

Annual Patient Experience / Satisfaction Survey

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Introduction

New patients attending the NHS Community Dermatology Service are asked to complete a Patient Experience / Satisfaction Survey. The questionnaires are anonymous and cannot be linked back to individual patients. The Surveys are posted back to Rowley Hall Hospital, and the answers collated on a quarterly basis and forwarded to the local commissioning CCG.

The Patient Experience / Satisfaction Survey reflects the guidance published by NICE in February 2012 – “Patient Experience in adult NHS services: improving the experience of care for people using adult NHS services” (NICE CG138)

Results

112 New patients attended the NHS Community Dermatology Service between 1st April 2012 and 31st March 2013.

- 101 patients (90%) New patients were given a questionnaire to complete.
- 73 of the 101 patients (72%) returned the questionnaire.

Demographic Information – completed questionnaires

Age: Range (18 -80's)

The majority of patients were in the 50-79 year age group

Gender: Male (23); Female (49)

Disability status: Able-bodied (65) Disabled (7)

10% of patients who completed the questionnaire stated that they were registered as disabled.

Post Codes: ST11 (1); ST12 (3); ST15 (24); ST16 (11); ST17 (9); ST18 (14); ST21 (5); WS15 (2); Not answered (3)

Ethnicity: British or mixed British (67); Carribean (1); Irish (1); Other white background (2); Other mixed background (1)

93% of patients who completed the questionnaire stated that they were British or mixed British.

Demographic data not answered: 1

Patient Satisfaction Survey

The Patient Satisfaction Survey looks at 3 main elements:

1. Ease of Access to the NHS Community Dermatology Service at Rowley Hall Hospital
2. Physical Environment
3. Patient Experience (Standards as in NICE CG138)

Additional questions looked at Patient Information / Health Promotion and waiting times in clinic.

Ease of Access to the NHS Community Dermatology Service

The general thrust of recent government reforms is to provide high quality services “closer to home” – at a location which is convenient for the patient and promotes equality of access. The NHS Community Dermatology Service is listed on Choose and Book, and also accepts paper referrals from local GPs.

Making an Appointment

77% of patients reported that it was “very easy” to make an appointment.

94% of patients reported that it was “easy” or “very easy” to make an appointment.

How easy was it to get to the Clinic?

62% of patients stated that it was “very easy” to get to the clinic.

90% of patients stated that it was “easy” or “very easy” to get to the clinic.

These patient reported results show that the majority of patients (90 & 94%) found it “easy / very easy” to make an appointment and “easy / very easy” to get to the clinic. This confirms that the NHS Community Dermatology Service at Rowley Hall Hospital offers convenient, accessible care closer to home, as reported by patients attending the clinic.

	1 Very Bad or Difficult	2 Bad or Difficult	3 Neither Good / Easy or Bad / Difficult	4 Good / Easy	5 Very Good / Very Easy
Ease of making appointments:		1	3	13	56
How easy was it to get to the clinic?		1	6	21	45

Physical Environment

Patients were asked to rate the waiting area and the clinic room. The questionnaire covered a time period when major refurbishment was being undertaken at Rowley Hall Hospital.

Waiting area

45% of patients described the waiting area as “very good”.

87% of patients described the waiting area as “very good” or “good”.

Clinic room

74% of patients described the clinic room as “very good”.

97% of patients described the clinic room as “good” or “very good”.

In spite of major building works being undertaken at Rowley Hall Hospital, the majority of patients reported positively about the waiting area and the clinic room. However, overall, patients ranked the waiting area as the lowest score compared to other questions.

	1 Very Bad or Difficult	2 Bad or Difficult	3 Neither Good / Easy or Bad / Difficult	4 Good / Easy	5 Very Good / Very Easy
Waiting area?		1	8	30	32
Clinic room?			2	17	54

Patient Experience: NICE CG138

NICE guidance (2012) and the recent Francis Report (2013) emphasise the importance of the experience of care, and patient involvement throughout the “patient care pathway”. This Patient Experience / Satisfaction Survey specifically asks patients to comment on these aspects of patient care.

82% of patients reported that staff attitude and communication was “very good”
97% of patients reported staff attitude and communication to be “very good” or “good”.

100% of patients felt that they were treated with Privacy and Dignity; that they were given the opportunity to discuss their problem / treatment plan; and that their views were listened to.
92 / 93% of patients gave a “very good” rating for each of these aspects of Patient Experience.

	1 Very Bad or Difficult	2 Bad or Difficult	3 Neither Good / Easy or Bad / Difficult	4 Good / Easy	5 Very Good / Very Easy
Staff Attitudes & Communication			2	11	60
Privacy & Dignity				6	67
Opportunity to discuss problem / treatment?				5	67
Did you feel your views were listened to?				6	67

Patient Information / Health Promotion

Overall, 86% of patients reported that they had received written Patient Information on their skin condition. The quarterly data is presented below. It was identified mid way through the year that a significant minority of patients were reporting that they did not receive Patient Information on their skin condition, and procedures were introduced to rectify this as demonstrated by the data from the last 2 quarters of the year.

	No Information received	Yes	Yes – %
April – June 2012	5	12	70%
July – Sept 2012	4	11	73%
<i>Analysis of results revealed a significant minority of patients reporting that they did not receive Patient Information on their skin condition – this led to new procedures being introduced to rectify this.</i>			
Oct – Dec 2012	0	15	100%
Jan – March 2013	1	25	96%

Length of wait to be seen in clinic

9 out of 73 patients did not answer this question. This possibly relates to the positioning of the question such that patients do not readily see it. This question will be highlighted in future.

Of those that answered, 94% of patients reported that they were seen within 15 of their booked time.

	< 15 minutes	15 - 30 minutes	30 – 45 minutes	Not answered	
Length of wait on the day:	60	3	1	9	

Comments received in free text box

- “My meeting with Dr Ward was excellent. She was approachable, clear and answered all my questions”
- “I found the staff pleasant and would choose to have procedures done at RHH. Nice and clean, big bonus. Thanks to all concerned”
- “Outstanding service, Thank you”
- “I found Dr Ward very helpful and understanding, Thanks”
- “Seen before appointment time. Excellent service. Made to feel at ease”
- “Dr Ward was very reassuring, helpful and provided information. Very good “bedside manner” – easy to ask questions, good aftercare information given”
- “Very quick appointment after referral. Dr Ward was very approachable and clear”
- “My visit to Rowley Hall Hospital was First class in all departments. Superb”
- “Good Job”
- “I found the staff very pleasant and very helpful”
- “Dr Ward was great – really helpful and professional”
- “Prompt and efficient service received from GP and dermatologist. Problem diagnosed and treated at first appointment. Both diagnostic and biopsy reports received within 10 days. Service from consultant dermatologist excellent”
- “The consultant in dermatology was very helpful and patient describing the procedure and giving a sense of security”
- “If only all NHS appointments were like this!”
- “Dr Ward was fantastic in every way!!”
- “Very good”

Conclusions

Overall, Patients report high levels of satisfaction with the NHS Community Dermatology Service based at Rowley Hall Hospital, in relation to accessibility and convenience of location, physical environment and Patient Experience.

Quarterly monitoring allows changes to be introduced where necessary – in this case – in the provision of written Patient Information on the presenting skin condition.

Action Points

Dissemination of the results of the Annual Patient Experience / Satisfaction Survey to the commissioning CCG, the local Skin Cancer MDT and Rowley Hall Hospital as part of ongoing clinical governance arrangements.

Explore with patients the future requirements / format for Patient Information – verbal, written or web based?