

Stafford Skincare

Patient Experience Survey

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Introduction

Each year, consecutive Patients attending Stafford Skincare are asked to complete a Patient Experience Survey which provides feedback on the Clinic 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 15 consecutive patients attending the Lichfield Clinic during March 2020 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 aim had been to gather viewpoints from 30 consecutive patients, but the survey was stopped early because of the Covid-19 “lockdown”.

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 demographic data was completed by 15 patients. This included patients attending for “dermatology” complaints and for “cosmetic procedures”.

Age Range: 0 – 79 years

The majority of people attending the Clinics were in the age range 40 – 69 years old.

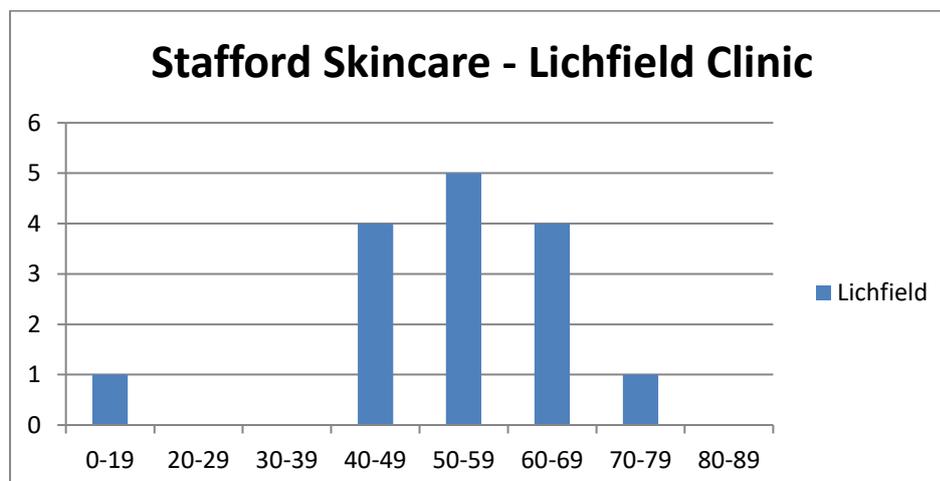


Figure 1 Age of person (in years) attending the Cannock and Lichfield Clinics

Gender: More females attended the Lichfield Clinic compared to males, in a ratio of 4 to 1.

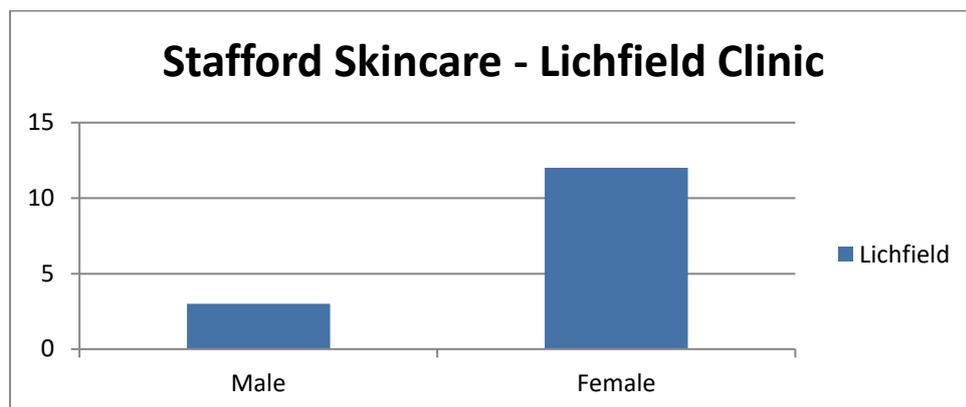


Figure 2 Gender of Person attending the Cannock and Lichfield Clinics.

Disability status: All patients were Able-bodied. No patients were registered as Disabled.

Ethnicity: Fourteen (93%) patients described themselves as “British or mixed British”. One patient described themselves as Irish (7%).

Patient Experience Survey

This Year’s Survey looked at 3 areas:

1. Patient Experience (Standards as in NICE CG138)
2. Raising Concerns
3. 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.

Patient Experience: NICE CG138	Good or Easy	Very Good or Very Easy
What do you think of the Staff attitude & their communications with you?	0	15 (100%)
Were you treated with Privacy & Dignity?	0	15 (100%)
Were you given the opportunity to discuss your skin problem & the treatment options?	0	15 (100%)
Did you feel your views were listened to?	0	15 (100%)

2. Raising Concerns

All 15 patients (100%) stated that they had received information about what to do / who to contact if they had questions or concerns about their treatment.

3. Friends and Family Test

All patients (100%) would recommend Stafford Skincare to Friends and Family. All patients stated that they would be "Very Likely" to recommend.

Free Text Comments

- Excellent Practitioner; would not go anywhere else
- So very happy with Treatment & Service & Results. 100% confidence in Practitioner.

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.

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Signature:

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