

Stafford Skincare Patient Experience Survey 2015 / 2016

Introduction

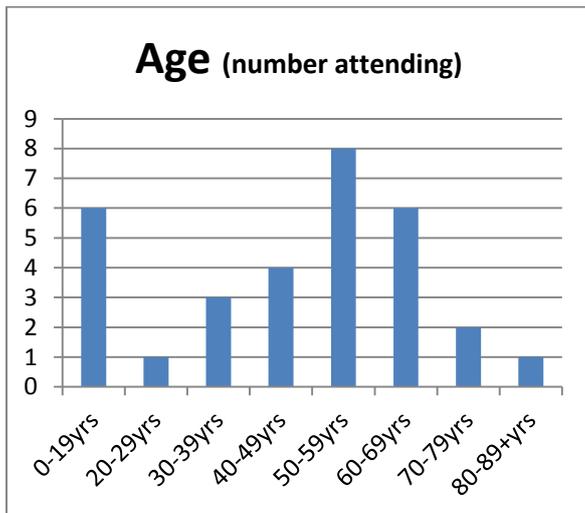
Each year, a sample of Patients attending Stafford Skincare are asked to complete a Patient Experience Survey. This year, consecutive patients attending either the Cannock or Lichfield clinic during August 2015 were invited to complete a questionnaire and return it in a stamped addressed envelope. The questionnaire is anonymous and cannot be linked back to individual patients. The Patient Experience 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

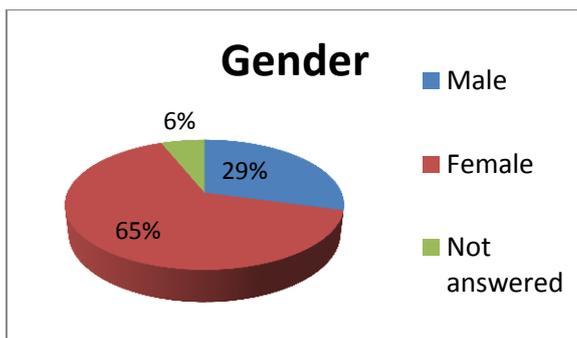
This snapshot Survey comprised 31 Patients who returned the questionnaire.

Age Range: 5 – 89+ years

The majority of patients were in the 50-69 year age group, followed by children (0-19 years) and the 60-69 year age group.



Gender: Male (9); Female (20); not answered (2)



Disability status: Able-bodied (26); Disabled (1); not answered (4)

4% of patients who completed this question stated that they were registered as disabled.

Post Codes: Patients lived across Staffordshire including Cannock, Stafford, Stoke, Wolverhampton, Lichfield and Derby.

Ethnicity: The majority of Patients described themselves as British or mixed British (29); the remaining patients described themselves as “Other White Background” (2).

Patient Experience Survey

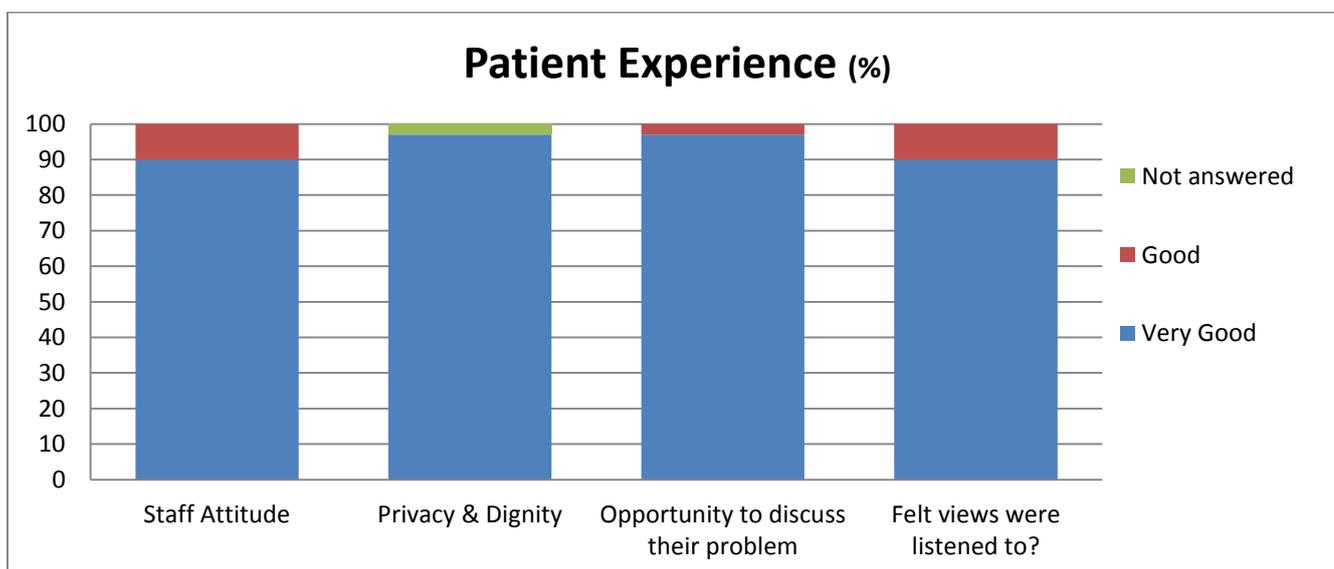
The Survey looks at 5 main areas:

1. Patient Experience (Standards as in NICE CG138)
2. Patient Information / Health Promotion
3. Patient Confidentiality
4. Raising Concerns
5. Friends and Family Test

1. Patient Experience: NICE CG138

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

	Good or Easy	Very Good or Very Easy
What do you think of the Staff attitude & their communications with you?	3 (10%)	28 (90%)
Were you treated with Privacy & Dignity?	1 not answered	30 (97%)
Were you given the opportunity to discuss your skin problem & the treatment options?	1 (3%)	30 (97%)
Did you feel your views were listened to?	3 (10%)	28 (90%)



2. Patient Information / Health Promotion

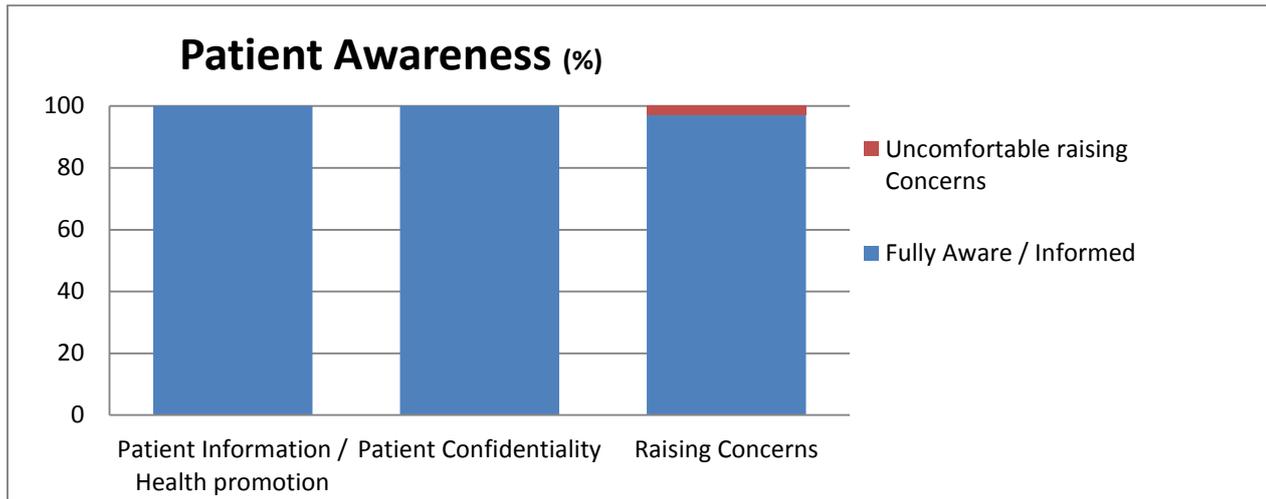
All patients (100%) reported that they had received Information on their skin condition / treatment.

3. Patient Confidentiality

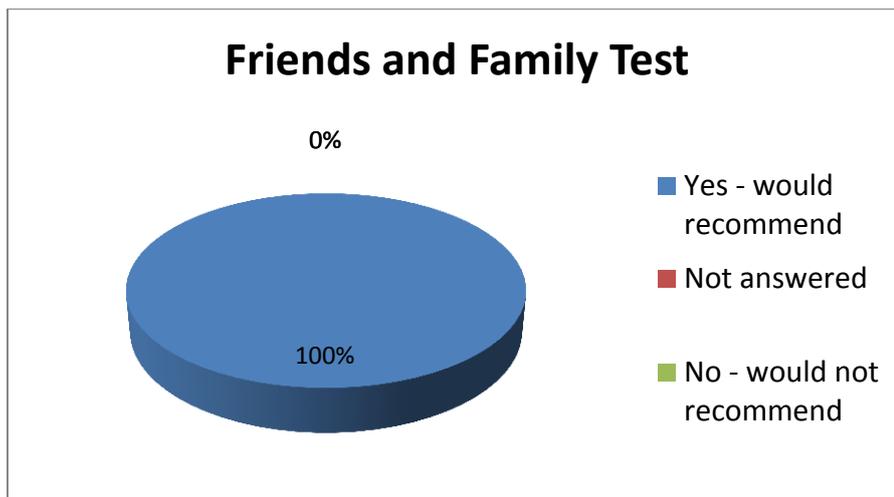
All patients (100%) were aware that all personal information is treated as confidential and not disclosed to anyone else.

4. Raising Concerns

Thirty patients (97%) felt comfortable discussing any issues or concerns with Dr Ward. One patient (3%) said that they would not be comfortable, but did not state why not.



5. Friends and Family Test: All patients (100%) would recommend Stafford Skincare, both Lichfield and Cannock premises, to Friends and Family.



Comments received in free text box

- Yes, I would recommend Dr Ward, and now wish I had been years ago!
- Yes, very professional and very helpful
- Excellent service!
- Very good and informative consultation. Very good aftercare advice

- Highly recommended. Always polite + remains professional at all times.
- I have been going to Anne Ward for the past 6 years and I am 100% happy with her service. I find her very professional but very caring and friendly. I would recommend her to anybody requiring her services.
- I was so distressed about my skin condition, and Dr Ward reassured me, & gave me practical advice.
- Dr Anne Ward was helpful in discussing my skin problem. I will carry out the advice the doctor gave to me and sincerely hope I will soon have some relief from the terrible suffering I have endured from itching for several weeks with hives and eczema.
- Lovely lady, very easy to talk to and explained thoroughly.
- I was treated with respect, and my issues were dealt with. I was not made to feel as if I was over exaggerating my problems. Dr Ward a very professional person who was easy to relate to and discuss concerns.
- Good service.
- Always been treated with a welcome smile, giving me confidence with any procedure I've been given, a warm and experienced feeling.
- Knowledge and attitude inspires complete confidence in advice and treatment programme. Highly recommended. Thank you.
- It was pleasure to meet Dr Ward, she was very helpful.
- First Class. I tell everybody about this very special service. Thank you very much.

Action Points

Publication of the results of the Annual Patient Experience Survey on Stafford Skincare website and inclusion in Annual Appraisal as part of ongoing clinical governance arrangements.

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

Date of Report: 30.04.16

Signature:

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