

Annual Patient Experience / Satisfaction Survey

(April 2014 – March 2015)

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NHS Community Dermatology Service
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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 – Demographic Information

131 Patients returned the questionnaire, but not all questions were answered.

Age Range: 19 -90's

The majority of patients were in the 60-79 year age group

Gender: Male (50); Female (74)

Disability status: Able-bodied (96); Disabled (13)

12% of patients who completed this question stated that they were registered as disabled.

Post Codes: Patients lived in the Stafford and Surrounds Clinical Commissioning Group catchment area.

Ethnicity: British or mixed British (124); White and Black African (1); Irish (3)

97% of patients who completed this question stated that they were British or mixed British.

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. Patient Experience (Standards as in NICE CG138)
3. Patient Information

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.

How easy was it to get to the Clinic?

64% of patients stated that it was “very easy” to get to the clinic (82/129)

91% of patients stated that it was “easy” or “very easy” to get to the clinic (117/129)

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.

88% of patients reported that staff attitude and communication was “very good” (115/130)

98% of patients reported staff attitude and communication to be “very good” or “good” (127/130)

95% of patients felt that they were treated with Privacy and Dignity, describing it as “very good” (123/129)

100% of patients felt that they were treated with Privacy and Dignity, describing it as “very good” or “good” (129/129)

98% of patients reported that they were given the opportunity to discuss their problem / treatment plan, describing it as “very good” (127/130)

100% of patients reported that they were given the opportunity to discuss their problem / treatment plan, describing it as “very good” or “good” (130/130)

96% of patients felt that their views were listened to, reporting it as “very good” (124/129)

100% of patients felt that their views were listened to, reporting it as “very good” or “good” (129/129)

	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			3	12	115
Privacy & Dignity				6	123
Opportunity to discuss problem / treatment?				3	127
Did you feel your views were listened to?				5	124

Patient Information / Health Promotion

Overall, 98% of patients who answered the question reported that they had received written Patient Information on their skin condition (124/127).

Awareness of how Personal Information is used / Data Protection

From Quarter 2, an additional question on the Survey asked patients if they had read the information section on how their personal data was used. 88% of patients who replied, reported that they had read the section / were aware of how their personal data was used (88/100)

Awareness of how to make a complaint or how to raise concerns

From Quarter 2, an additional question on the Survey asked patients if they had read the information section on how to make a complaint or how to raise concerns. 84% of patients who replied, reported that they had read the section / were aware of how to make a complaint or raise concerns (83/99)

Friends and Family Test

(Would you recommend this clinic to Friends and Family?)

All Patients who responded would recommend the Clinic to Friends and Relatives except for one patient, who included this comment: "Staff are brilliant; access is not easy at school leaving time (cars from Blessed William Howard) and total lack of parking spaces makes access for sick people very difficult"

Free Text / Comments / Conclusions

Most of the comments were very positive, with patients reporting good Patient Experience and Satisfaction. Although 91% of patients stated that it was "easy" or "very easy" to get to the clinic (117/129); there were some negative comments related to parking issues, especially around the times of major refurbishment of the Premises (see appendix for full list of comments).

Action Points

Dissemination of the results of the Annual Patient Experience Survey to the commissioning CCG and Rowley Hall Hospital as part of ongoing clinical governance arrangements.

Continue to gather prospective Patient Experiences to inform and guide service provision.

Date of Report: 07.04.15

Signature:

Kathleen Anne Ward
GMC: 3190085

Appendix – Free text / Comments about Staff Members

Quarter 1

- Friendly and approachable staff
- Dr Anne Ward was excellent, very reassuring. All staff very friendly and professional
- 5* Star. Amazing Doctor, great place. Would prefer to come here than the main Hospital any day of the week
- Very friendly staff and a pleasant Hospital
- Very friendly, clean and informative
- Excellent
- A1

Quarter 2

- Highly Recommended!
- Very refreshing experience, Thank you
- Very friendly and approachable, Thank you
- Reassuring
- Dr Anne Ward was excellent
- Really quick, lovely lady, Thank you
- Most friendly & helpful advice
- A very pleasant, reassuring visit
- Great service, Thank you
- Dr Anne Ward was very nice and took time to explain the problem and procedure necessary. Made me feel at ease from the start
- Dr Ward was very kind and considerate explaining everything very clearly. Thank you so much.
- Excellent service – thank you
- Thanks to Dr A. Ward and Dr K. Millward
- Very efficient with correspondence and apt – went in 5 mins early
- Very thorough
- Helpful / prompt treatment

Quarter 3

- I received a personal phone call from the consultant Dr Anne Ward regarding my appointment having left a message. I was seen within 3 weeks and had little waiting time at the clinic. I was treated with courtesy from a most friendly and sensitive consultant. She took the time to listen, examine me and explained clearly my condition. She also was able to indicate the timing of a future appointment for minor surgery. I was very impressed by my experience today and would recommend the service of Dr Anne Ward
- A very relaxed surroundings and a very good nursing staff
- The consultant was particularly kind and very professional
- I thought Dr A. Ward was very considerate and helpful, I felt confident with her
- My appointment with Dr Anne Ward was conducted both professionally and thorough, as I would have expected. The manner in which the consultation took place was far more than I could ever have expected. She was a delight, I had always thought that my GP, Dr Stafford was up there on his own.
- I found Rowley Hall Hospital a very friendly and efficient hospital which I would gladly recommend my family and friends to visit
- Excellent advice and attention
- My experience of the clinic today was wonderful as was Anne Ward, who explained everything clearly and reassuringly
- All staff most helpful. Consultant very knowledgeable
- No comments really, all went very smoothly
- Excellent, very informative, Top Marks

Quarter 4

- Excellent service, Ms Ward very easy to talk to, very knowledgeable and explained everything in detail. Didn't feel rushed or silly asking questions. Felt as if she was genuinely interested in me as an individual.
- All staff are polite and friendly
- Very happy with my treatment
- Very good service- a credit to the NHS. Thank you
- Excellent Consultant. Open and frank regarding options. excellence in treatment in every respect
- Dr Ward was excellent. She was very clear and patient
- Was seen exactly on time. Dr was excellent in diagnosis and explanation and treatment
- The staff were very professional and the atmosphere relaxed. The Dr was clear in her advice and most helpful.
- I found my visit relaxing after several days pf worrying about it and my doc explained everything to me with care and made me feel confident. I was in good hands. Thank you
- Very impressed with overall service. Dr Ward was very helpful
- Dr Anne Ward gave me a thorough examination, explained everything and was one the nicest Drs I have ever met