

# Stafford Skincare Patient Experience Survey

14<sup>th</sup> April 2018

## Introduction

Each year, consecutive 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, and gathers demographic data such as age, gender, disability status and ethnicity.

This year, a total of 36 consecutive patients attending the Cannock Clinic (16 patients) or the Lichfield Clinic (20 patients) during March 2018 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 36 Patients; Cannock (16) and Lichfield (20) Clinics.

### Age Range: 0 – 79 years

The majority of people attending the Clinics were over 40 years of age. However, patients attending the Cannock clinic also had a relatively higher number of people aged 20 – 39 years which contrasted to the Lichfield clinic, with most people in the age group 40 – 79 years old.

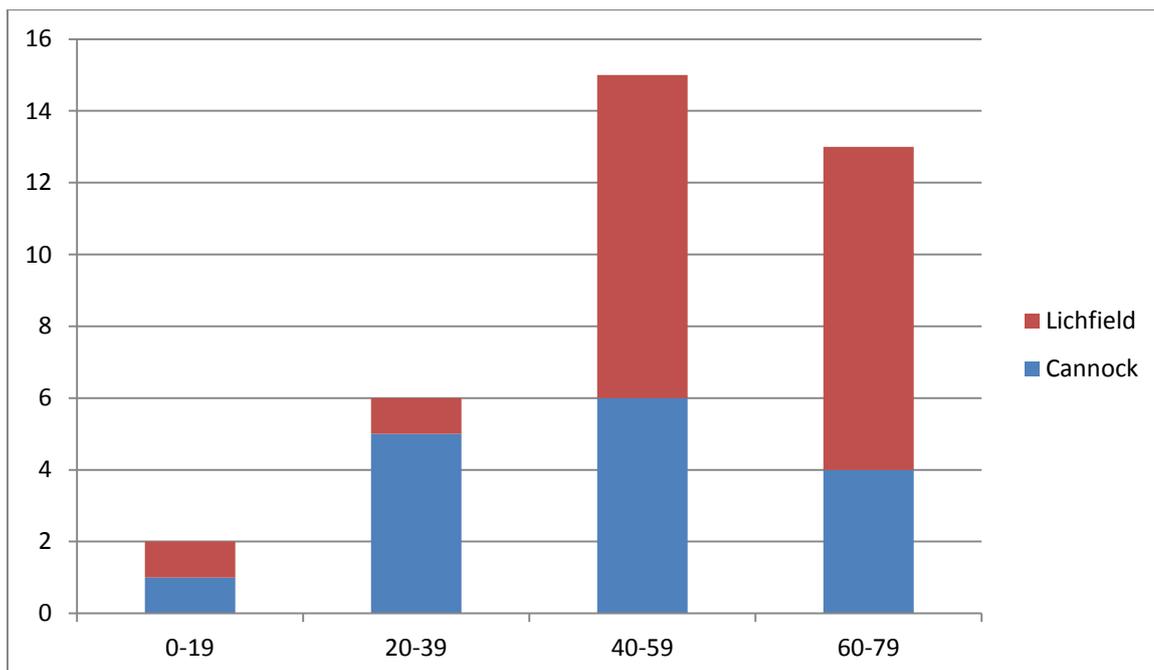


Figure 1 Age of person (in years) attending the Cannock and Lichfield Clinics

**Gender:** Thirty-three patients answered the question, including 19 females and 14 males. A similar proportion of males and females attended each Clinic.

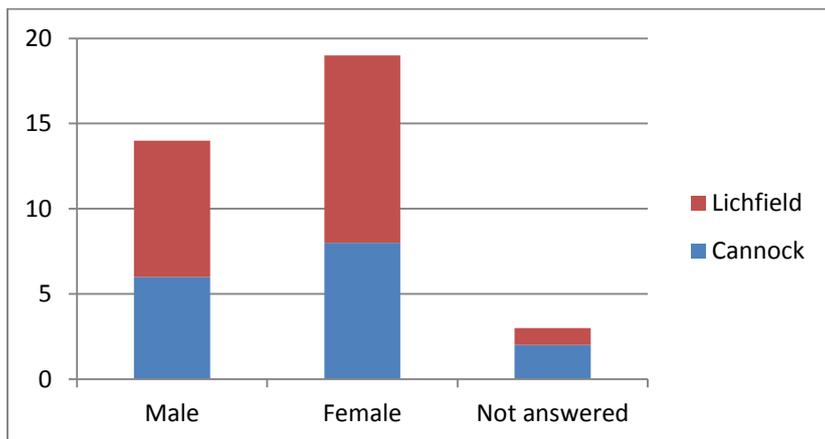


Figure 2 Gender of Person attending the Cannock and Lichfield Clinics.

**Disability status:** Able-bodied (34); not answered (2)  
 Nobody attending the Cannock and Lichfield Clinics were registered as disabled.

**Ethnicity:** Most patients described themselves as “British or mixed British” (34). The remaining 2 patients described themselves as “Other White Background”.

### Patient Experience Survey

This Year’s Survey looked at 4 main areas, similar to last year:

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?	0	36 (100%)
Were you treated with Privacy & Dignity?	1	35 (97%)
Were you given the opportunity to discuss your skin problem & the treatment options?	0	36 (100%)
Did you feel your views were listened to?	0	36 (100%)

## **2. Information Sharing / Caldicott Review**

The questionnaire asked whether people were happy for information about their skin problem to be shared with their Carer / Friend / Family member. The phrase "*if someone had attended the Clinic with them*" was inadvertently omitted from the question. This may explain why the majority of people (27) answered "not applicable", with 3 people answering "yes" and 6 people answering "no".

## **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**

- Excellent
- Very good service and informative.
- Dr Anne Ward was very informative and sympathetic. Put me at ease and alleviated my concerns / fears. Would definitely recommend her!
- I travel to Anne Ward as I feel completely at ease and not made to feel stupid if I ask lots of questions. If I ever had family or friends that needed treatment I wouldn't hesitate in recommending her.
- My skin problem was dealt with promptly, and results of treatment cannot be faulted.
- Always felt very comfortable + valued with Dr Ward
- I visited Dr Ward with my mum. We were both extremely pleased with the visit. Dr Ward always listens to concerns, readily answers any questions, is very knowledgeable and gives you the time you need. Can't recommend Dr Ward enough – very caring, professional and patient.
- Very satisfied
- Dr Ward was very helpful and charming. The experience was far less traumatic than expected.
- Lovely calming experience. Pain free.
- Excellent service; very pleasant
- I have been very pleased with the care and attention I have received
- Very professional and knowledgeable
- Anne is a very professional and caring doctor, I always feel safe in her hands, always satisfied with the results of my treatment. Couldn't recommend her highly enough
- Fantastic service. Recommend to anyone
- Prompt attentive service. Helped me understand my skin conditions and options. Minor treatment carried out on the spot, which appears to have been successful. Very useful to have this facility locally.
- Very efficient service. Happy with everything.
- A first class service + advice process.
- Dr Ward's expertise solved my skin problem in minutes after repeated visits that were unsuccessful to my GP. After incredibly painful and depressing few weeks it was wonderful to have a solution. Thank you.
- An excellent service and very thorough. I now have peace of mind that, at long last, my skin condition is getting sorted. Thank you so much.

- Anne was lovely. She listened to how I felt and what was concerning me most! Have already recommended her to friends. Thank you Anne.
- I received an outstanding service and care from Dr Ward. Could not ask for more!! Highly recommended doctor. I cannot imagine going to anybody else with future problems. Super Thanks!

### **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: 14.04.18

Signature: .....

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