

# Stafford Skincare Patient Experience Survey 20<sup>th</sup> April 2017

## Introduction

Each year, a number of Patients attending Stafford Skincare are asked to complete a Patient Experience Survey which provides feedback on the Clinics and their experience of the service. The Survey includes The Friends and Family Test.

This year, a total of 40 consecutive patients attending the Cannock Clinic (20 patients) or the Lichfield Clinic (20 patients) during January and February 2017 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 is based on 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). It also incorporates the updated guidance on information sharing from the Caldicott Review: information governance in the health and care system (2013).

## Results – Demographic Information

The current Survey comprised 40 Patients, 20 each from the Cannock and Lichfield Clinics.

### Age Range: 0 – 89+ years

The majority of patients were over 40 years old, particularly at the Lichfield Clinic, where most people fell within the age groups 40 – 69 years old.

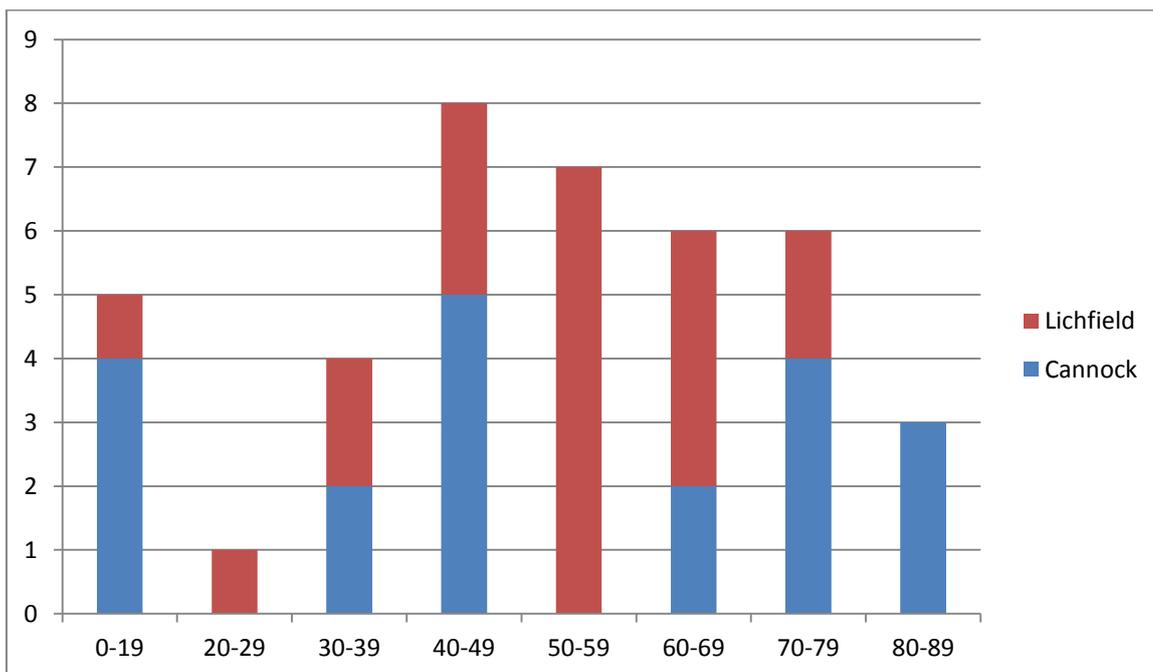


Figure 1 Age of person (in years) attending the Cannock and Lichfield Clinics

**Gender:** Twenty-nine patients answered the question: Of these, 10 Males and 29 females attended both Clinics. The majority of patients attending the Lichfield Clinic were Females (18 out of 20) which reflects that this Clinic predominantly provides Non-surgical Cosmetic Procedures.

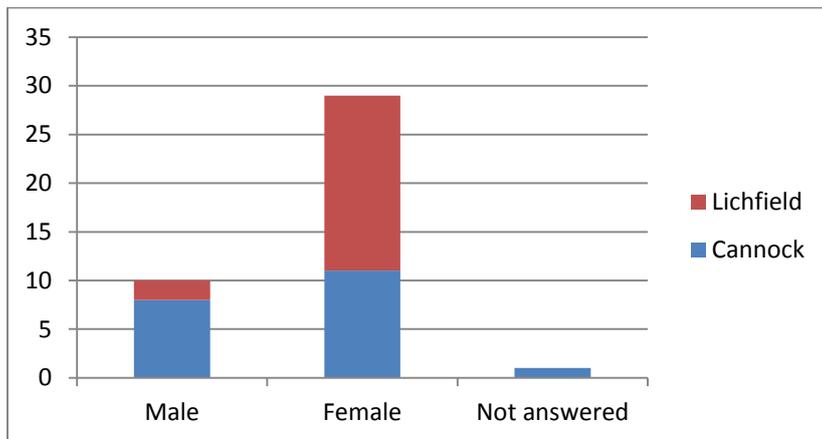


Figure 2 Gender of Person attending the Cannock and Lichfield Clinics.

**Disability status:** Able-bodied (34); Disabled (4); not answered (2)

The number of people stating that they were registered as disabled was identical for the Cannock and Lichfield Clinics – 2 each (10%).

**Post Codes:** Patients attended the Clinics from across Staffordshire including Cannock, Stafford, Stoke, Sutton Coldfield, Wolverhampton and Lichfield. People attending the Cannock Clinic were more likely to live locally, with 11 out of 17 people who answered the question having a Cannock postcode (65%).

People attending the Lichfield Clinic also attended from the Swindon, Coventry and Crewe area. Only 3 out of 19 patients who answered the question lived in Lichfield (16%).

**Ethnicity:** The majority of Patients described themselves as “British or mixed British” (38); the remaining patients described themselves as “White and Asian” (1) and “Indian / British Indian” (1).

## Patient Experience Survey

This Year's Survey looked at 4 main areas:

1. Patient Experience (Standards as in NICE CG138)
2. Information Sharing (Caldicott Review)
3. Raising Concerns
4. 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.

<b>Patient Experience: NICE CG138</b>	Good or Easy	Very Good or Very Easy
What do you think of the Staff attitude & their communications with you?	1 (2%)	39 (98%)
Were you treated with Privacy & Dignity?	1 (2%)	39 (98%)
Were you given the opportunity to discuss your skin problem & the treatment options?	1 (2%)	39 (98%)
Did you feel your views were listened to?	1 (2%)	39 (98%)

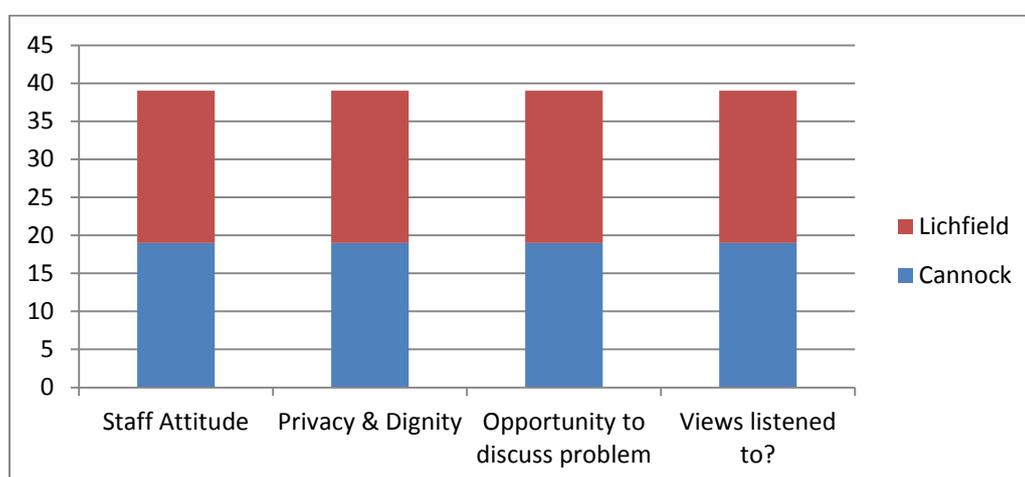


Figure 3 Number of people rating their Experience as "Very Good" or "Very Easy"

## 2. Information Sharing

The questionnaire asked whether people were happy for information about their skin problem to be shared with their Carer / Friend / Family member, if someone had attended the Clinic with them. The answers from both Clinics were identical. Thirteen patients out of 20 were happy for information to be shared, 5 patients said that the question was not relevant in their situation, and 2 patients did not comment.

## 3. Raising Concerns

All patients (100%) stated that they had received information about what to do / who to contact if they had questions or concerns about their treatment.

## 4. Friends and Family Test

All patients (100%) would recommend Stafford Skincare, both Lichfield and Cannock Clinics, to Friends and Family.

## Comments received in free text box

- Efficient, friendly and caring personnel.
- A brilliant consultation could not have been better. Dr Ann Ward was also brilliant so thanks to her.
- Dr Anne Ward is lovely, she explained the procedure very well, was gentle and reassuring. Didn't feel a thing.
- Anne was extremely professional, kind and understanding. Her clinic was also very clean and well presented. Many Thanks!
- Thrilled with my progress and exceptional treatment.
- I found Anne Ward very helpful. I feel very relaxed with her because she always seems to explain to me properly of the problems I go to her with. She always manages to fit you in and get seen quickly.
- Very helpful, finally got a diagnosis for my skin condition after 12 months of previous GPs and NHS dermatologists having no idea. Pushed for actual treatment with GP to cure skin condition with necessary steps. Very helpful, Thank you.
- Anne is a super person.
- The treatment I received from Dr Anne Ward was excellent. She came highly recommended by a family member and she didn't disappoint.

## 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: 20.04.17

Signature: .....

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