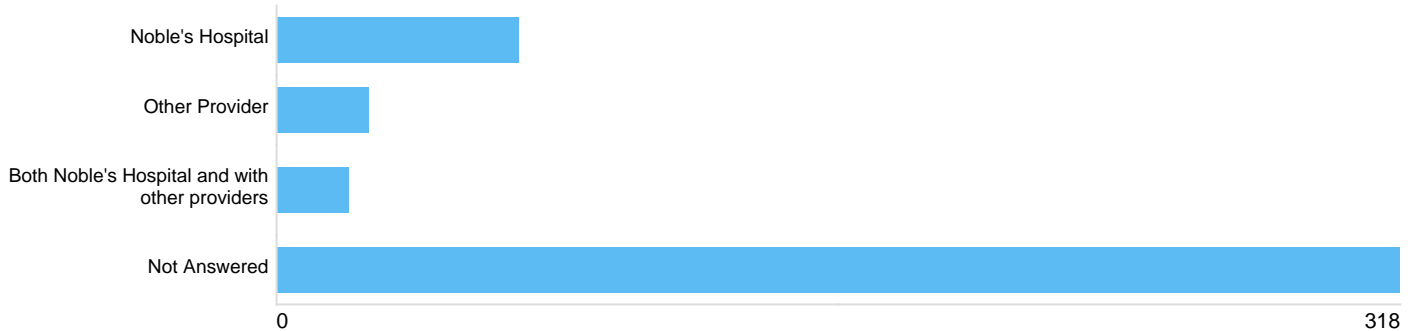
**Question 13: If you have experience of private healthcare, what did you think of the meal options?**

**15-matrix - Excellent**



Option	Total	Percent
Noble's Hospital	14	3.24%
Other Provider	66	15.28%
Both Noble's Hospital and with other providers	7	1.62%
Not Answered	345	79.86%

**15-matrix - Adequate**







Option	Total	Percent
Noble's Hospital	68	15.74%
Other Provider	26	6.02%
Both Noble's Hospital and with other providers	20	4.63%
Not Answered	318	73.61%

**15-matrix - Poor**



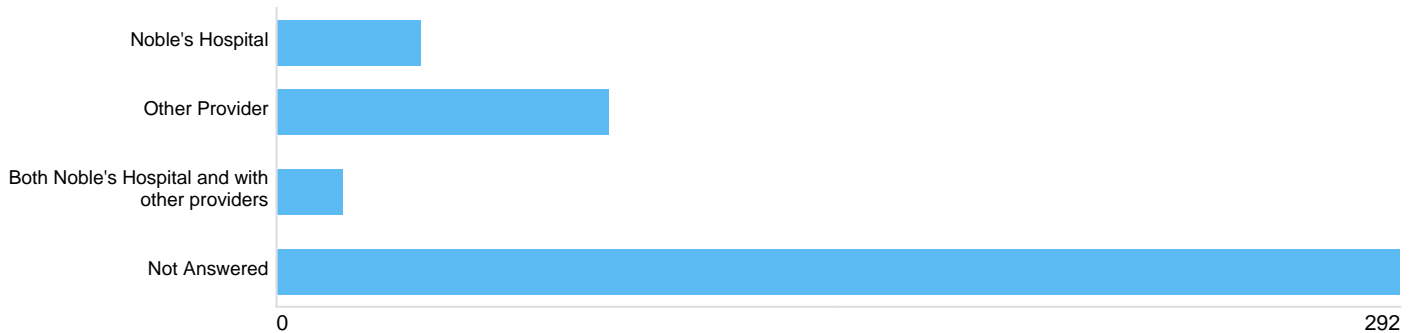
Option	Total	Percent
Noble's Hospital	50	11.57%
Other Provider	5	1.16%
Both Noble's Hospital and with other providers	1	0.23%
Not Answered	376	87.04%

**15-multiline text**

There were **58** responses to this part of the question.

**Question 14: If you have experience of private healthcare, what did you think of the service from Admin staff (reception, admin, finance)?**

**16-matrix - Excellent service**





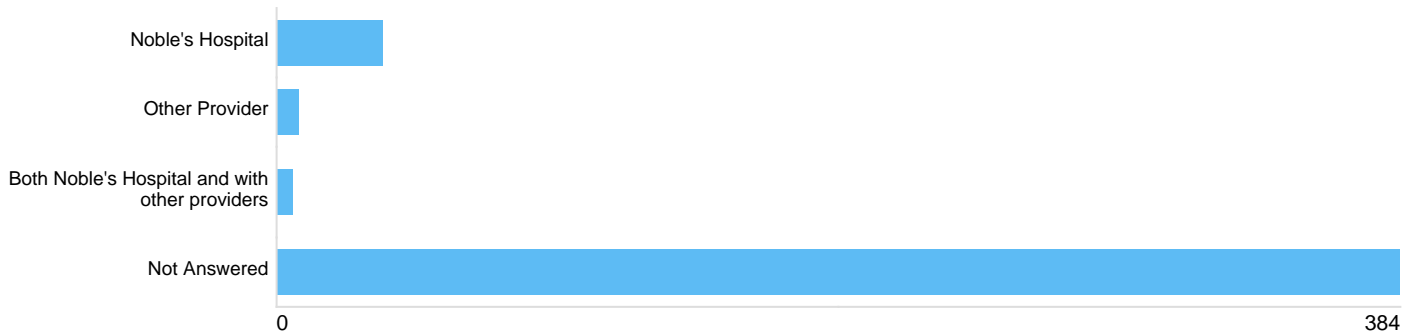
Option	Total	Percent
Noble's Hospital	37	8.56%
Other Provider	86	19.91%
Both Noble's Hospital and with other providers	17	3.94%
Not Answered	292	67.59%

**16-matrix - Adequate service**



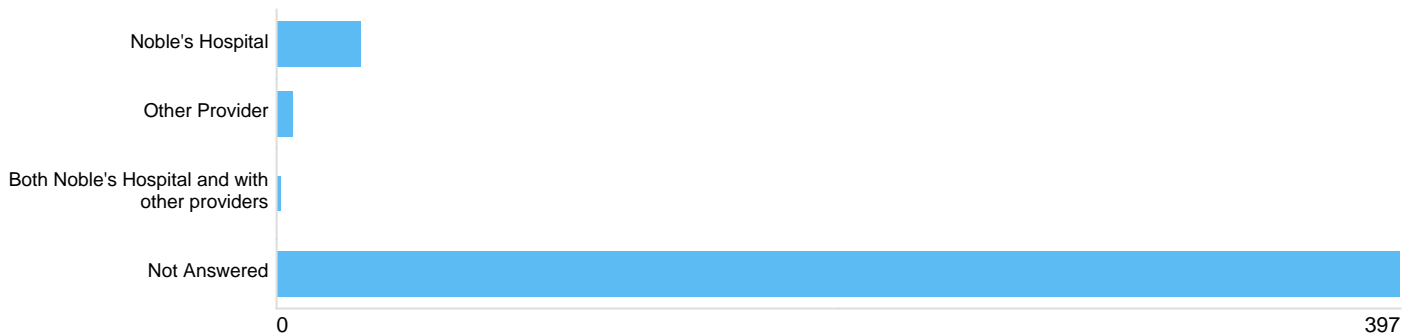
Option	Total	Percent
Noble's Hospital	55	12.73%
Other Provider	30	6.94%
Both Noble's Hospital and with other providers	17	3.94%
Not Answered	330	76.39%

**16-matrix - No strong view**



Option	Total	Percent
Noble's Hospital	36	8.33%
Other Provider	7	1.62%
Both Noble's Hospital and with other providers	5	1.16%
Not Answered	384	88.89%

**16-matrix - Minimum service**





Option	Total	Percent
Noble's Hospital	29	6.71%
Other Provider	5	1.16%
Both Noble's Hospital and with other providers	1	0.23%
Not Answered	397	91.90%

**16-matrix - Poor service**



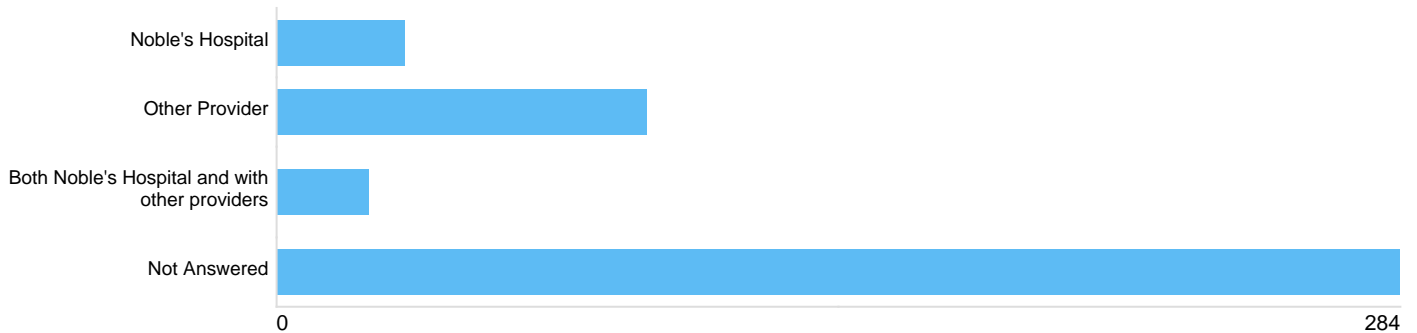
Option	Total	Percent
Noble's Hospital	21	4.86%
Other Provider	0	0%
Both Noble's Hospital and with other providers	1	0.23%
Not Answered	410	94.91%

**16-multiline text**

There were **49** responses to this part of the question.

**Question 15: If you have experience of outpatient private healthcare, what did you think of the premises and service?**

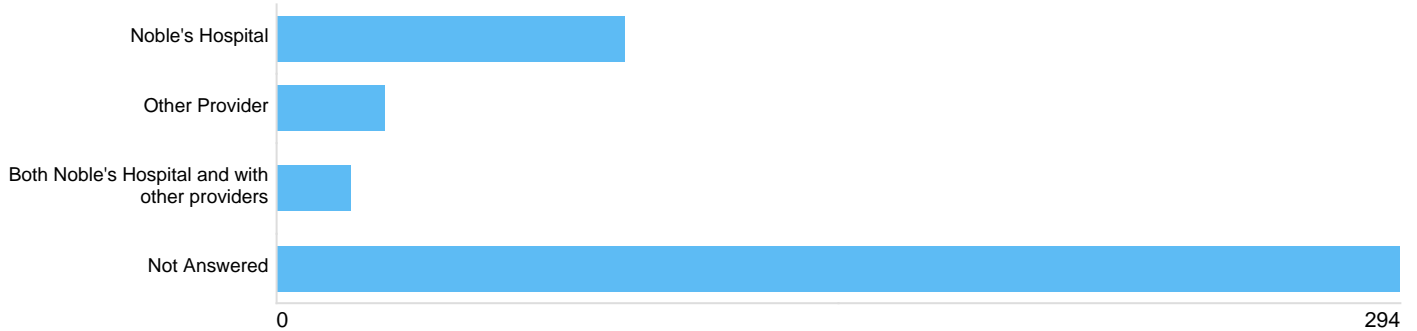
**17-matrix - Excellent**





Option	Total	Percent
Noble's Hospital	32	7.41%
Other Provider	93	21.53%
Both Noble's Hospital and with other providers	23	5.32%
Not Answered	284	65.74%

**17-matrix - Adequate**



Option	Total	Percent
Noble's Hospital	91	21.06%
Other Provider	28	6.48%
Both Noble's Hospital and with other providers	19	4.40%
Not Answered	294	68.06%

**17-matrix - Poor**



Option	Total	Percent
Noble's Hospital	29	6.71%
Other Provider	1	0.23%
Both Noble's Hospital and with other providers	1	0.23%
Not Answered	401	92.82%

**Question 16: If you have experience of private healthcare at Noble's Hospital, what would you change?**

**18-multiline text**

There were 132 responses to this part of the question.

**Question 17: If you have experience of private healthcare at other providers, what would you like to see replicated at Noble's Hospital?**

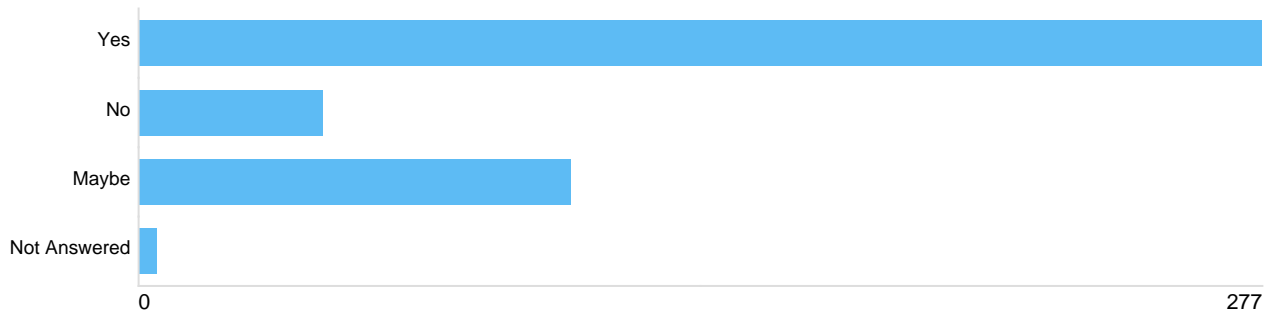
**19-multiline text**

There were 126 responses to this part of the question.



**Question 18: Would you consider opting for private healthcare in the future?**

**20-radiobutton**



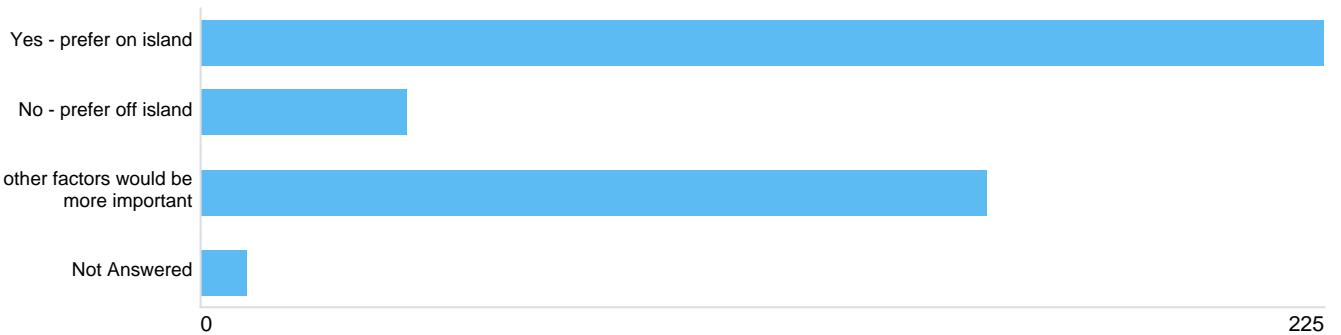
Option	Total	Percent
Yes	277	64.12%
No	45	10.42%
Maybe	106	24.54%
Not Answered	4	0.93%

**20-multiline text**

There were **309** responses to this part of the question.

**Question 19: Would you prioritise on island healthcare over off island options?**

**21-radiobutton**



Option	Total	Percent
Yes - prefer on island	225	52.08%
No - prefer off island	41	9.49%
Maybe - other factors would be more important	157	36.34%
Not Answered	9	2.08%

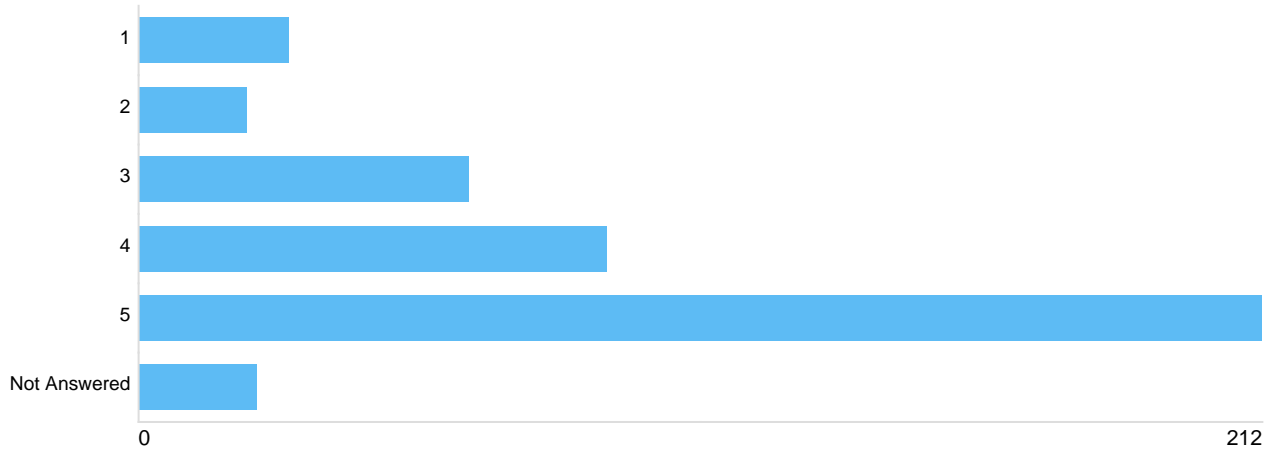
**21-multiline text**

There were **294** responses to this part of the question.



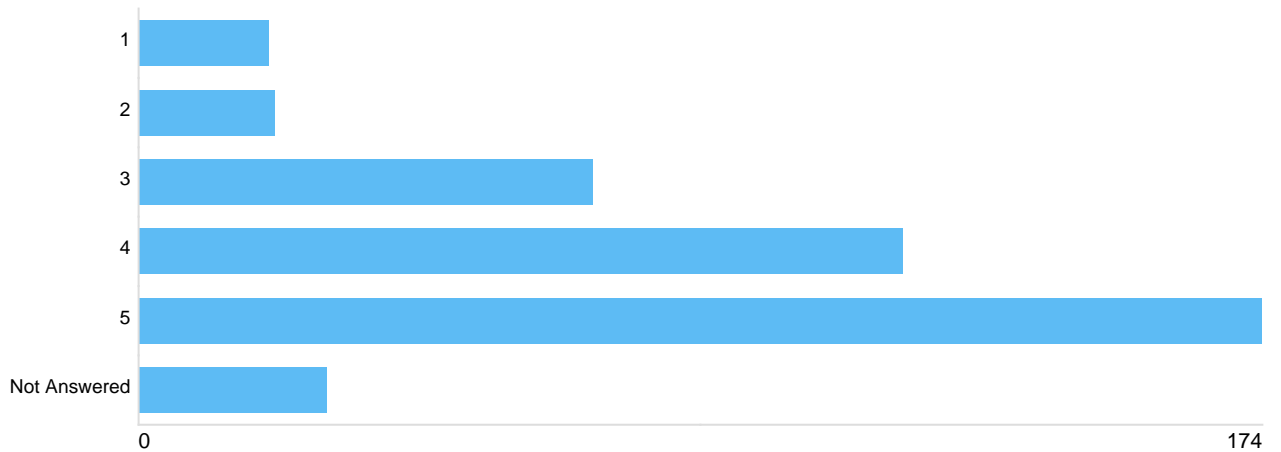
**Question 20: With 1 representing 'least important' and 5 representing 'most important', please rate the importance of the following considerations for you when considering private healthcare options.**

**22-matrix - Consultant - selecting the specific Consultant you wish to see, rather than anyone in the speciality**



Option	Total	Percent
1	28	6.48%
2	20	4.63%
3	62	14.35%
4	88	20.37%
5	212	49.07%
Not Answered	22	5.09%

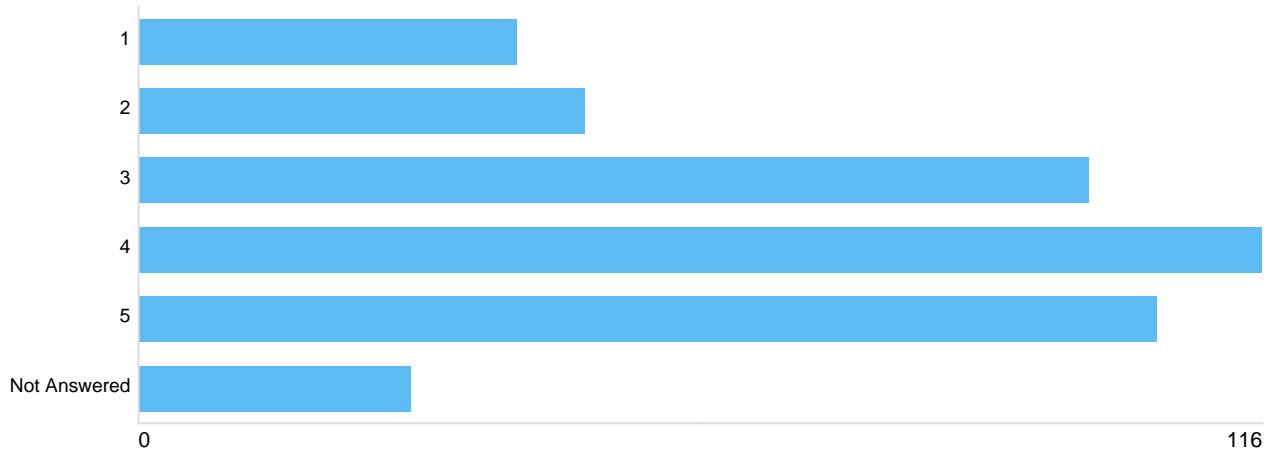
**22-matrix - Hospital - which hospital your in-patient care/operation would be delivered in**





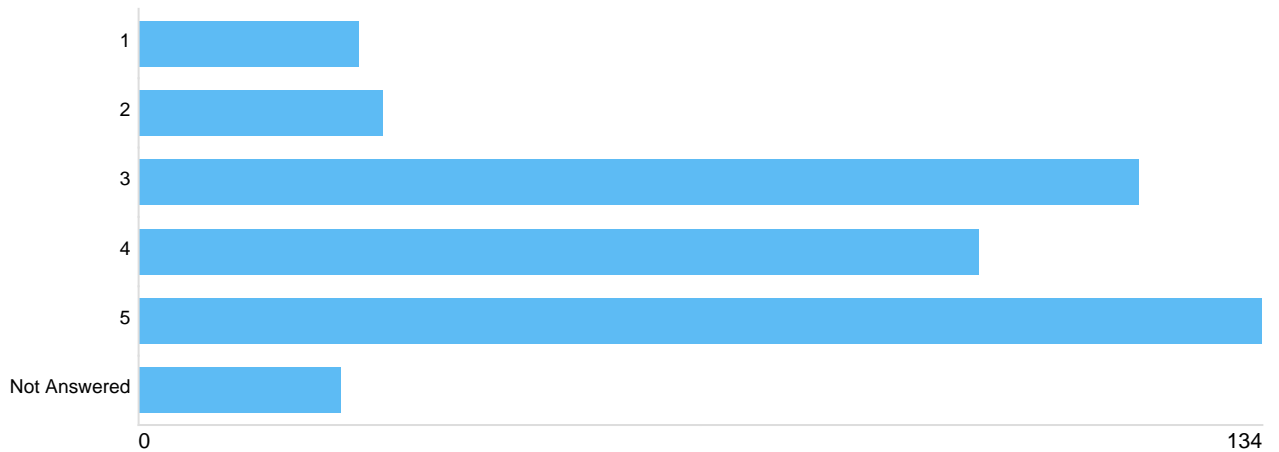
Option	Total	Percent
1	20	4.63%
2	21	4.86%
3	70	16.20%
4	118	27.31%
5	174	40.28%
Not Answered	29	6.71%

**22-matrix - Practice location - where consultant carries out consultations**



Option	Total	Percent
1	39	9.03%
2	46	10.65%
3	98	22.69%
4	116	26.85%
5	105	24.31%
Not Answered	28	6.48%

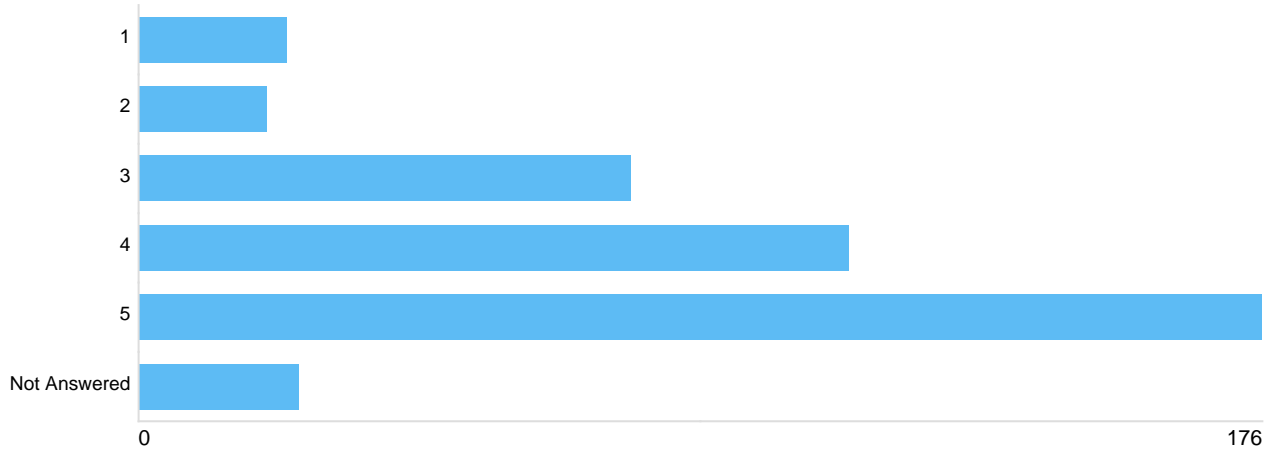
**22-matrix - Price - estimated overall price for episode of care**





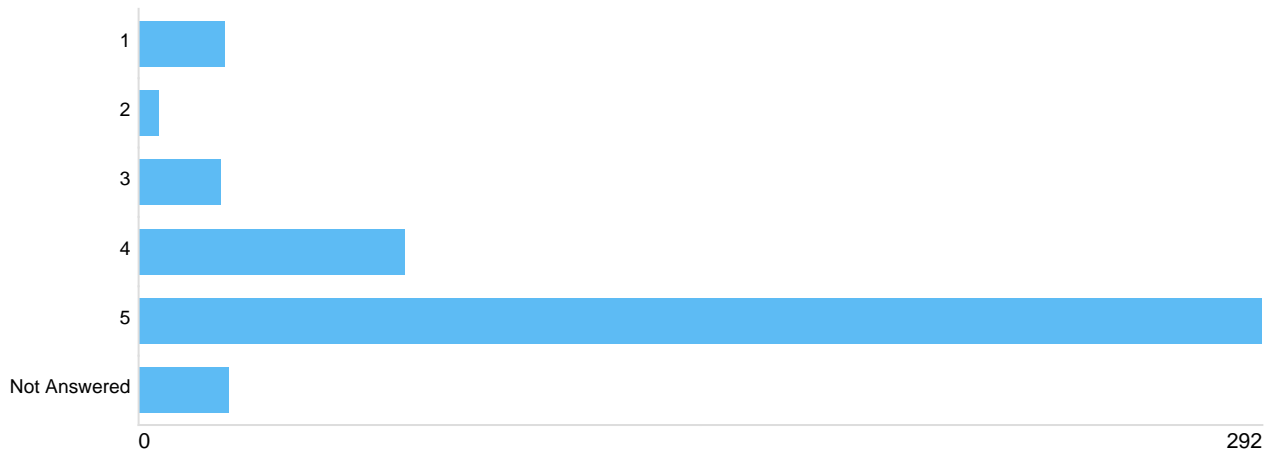
Option	Total	Percent
1	26	6.02%
2	29	6.71%
3	119	27.55%
4	100	23.15%
5	134	31.02%
Not Answered	24	5.56%

**22-matrix - Flexibility or choice of dates for any required procedures**



Option	Total	Percent
1	23	5.32%
2	20	4.63%
3	77	17.82%
4	111	25.69%
5	176	40.74%
Not Answered	25	5.79%

**22-matrix - Waiting lists - shorter waiting lists to access private facilities and services than NHS equivalent**

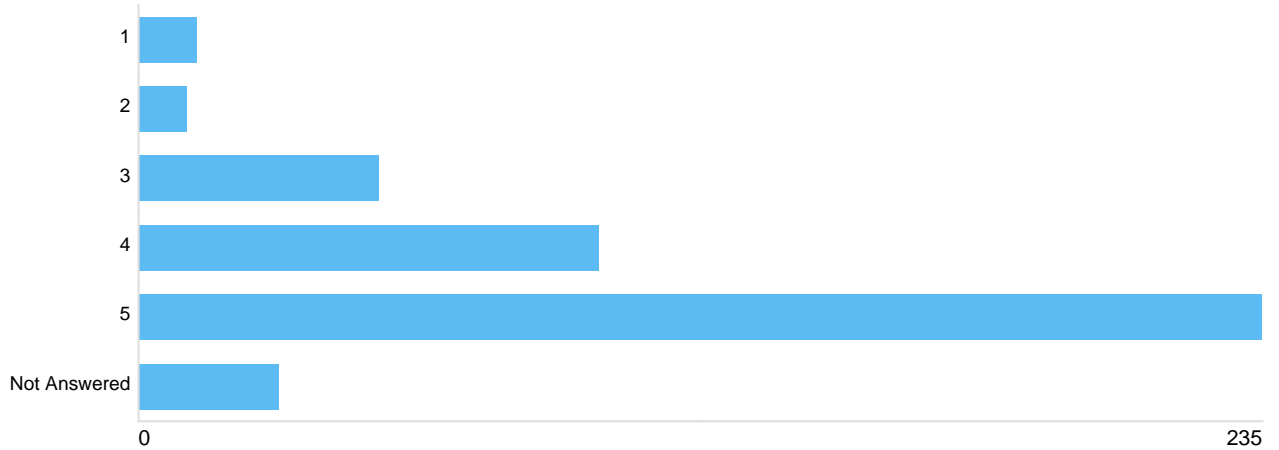






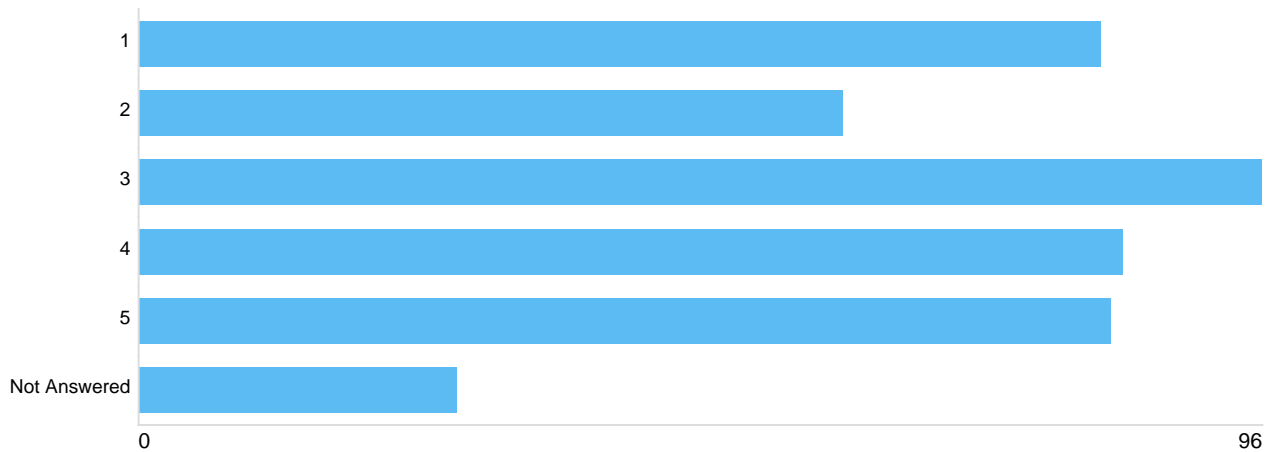
Option	Total	Percent
1	22	5.09%
2	5	1.16%
3	21	4.86%
4	69	15.97%
5	292	67.59%
Not Answered	23	5.32%

**22-matrix - Outcomes - frequency of similar procedures, complications**



Option	Total	Percent
1	12	2.78%
2	10	2.31%
3	50	11.57%
4	96	22.22%
5	235	54.40%
Not Answered	29	6.71%

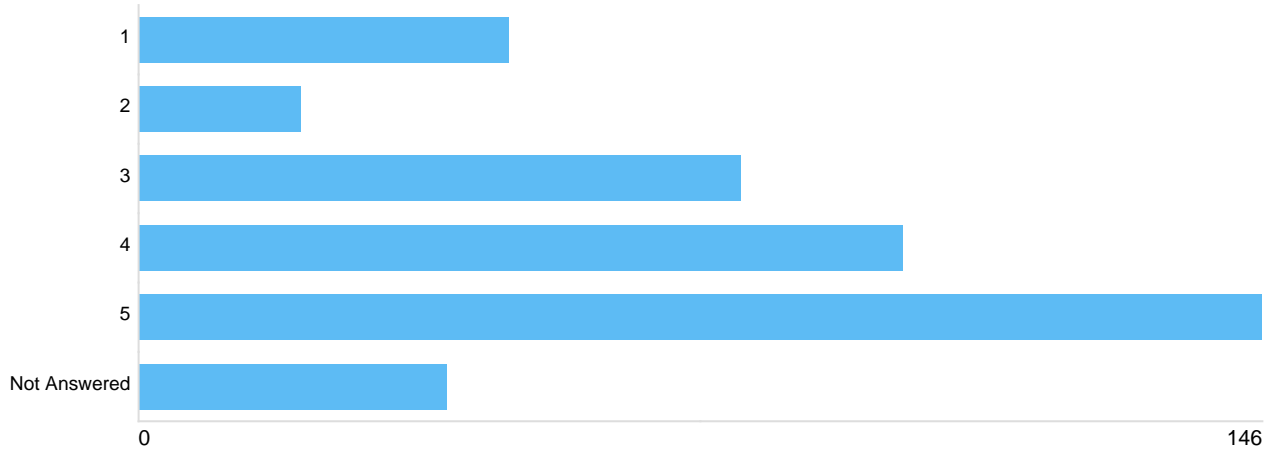
**22-matrix - Invoicing - receiving all charges relating to my episode of care on one invoice**





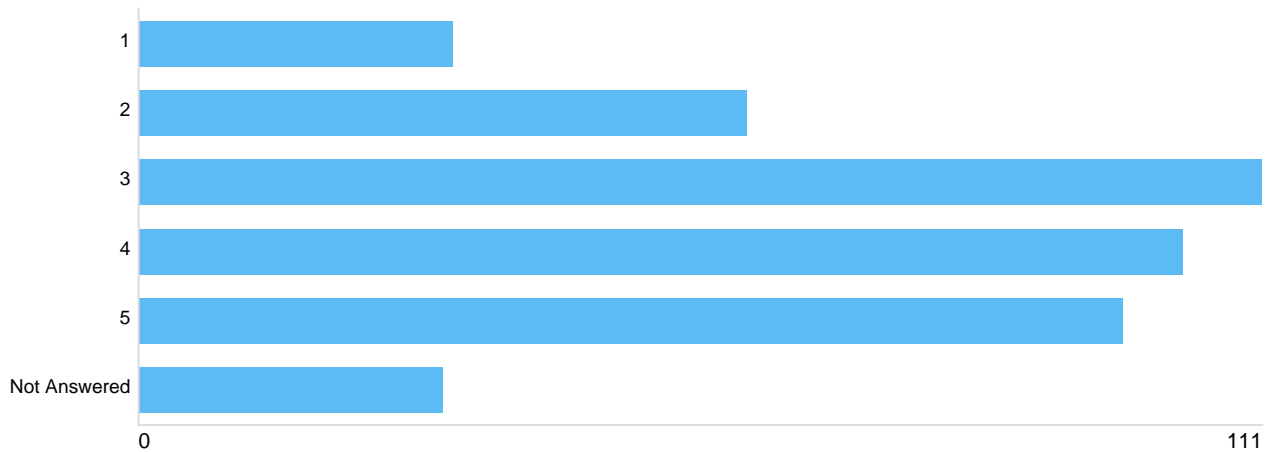
Option	Total	Percent
1	82	18.98%
2	60	13.89%
3	96	22.22%
4	84	19.44%
5	83	19.21%
Not Answered	27	6.25%

**22-matrix - Insurer - hospital to communicate directly with my insurer e.g. send invoice directly to them**



Option	Total	Percent
1	48	11.11%
2	21	4.86%
3	78	18.06%
4	99	22.92%
5	146	33.80%
Not Answered	40	9.26%

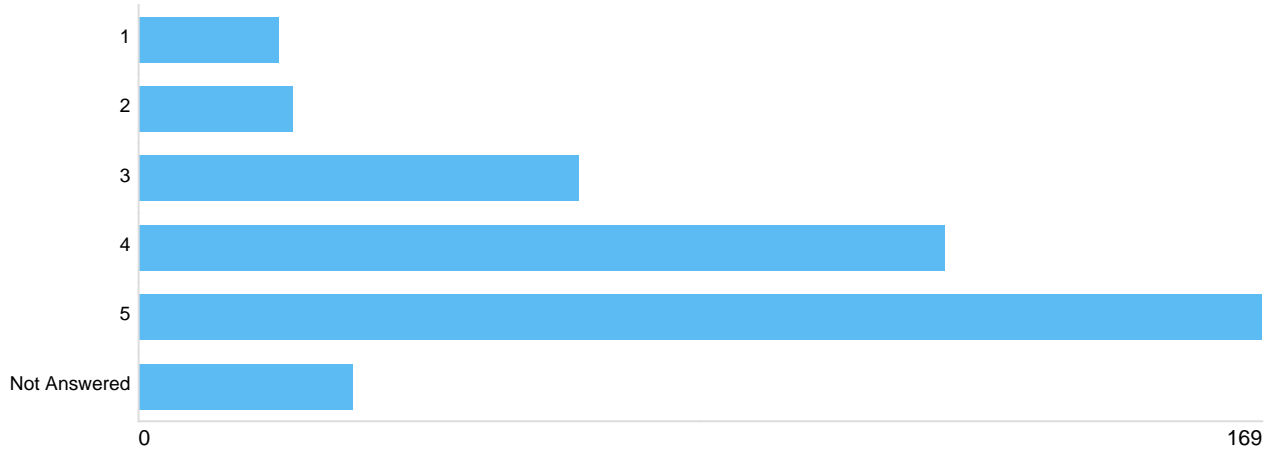
**22-matrix - Length of stay - predicted length of stay in hospital makes private facilities more attractive**





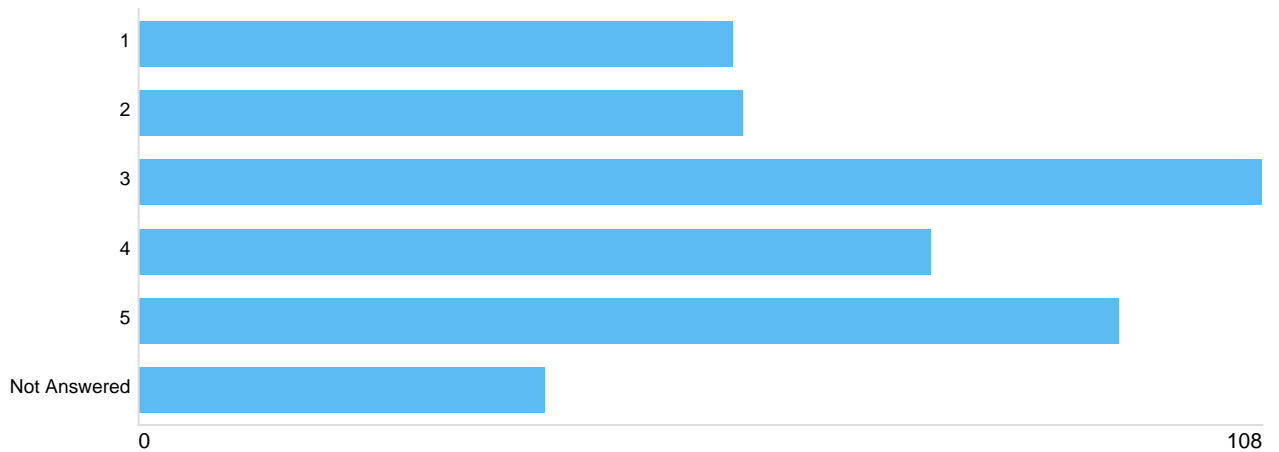
Option	Total	Percent
1	31	7.18%
2	60	13.89%
3	111	25.69%
4	103	23.84%
5	97	22.45%
Not Answered	30	6.94%

**22-matrix - Links - links to wider network of specialities**



Option	Total	Percent
1	21	4.86%
2	23	5.32%
3	66	15.28%
4	121	28.01%
5	169	39.12%
Not Answered	32	7.41%

**22-matrix - Brand - known/respected brand name**



Option	Total	Percent
1	57	13.19%
2	58	13.43%
3	108	25.00%
4	76	17.59%
5	94	21.76%
Not Answered	39	9.03%

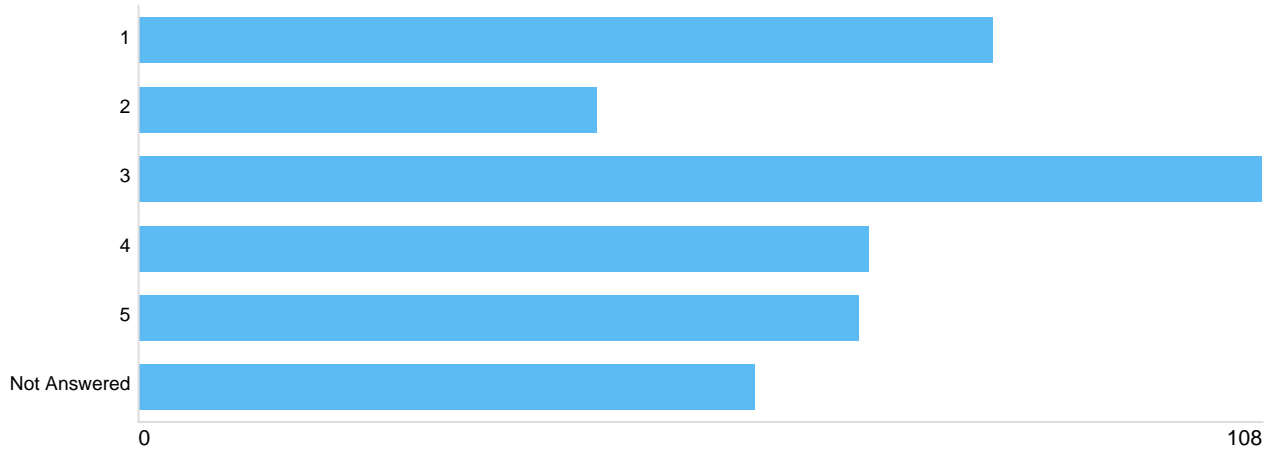
**22-multiline text**

There were **226** responses to this part of the question.



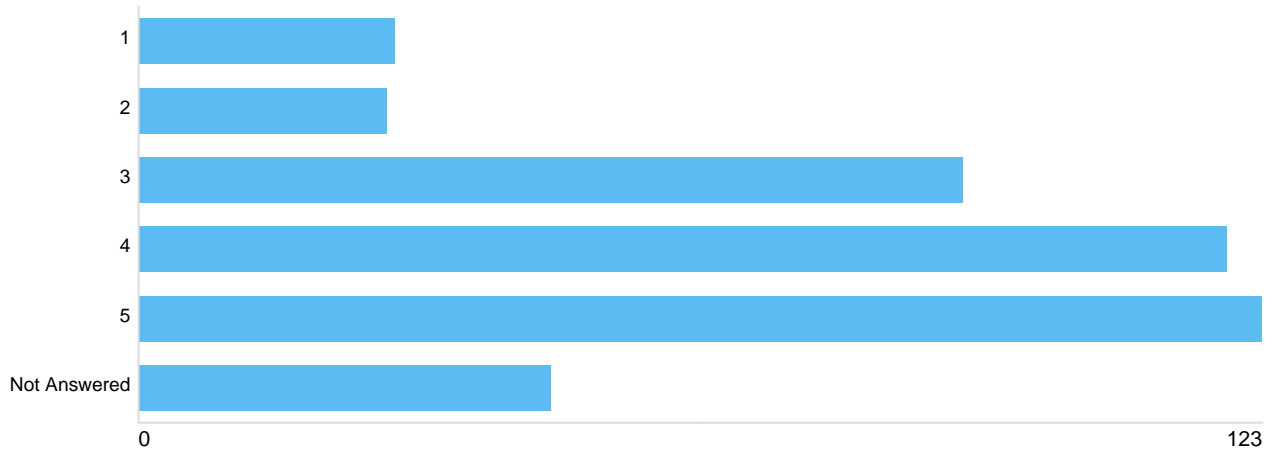
**Question 21: With 1 representing 'least important' and 5 representing 'most important', please rate the importance of the following considerations for you when selecting a private consultant.**

**23-matrix - Someone my insurer recommends**



Option	Total	Percent
1	82	18.98%
2	44	10.19%
3	108	25.00%
4	70	16.20%
5	69	15.97%
Not Answered	59	13.66%

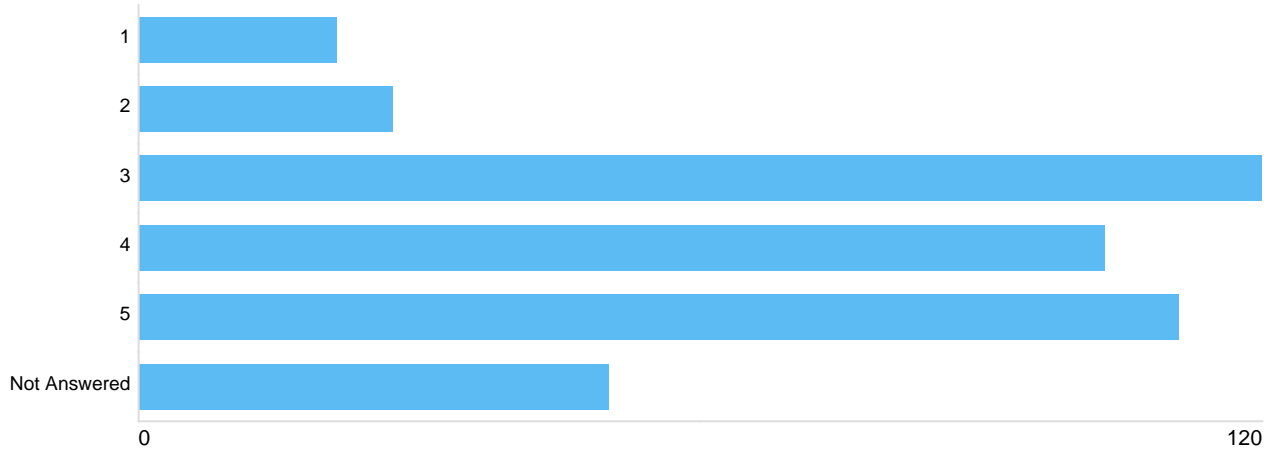
**23-matrix - Someone my GP recommends**





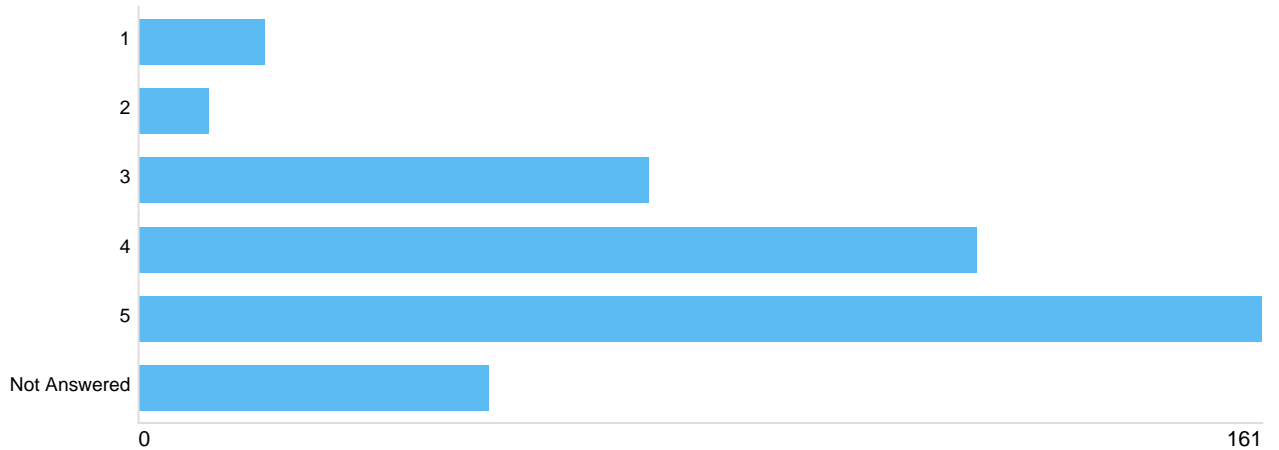
Option	Total	Percent
1	28	6.48%
2	27	6.25%
3	90	20.83%
4	119	27.55%
5	123	28.47%
Not Answered	45	10.42%

**23-matrix - Which hospital they operate in**



Option	Total	Percent
1	21	4.86%
2	27	6.25%
3	120	27.78%
4	103	23.84%
5	111	25.69%
Not Answered	50	11.57%

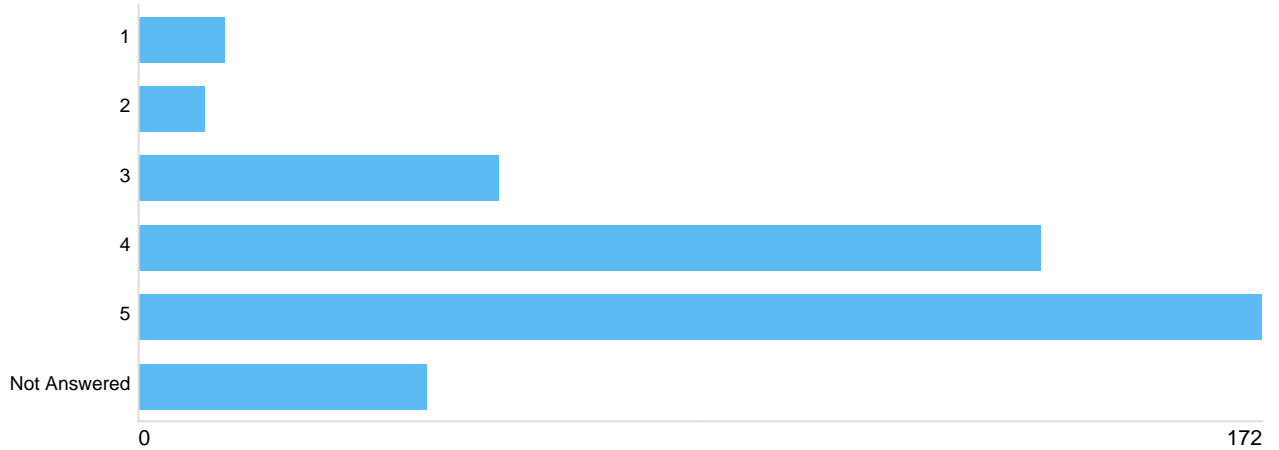
**23-matrix - Biography of professional career**





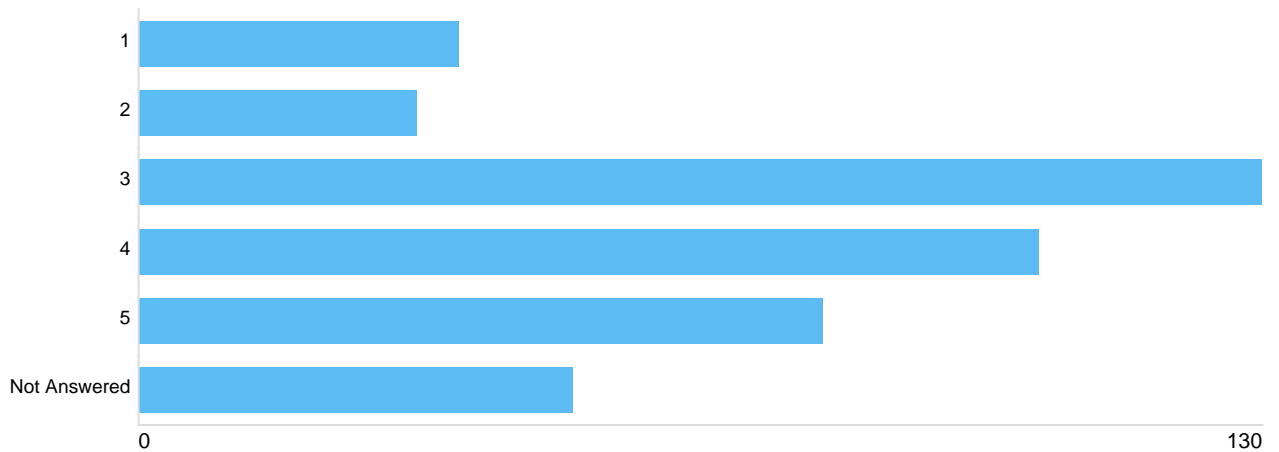
Option	Total	Percent
1	18	4.17%
2	10	2.31%
3	73	16.90%
4	120	27.78%
5	161	37.27%
Not Answered	50	11.57%

**23-matrix - Waiting time or flexibility of dates for consultation or procedures**



Option	Total	Percent
1	13	3.01%
2	10	2.31%
3	55	12.73%
4	138	31.94%
5	172	39.81%
Not Answered	44	10.19%

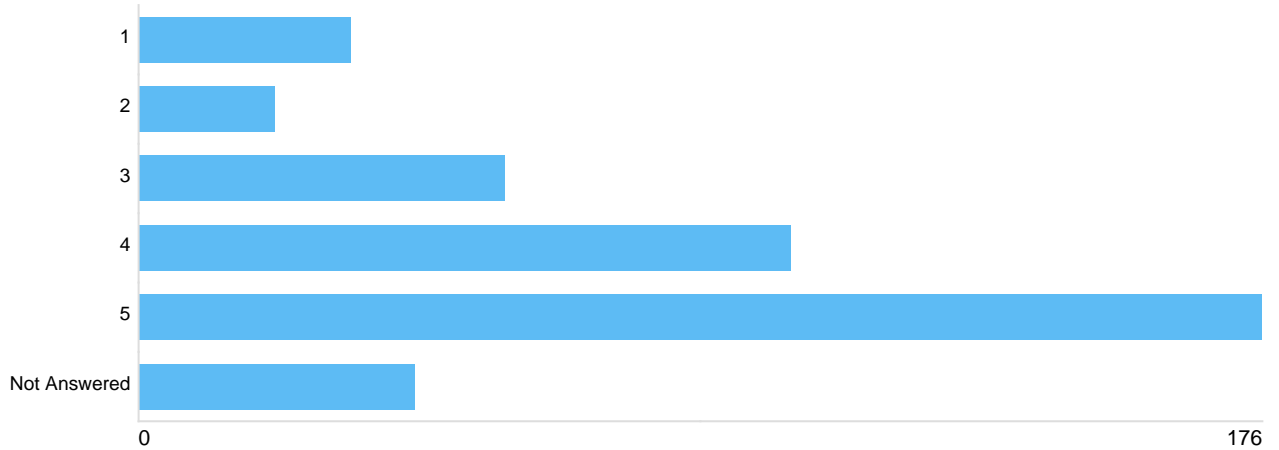
**23-matrix - Price structure / charges**





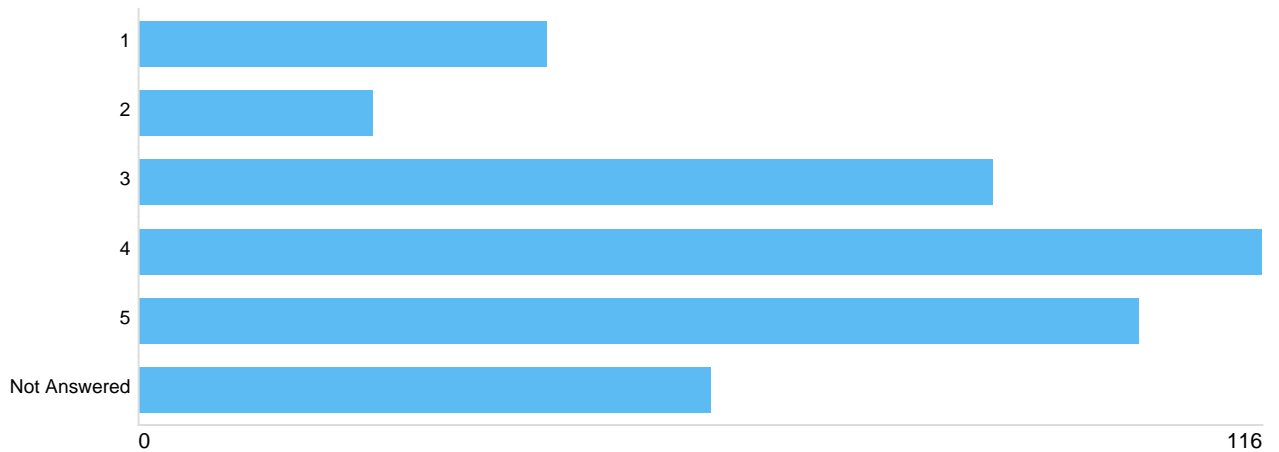
Option	Total	Percent
1	37	8.56%
2	32	7.41%
3	130	30.09%
4	104	24.07%
5	79	18.29%
Not Answered	50	11.57%

**23-matrix - If they are available for consultations in the Isle of Man**



Option	Total	Percent
1	33	7.64%
2	21	4.86%
3	57	13.19%
4	102	23.61%
5	176	40.74%
Not Answered	43	9.95%

**23-matrix - Private activity statistics**



Option	Total	Percent
1	42	9.72%
2	24	5.56%
3	88	20.37%
4	116	26.85%
5	103	23.84%
Not Answered	59	13.66%

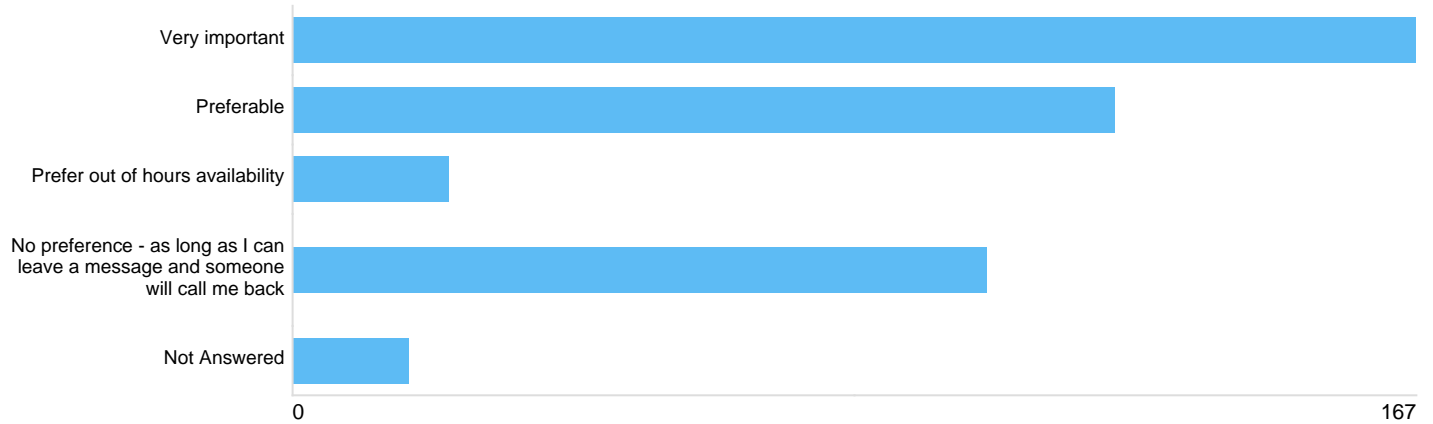
**23-multiline text**

There were **119** responses to this part of the question.



**Question 22: How important is it to you to be able to speak to a Consultant's secretary or service administrator during office hours?**

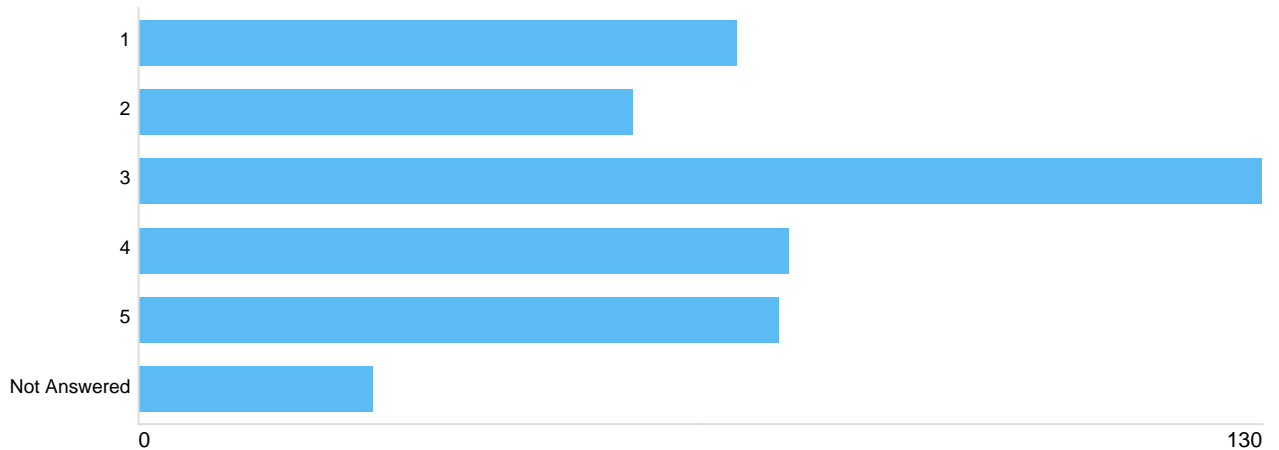
**25-radiobutton**



Option	Total	Percent
Very important	167	38.66%
Preferable	122	28.24%
Prefer out of hours availability	23	5.32%
No preference - as long as I can leave a message and someone will call me back	103	23.84%
Not Answered	17	3.94%

**Question 23: With 1 representing 'least important' and 5 representing 'most important', please rate the importance of the following facilities you might like to see in a private outpatient clinic area.**

**26-matrix - Hot drinks machine +/-or water fountain**

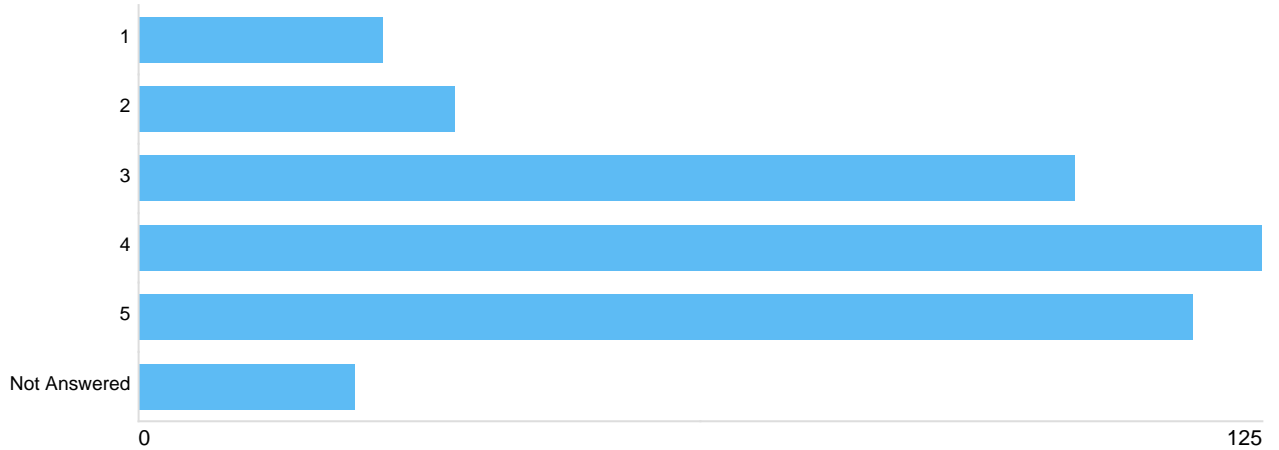






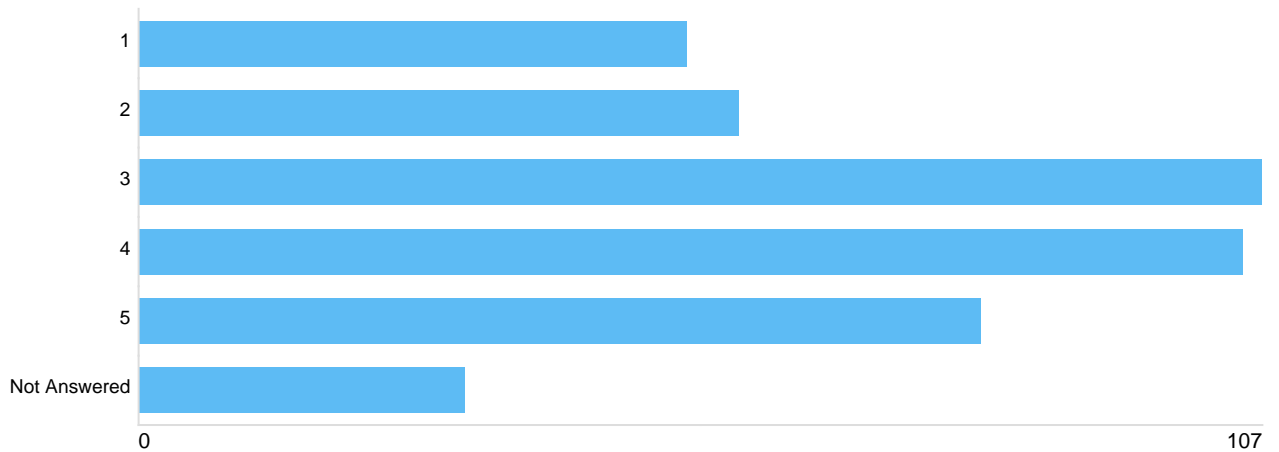
Option	Total	Percent
1	69	15.97%
2	57	13.19%
3	130	30.09%
4	75	17.36%
5	74	17.13%
Not Answered	27	6.25%

**26-matrix - Receptionist always on duty**



Option	Total	Percent
1	27	6.25%
2	35	8.10%
3	104	24.07%
4	125	28.94%
5	117	27.08%
Not Answered	24	5.56%

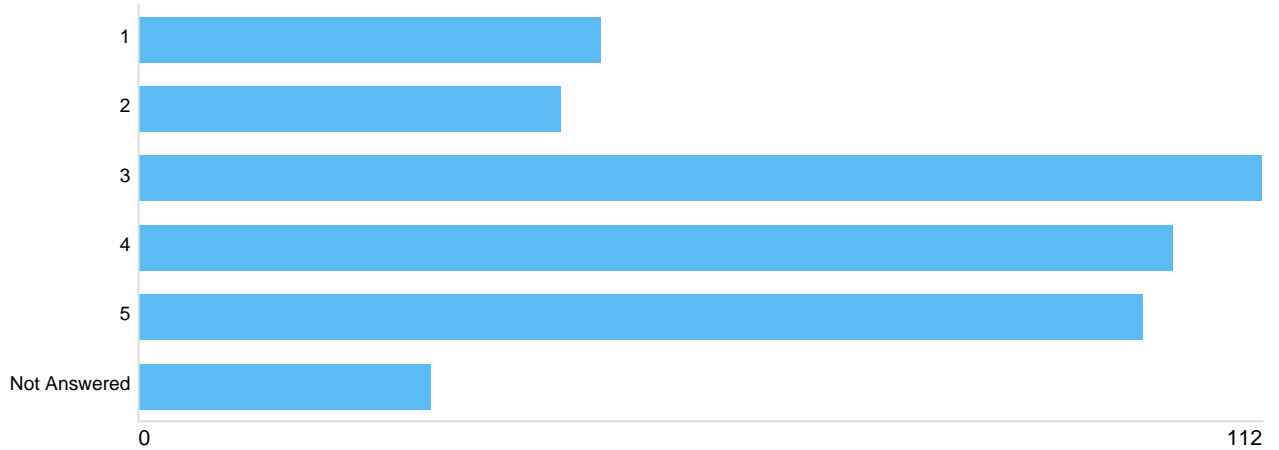
**26-matrix - Access to main hospital site**





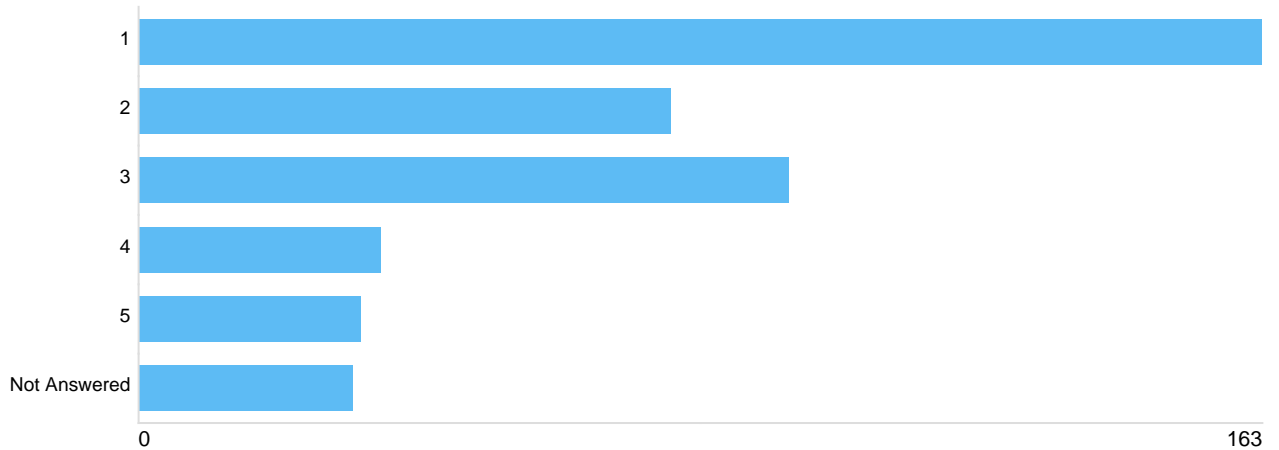
Option	Total	Percent
1	52	12.04%
2	57	13.19%
3	107	24.77%
4	105	24.31%
5	80	18.52%
Not Answered	31	7.18%

**26-matrix - Drop-in blood clinic facility**



Option	Total	Percent
1	46	10.65%
2	42	9.72%
3	112	25.93%
4	103	23.84%
5	100	23.15%
Not Answered	29	6.71%

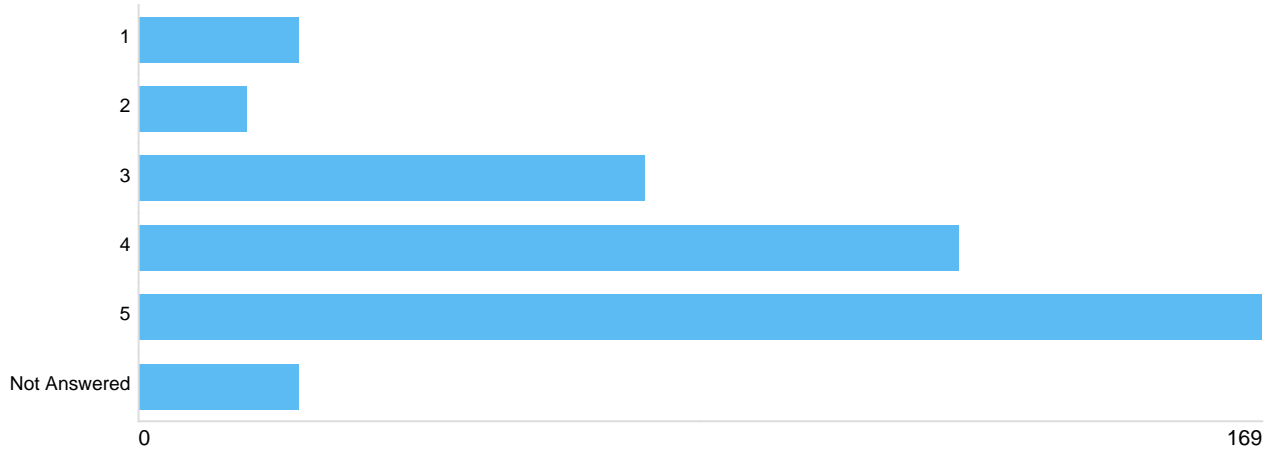
**26-matrix - TV in waiting area**





Option	Total	Percent
1	163	37.73%
2	77	17.82%
3	94	21.76%
4	35	8.10%
5	32	7.41%
Not Answered	31	7.18%

**26-matrix - Good parking availability**



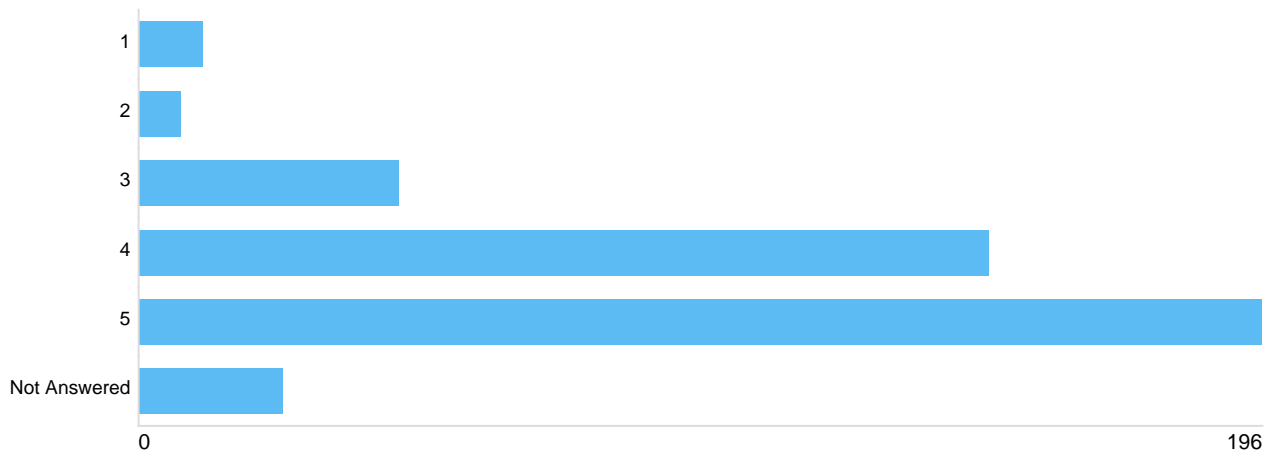
Option	Total	Percent
1	24	5.56%
2	16	3.70%
3	76	17.59%
4	123	28.47%
5	169	39.12%
Not Answered	24	5.56%

**26-multiline text**

There were **95** responses to this part of the question.

**Question 24: With 1 representing 'least important' and 5 representing 'most important', please indicate what you consider to be the most important elements of a private inpatient ward/room?**

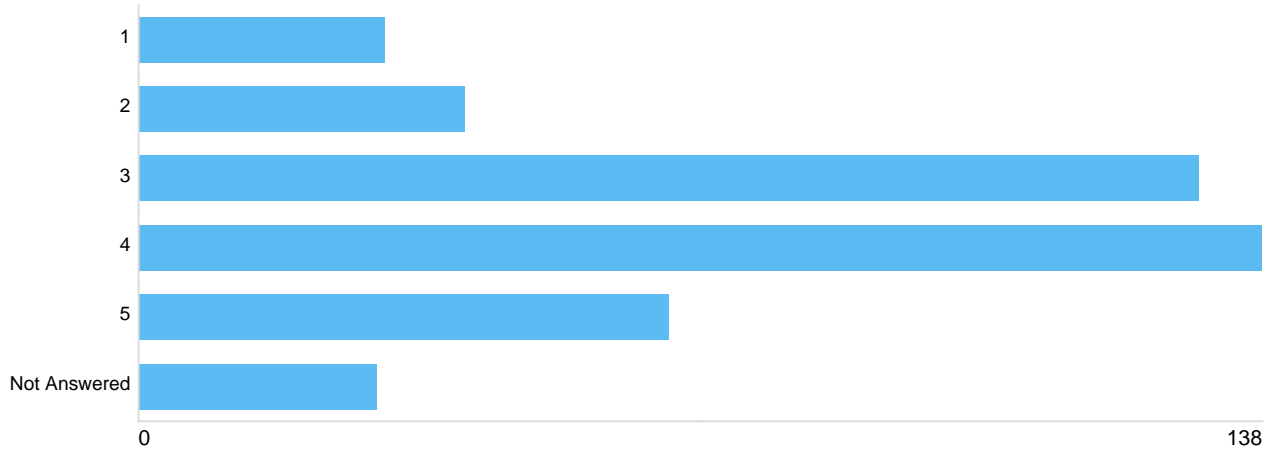
**27-matrix - Staff to patient ratios**





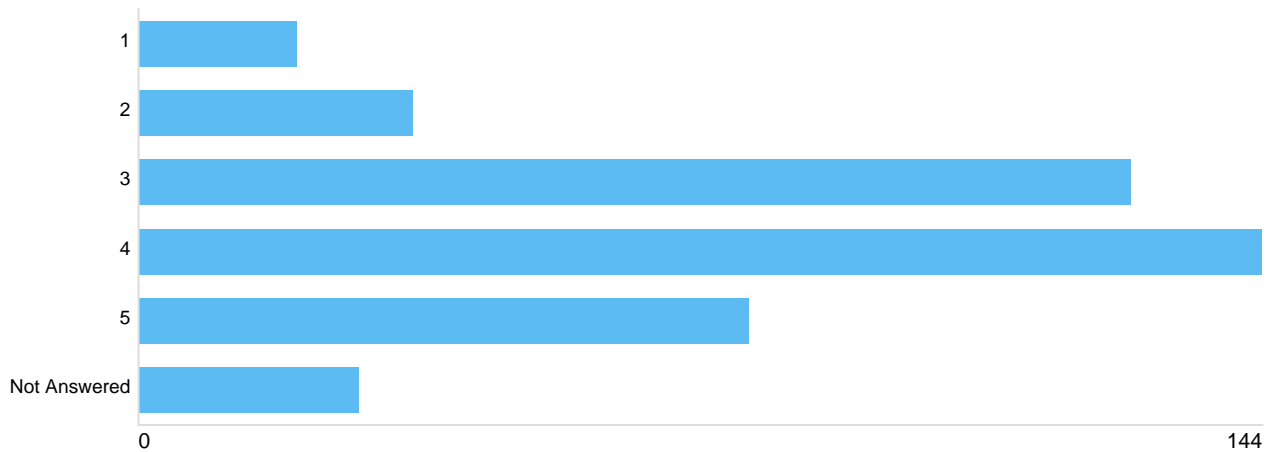
Option	Total	Percent
1	11	2.55%
2	7	1.62%
3	45	10.42%
4	148	34.26%
5	196	45.37%
Not Answered	25	5.79%

**27-matrix - Room décor & facilities**



Option	Total	Percent
1	30	6.94%
2	40	9.26%
3	130	30.09%
4	138	31.94%
5	65	15.05%
Not Answered	29	6.71%

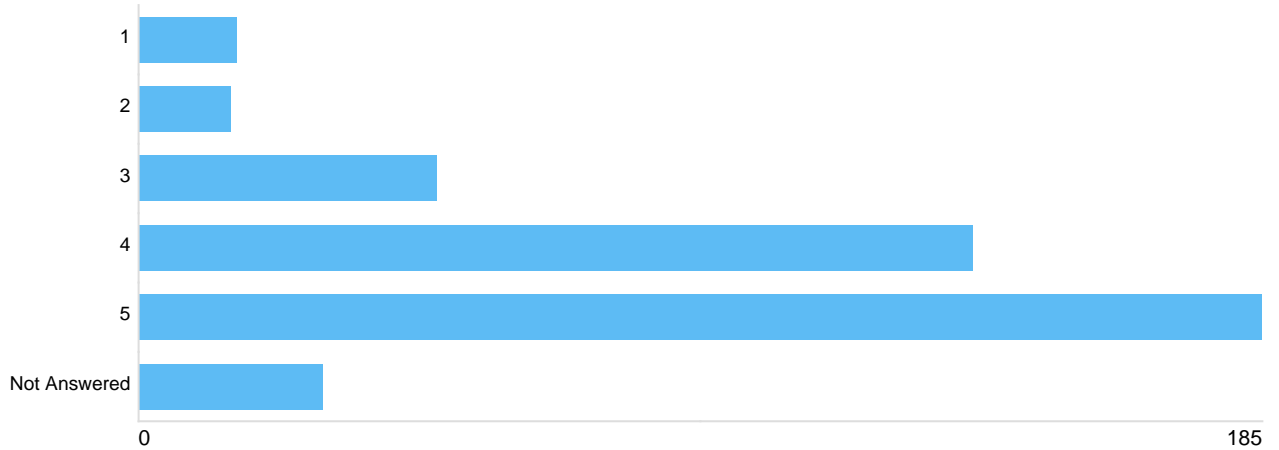
**27-matrix - Menu choices**





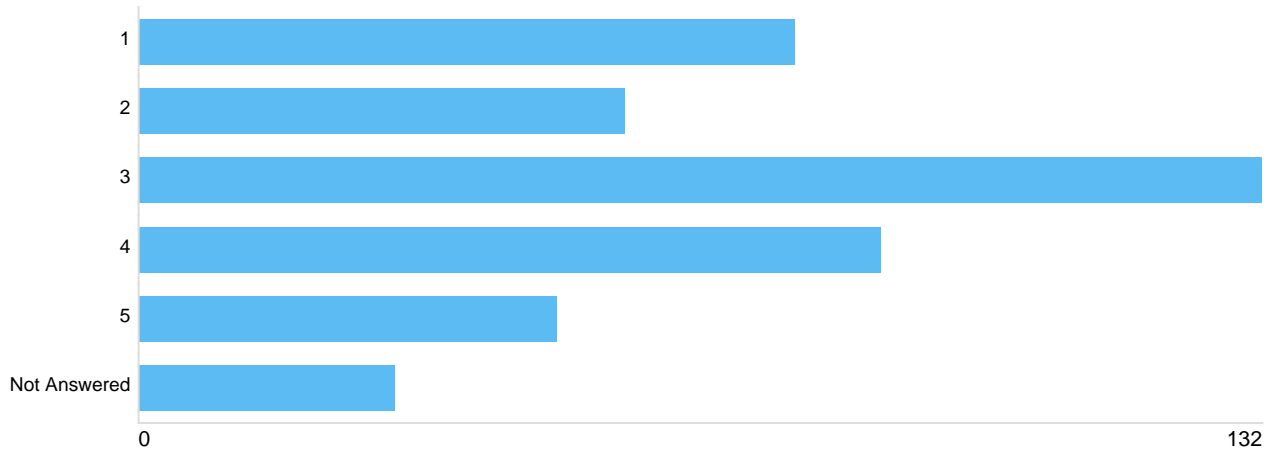
Option	Total	Percent
1	20	4.63%
2	35	8.10%
3	127	29.40%
4	144	33.33%
5	78	18.06%
Not Answered	28	6.48%

**27-matrix - Flexibility & choice of dates**



Option	Total	Percent
1	16	3.70%
2	15	3.47%
3	49	11.34%
4	137	31.71%
5	185	42.82%
Not Answered	30	6.94%

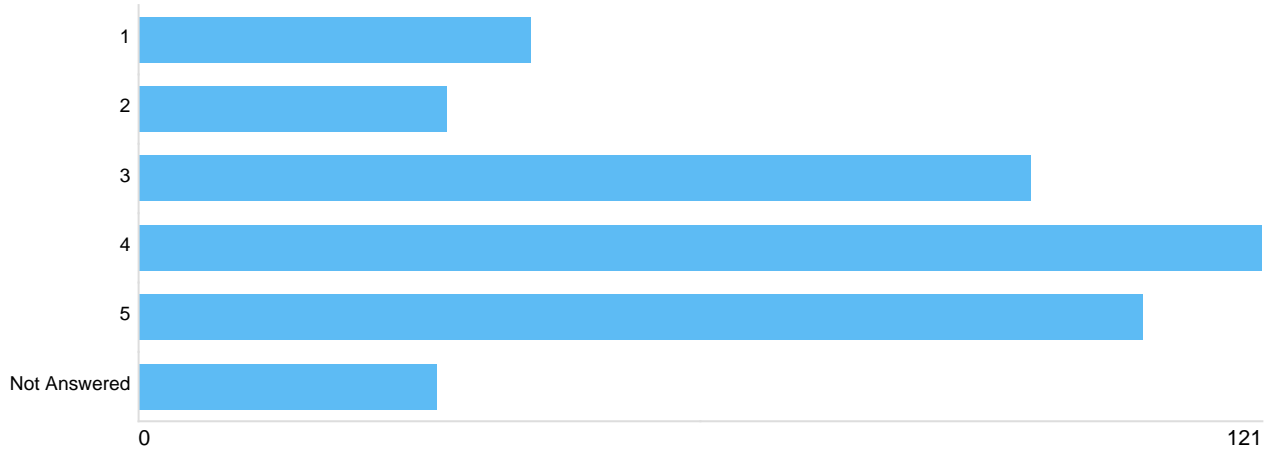
**27-matrix - Smart TV in room**





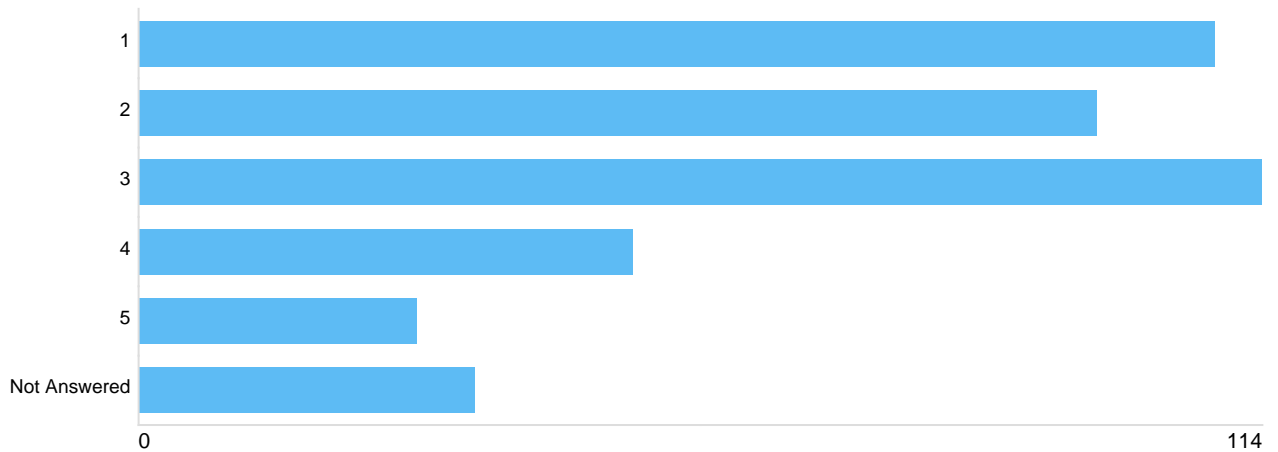
Option	Total	Percent
1	77	17.82%
2	57	13.19%
3	132	30.56%
4	87	20.14%
5	49	11.34%
Not Answered	30	6.94%

**27-matrix - Strong fast-speed WIFI**



Option	Total	Percent
1	42	9.72%
2	33	7.64%
3	96	22.22%
4	121	28.01%
5	108	25.00%
Not Answered	32	7.41%

**27-matrix - Work space available in rooms**



Option	Total	Percent
1	109	25.23%
2	97	22.45%
3	114	26.39%
4	50	11.57%
5	28	6.48%
Not Answered	34	7.87%

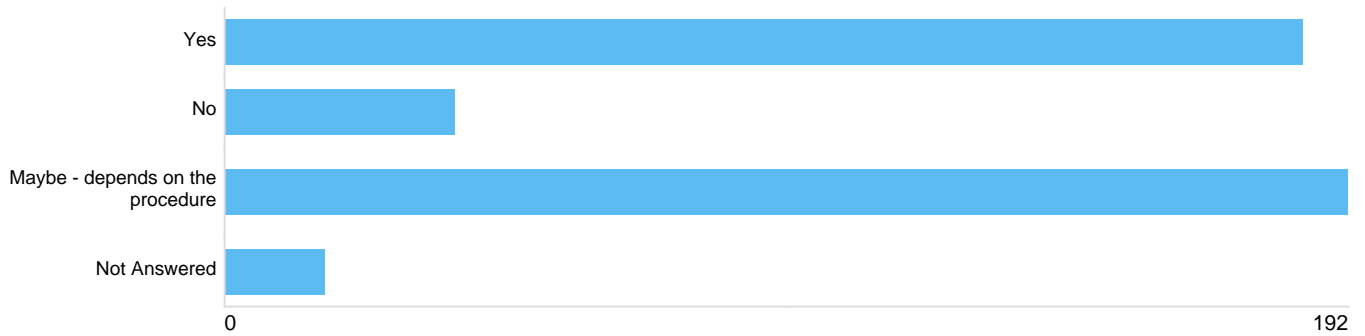
**27-multiline text**

There were 77 responses to this part of the question.



**Question 25: Where clinically appropriate, would you be happy to receive private healthcare in an alternative area of the hospital, away from the private ward?**

**28-radiobutton**



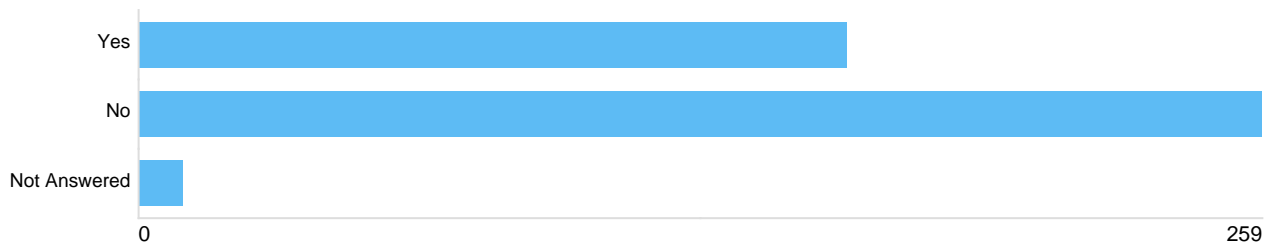
Option	Total	Percent
Yes	184	42.59%
No	39	9.03%
Maybe - depends on the procedure	192	44.44%
Not Answered	17	3.94%

**28-multiline text**

There were 115 responses to this part of the question.

**Question 26: Have you ever opted to have private radiology (x-rays/scans)?**

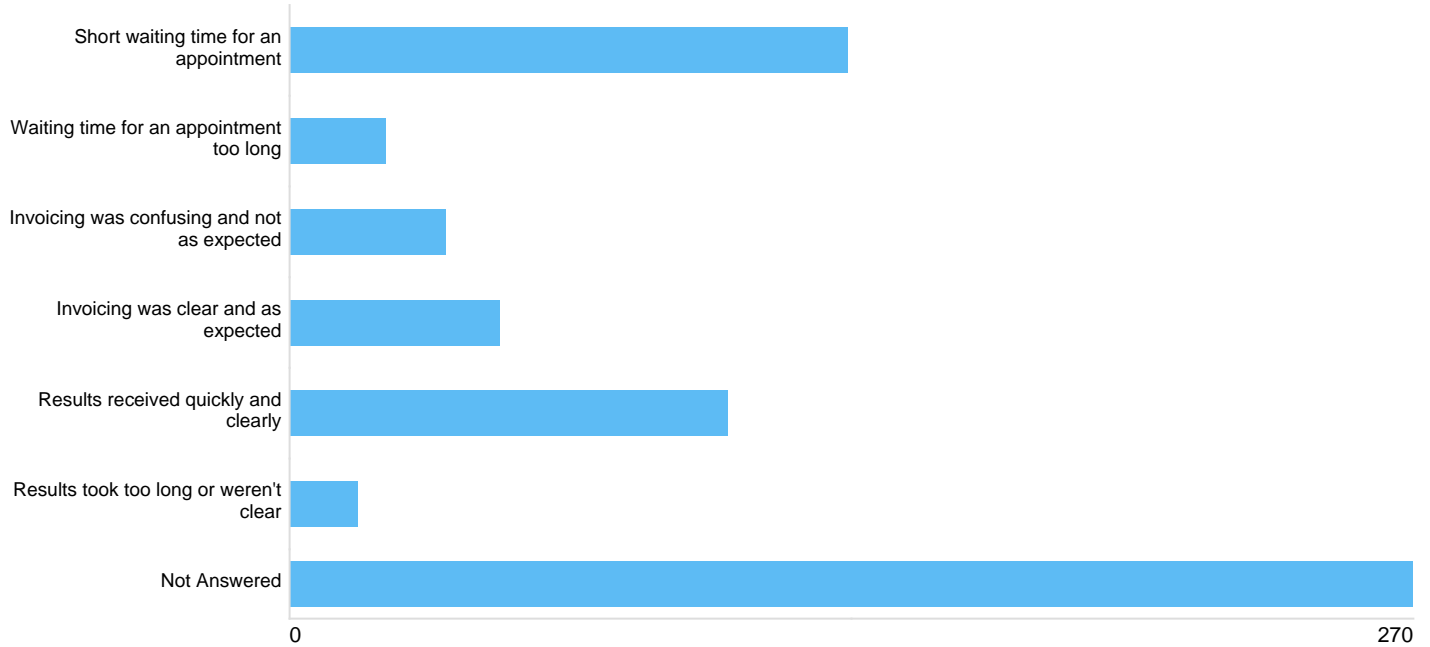
**29-radiobutton**





Option	Total	Percent
Yes	163	37.73%
No	259	59.95%
Not Answered	10	2.31%

**29-checkbox**



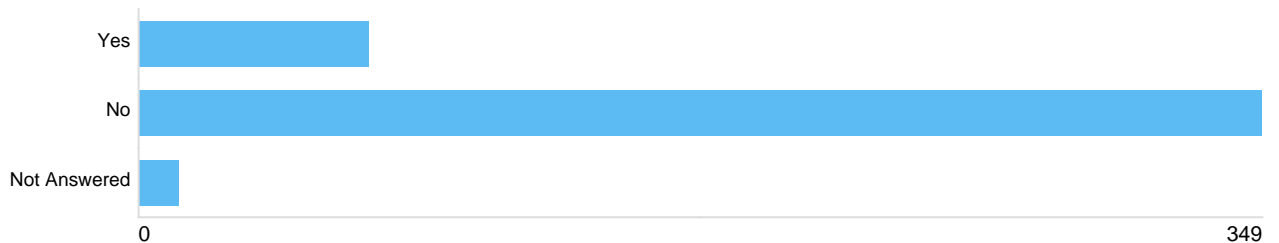
Option	Total	Percent
Short waiting time for an appointment	134	31.02%
Waiting time for an appointment too long	23	5.32%
Invoicing was confusing and not as expected	37	8.56%
Invoicing was clear and as expected	50	11.57%
Results received quickly and clearly	105	24.31%
Results took too long or weren't clear	16	3.70%
Not Answered	270	62.50%

**29-multiline**

There were **43** responses to this part of the question.

**Question 27: Have you ever opted to have private pathology (blood tests/swabs/sample testing)?**

**30-radiobutton**

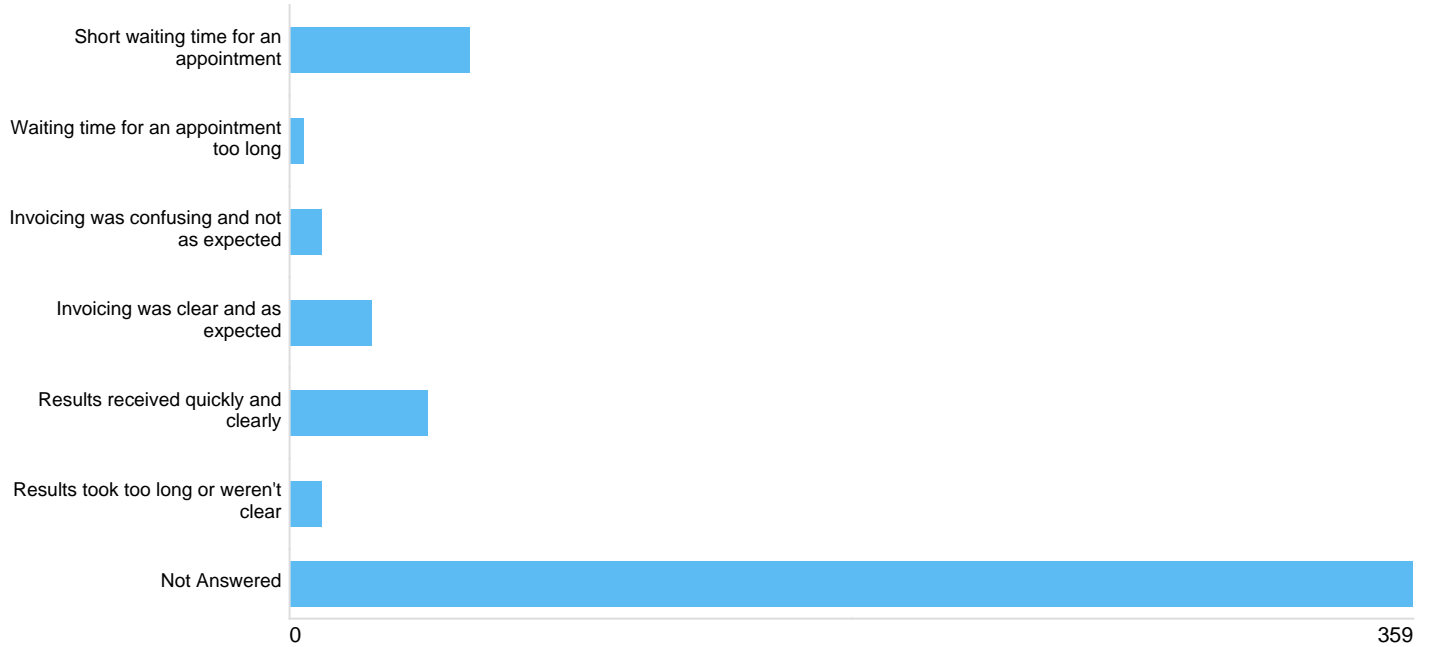






Option	Total	Percent
Yes	71	16.44%
No	349	80.79%
Not Answered	12	2.78%

**30-checkbox**



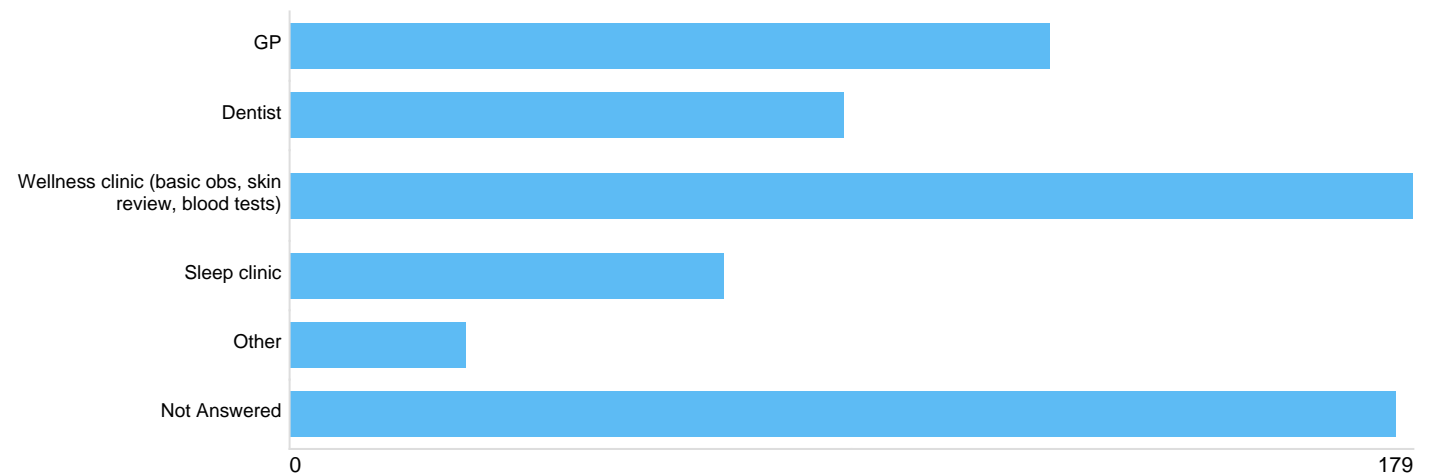
Option	Total	Percent
Short waiting time for an appointment	57	13.19%
Waiting time for an appointment too long	4	0.93%
Invoicing was confusing and not as expected	10	2.31%
Invoicing was clear and as expected	26	6.02%
Results received quickly and clearly	44	10.19%
Results took too long or weren't clear	10	2.31%
Not Answered	359	83.10%

**30-multiline text**

There were 15 responses to this part of the question.

**Question 28: Which services not currently available at Noble's Hospital would you be interested in using privately?**

**31-checkbox**





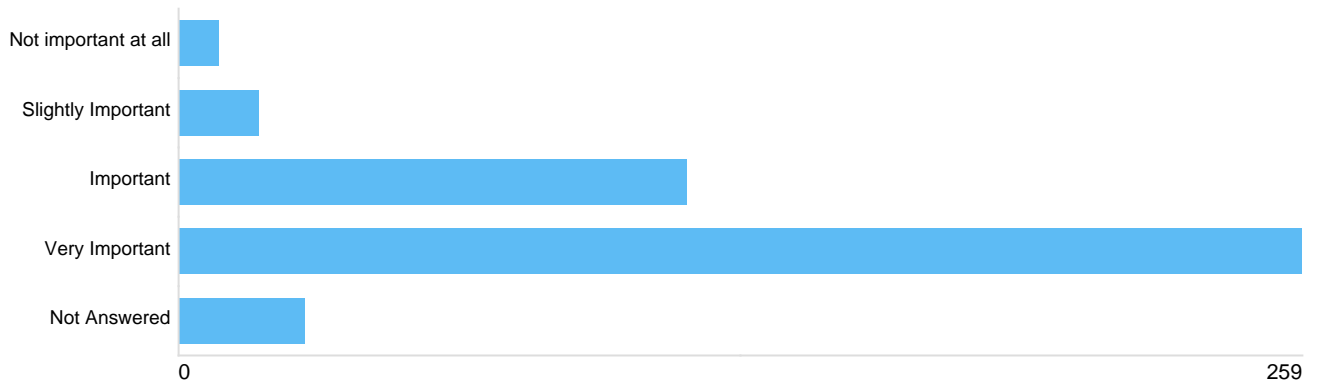
Option	Total	Percent
GP	121	28.01%
Dentist	88	20.37%
Wellness clinic (basic obs, skin review, blood tests)	179	41.44%
Sleep clinic	69	15.97%
Other	28	6.48%
Not Answered	176	40.74%

**31-multiline**

There were **87** responses to this part of the question.

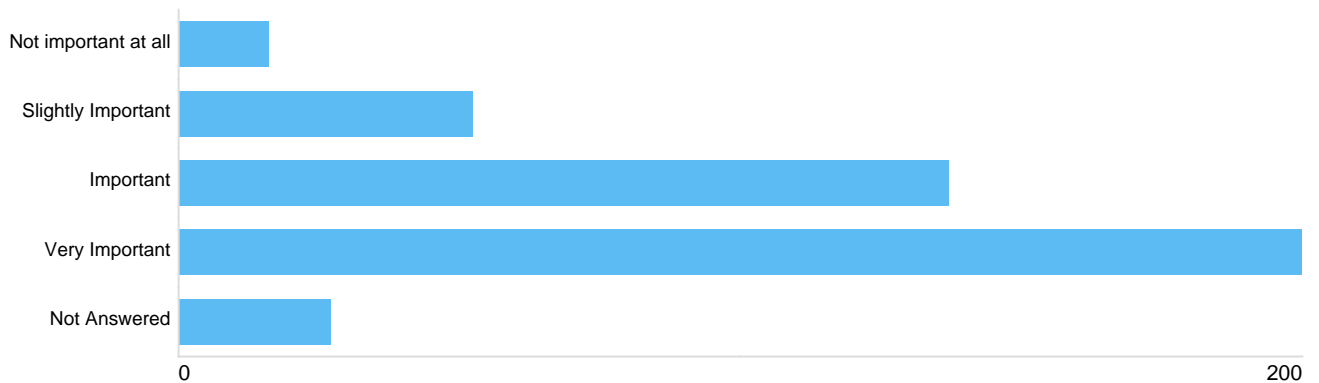
**Question 29: Please rank the importance of what would you like to see included on a private healthcare website?**

**32-matrix - Specialities available**



Option	Total	Percent
Not important at all	9	2.08%
Slightly Important	18	4.17%
Important	117	27.08%
Very Important	259	59.95%
Not Answered	29	6.71%

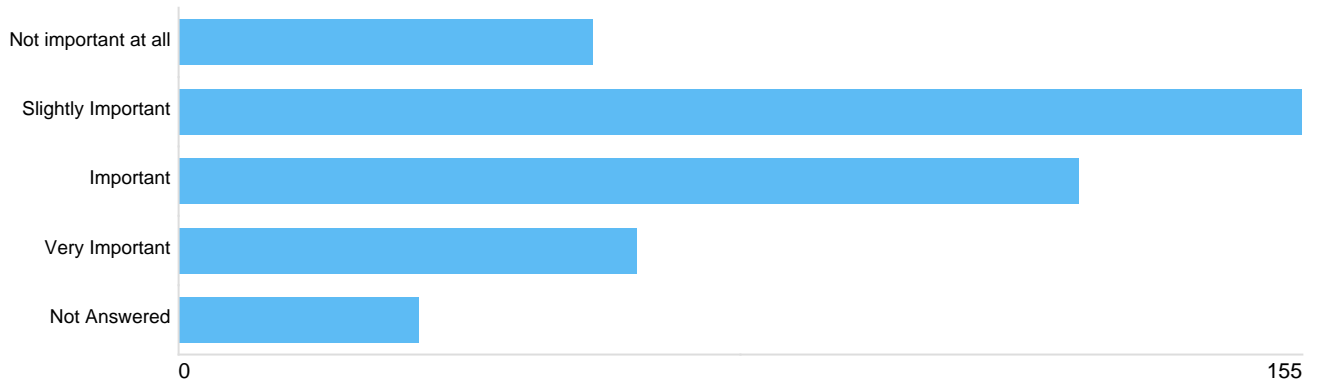
**32-matrix - Consultant biographies**





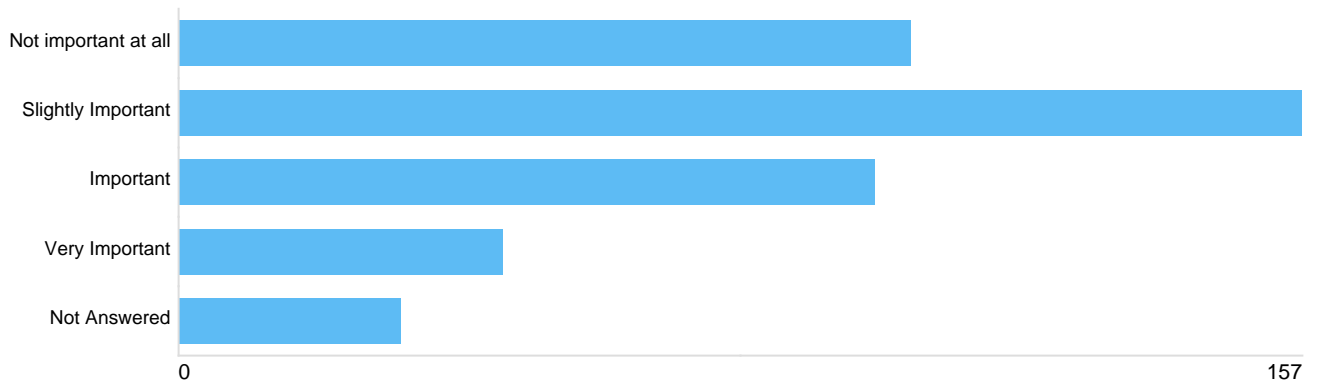
Option	Total	Percent
Not important at all	16	3.70%
Slightly Important	52	12.04%
Important	137	31.71%
Very Important	200	46.30%
Not Answered	27	6.25%

**32-matrix - Travel advice on how to get to the Private Patient Unit**



Option	Total	Percent
Not important at all	57	13.19%
Slightly Important	155	35.88%
Important	124	28.70%
Very Important	63	14.58%
Not Answered	33	7.64%

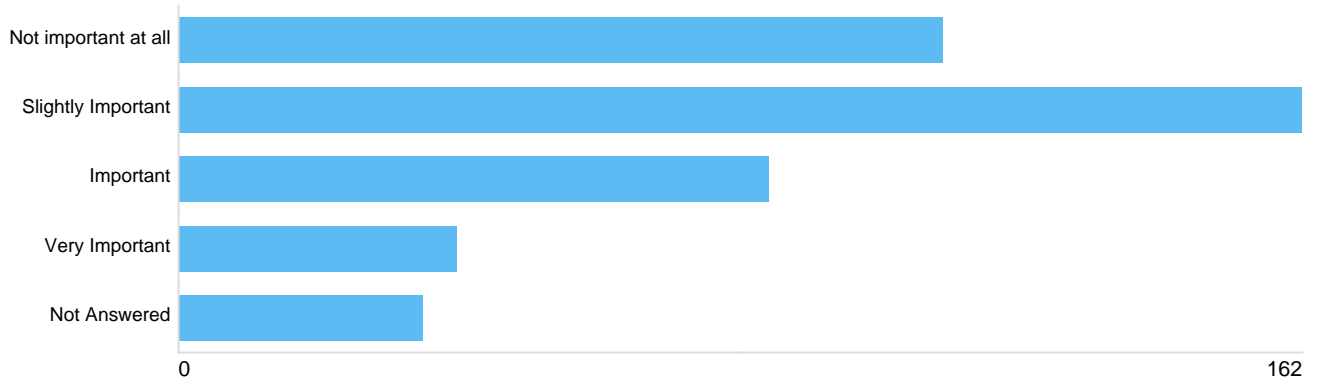
**32-matrix - Photographs of example rooms and meals**





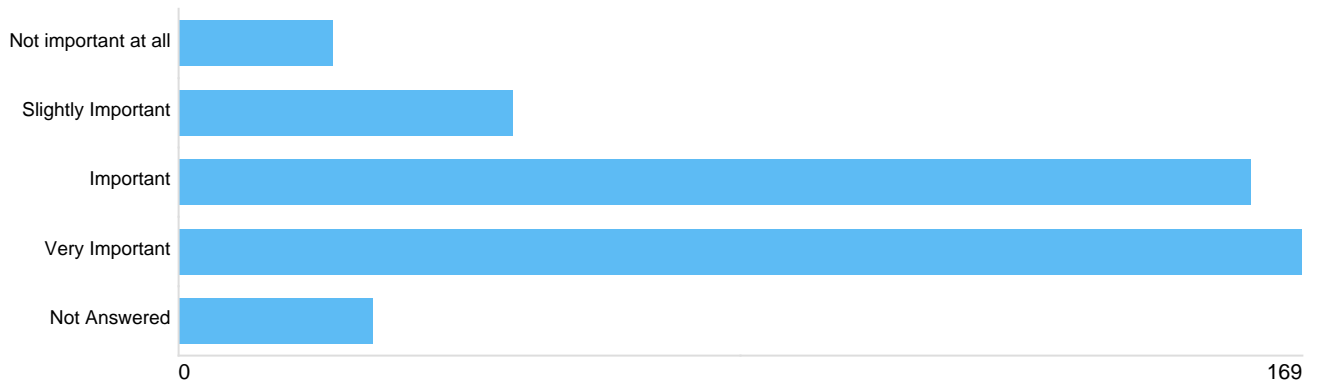
Option	Total	Percent
Not important at all	102	23.61%
Slightly Important	157	36.34%
Important	97	22.45%
Very Important	45	10.42%
Not Answered	31	7.18%

**32-matrix - Example menu choices**



Option	Total	Percent
Not important at all	110	25.46%
Slightly Important	162	37.50%
Important	85	19.68%
Very Important	40	9.26%
Not Answered	35	8.10%

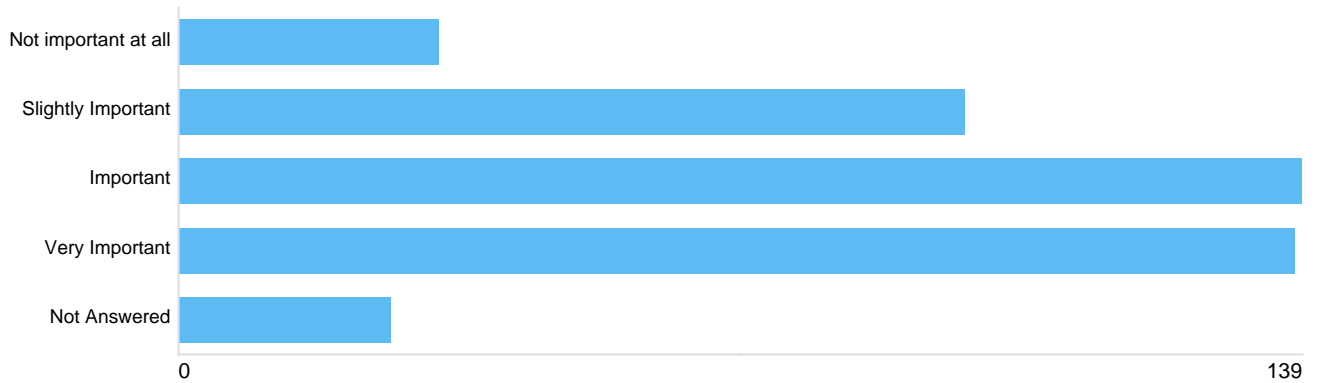
**32-matrix - Finance information including payment methods**





Option	Total	Percent
Not important at all	23	5.32%
Slightly Important	50	11.57%
Important	161	37.27%
Very Important	169	39.12%
Not Answered	29	6.71%

**32-matrix - Key staff biographies**



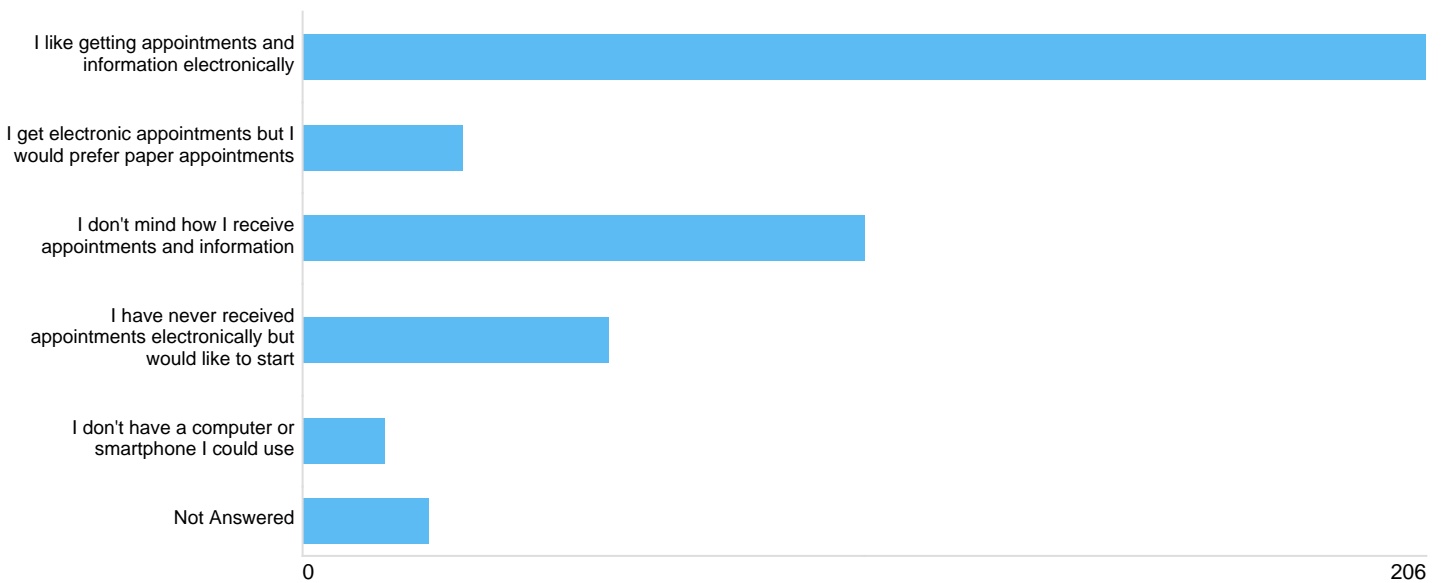
Option	Total	Percent
Not important at all	32	7.41%
Slightly Important	97	22.45%
Important	139	32.18%
Very Important	138	31.94%
Not Answered	26	6.02%

**32-multiline**

There were **49** responses to this part of the question.

**Question 30: Technology now allows for appointments and pre-admission literature to be sent out electronically. What is your experience of receiving appointments and other information electronically?**

**33-radiobutton**





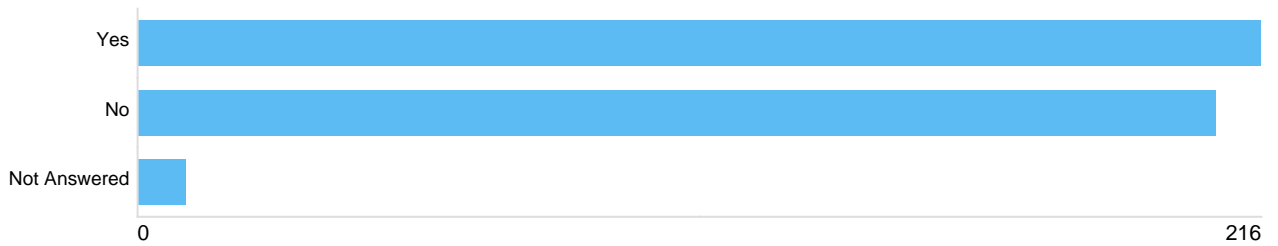
Option	Total	Percent
I like getting appointments and information electronically	206	47.69%
I get electronic appointments but I would prefer paper appointments	29	6.71%
I don't mind how I receive appointments and information	103	23.84%
I have never received appointments electronically but would like to start	56	12.96%
I don't have a computer or smartphone I could use	15	3.47%
Not Answered	23	5.32%

**33-multiline**

There were **59** responses to this part of the question.

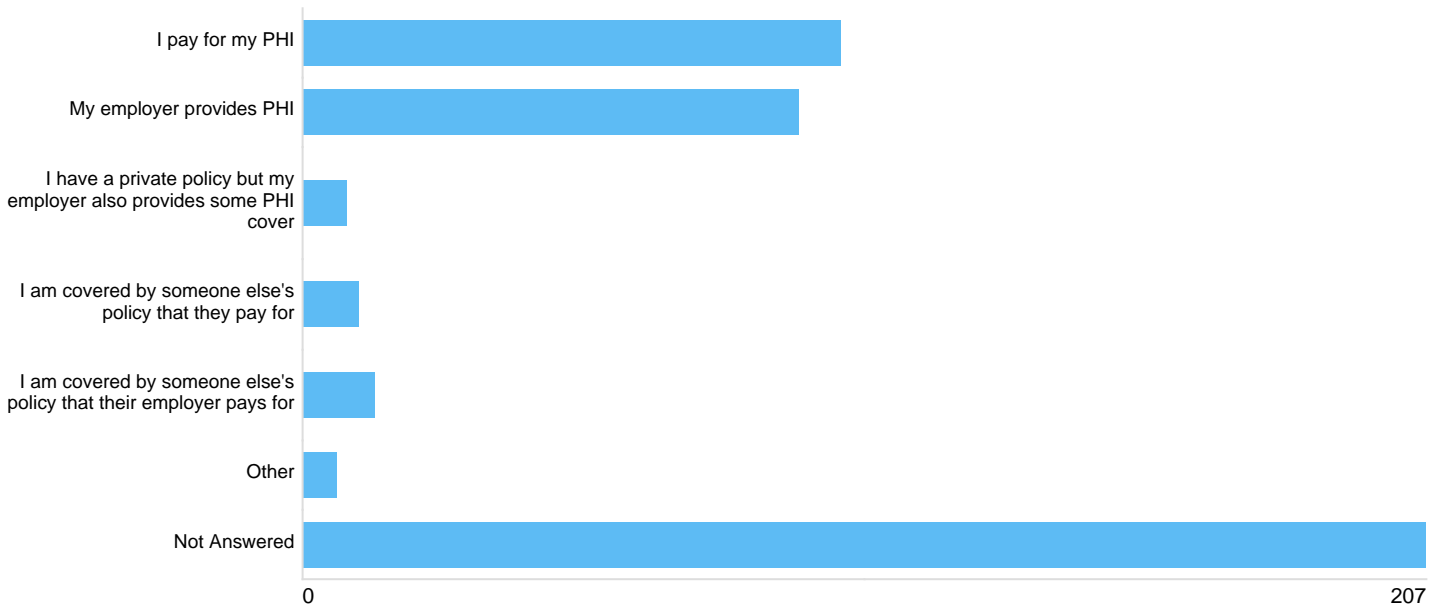
**Question 31: Do you currently have Private Health Insurance (PHI)?**

**34-radiobutton**



Option	Total	Percent
Yes	216	50.00%
No	207	47.92%
Not Answered	9	2.08%

**34-checkbox**





Option	Total	Percent
I pay for my PHI	99	22.92%
My employer provides PHI	91	21.06%
I have a private policy but my employer also provides some PHI cover	8	1.85%
I am covered by someone else's policy that they pay for	10	2.31%
I am covered by someone else's policy that their employer pays for	13	3.01%
Other	6	1.39%
Not Answered	207	47.92%

**34-multiline**

There were **12** responses to this part of the question.

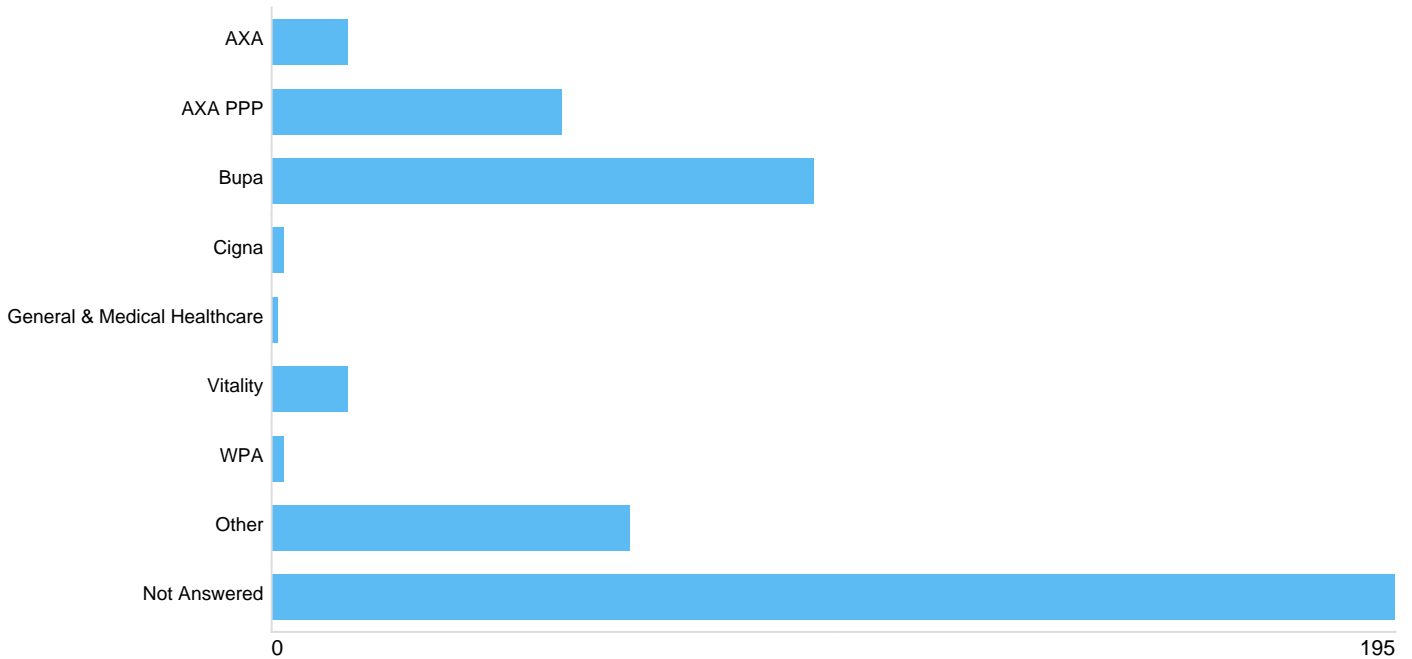
**34-radiobutton**



Option	Total	Percent
Yes	95	21.99%
No	30	6.94%
Not Answered	307	71.06%

**Question 32: Who is your insurer?**

**35-dropdown**





Option	Total	Percent
AXA	13	3.01%
AXA PPP	50	11.57%
Bupa	94	21.76%
Cigna	2	0.46%
General & Medical Healthcare	1	0.23%
Vitality	13	3.01%
WPA	2	0.46%
Other	62	14.35%
Not Answered	195	45.14%

**35-multiline**

There were **79** responses to this part of the question.

**Question 33: If you have an excess payment clause on your policy, what is the excess amount?**

**36-radiobutton**



Option	Total	Percent
£1 to £199	79	18.29%
£200 to £399	47	10.88%
£400 to £599	21	4.86%
£600 to £799	1	0.23%
£800 to £999	0	0%
£1000+	17	3.94%
Not Answered	267	61.81%

**Question 34: Do you have any additional suggestions you think would improve the private patient offering on the Isle of Man?**

**37-multiline**

There were **208** responses to this part of the question.