

Sussex Community Dermatology Service

Patient Satisfaction Audit 2015

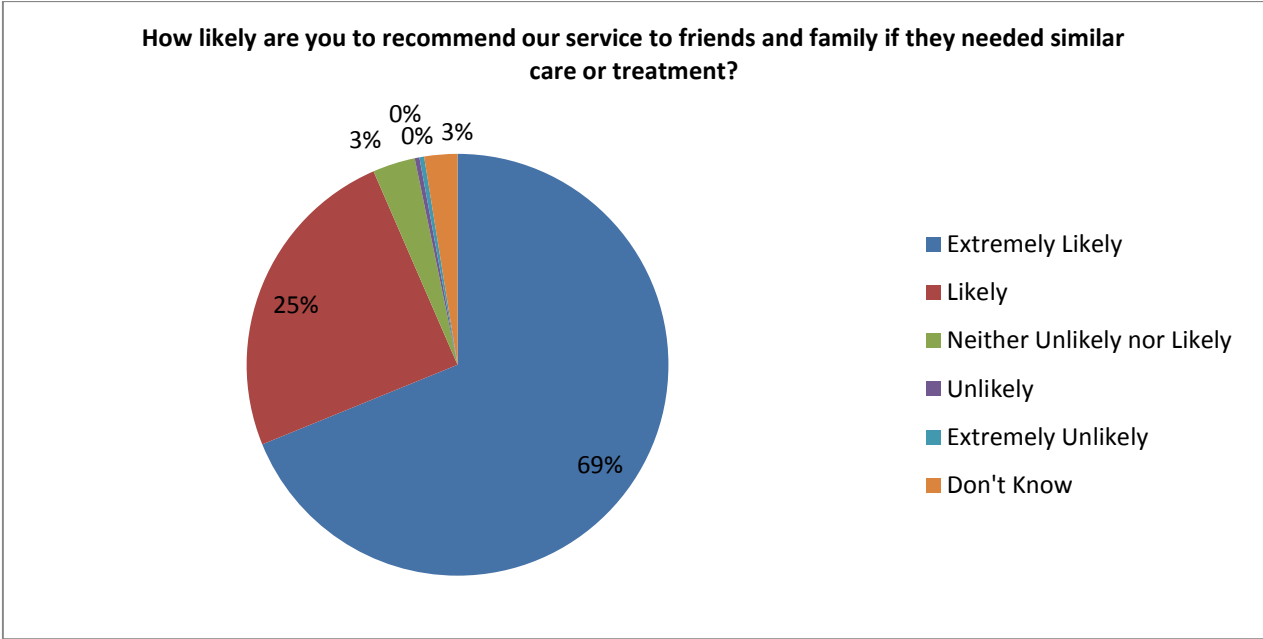
During September and October 2015 Sussex Community Dermatology Service (SCDS) presented patients with the opportunity to complete a patient satisfaction survey at one of our twenty community clinic locations across Sussex and Surrey. Patients were asked by the clinician to either fill out the survey immediately after their appointment or given a stamped addressed envelope to return the survey at a more convenient time; the patients were not required to fill out the survey if they did not wish to. Patients could also skip any questions that they did not feel comfortable responding to or could choose the 'Don't Know/Can't Remember' option. The patient satisfaction survey consisted of 17 multiple choice closed questions and one open question. The common factor of all the patients is that they were seen by SCDS during September and October 2015 however all the patients varied in age, gender, ethnicity and social status.

Key Points

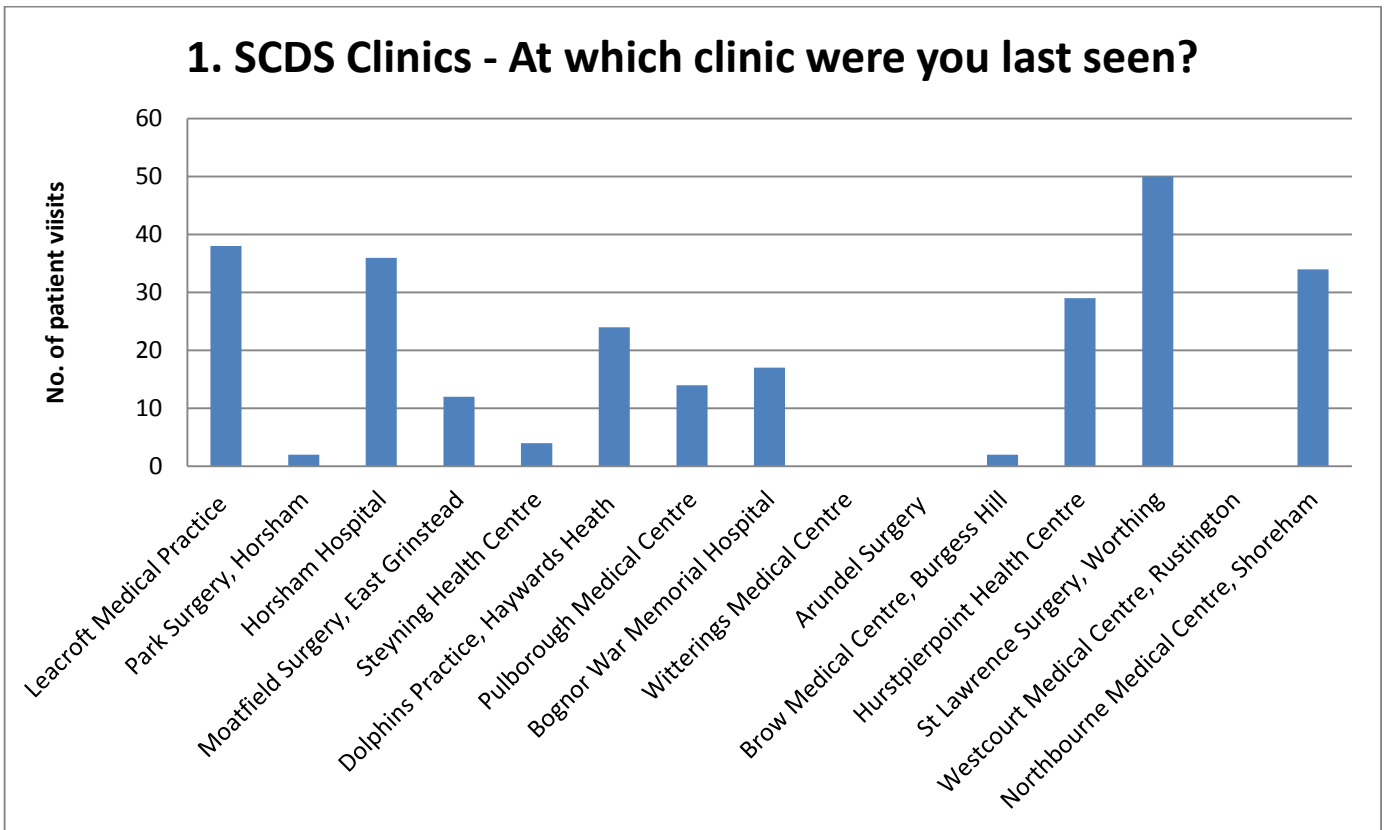
- 78% of patients reported being seen within 4 weeks of referral, 100% within six weeks.
- 91% of patients were happy with the waiting times from referral to treatment.
- 94% of patients were happy with the level of printed information provided.
- Out of a sample of 361 patients who answered the question, 95% of patients responded that they were either 'Extremely Likely' or 'Likely' to recommend SCDS to friends and family.

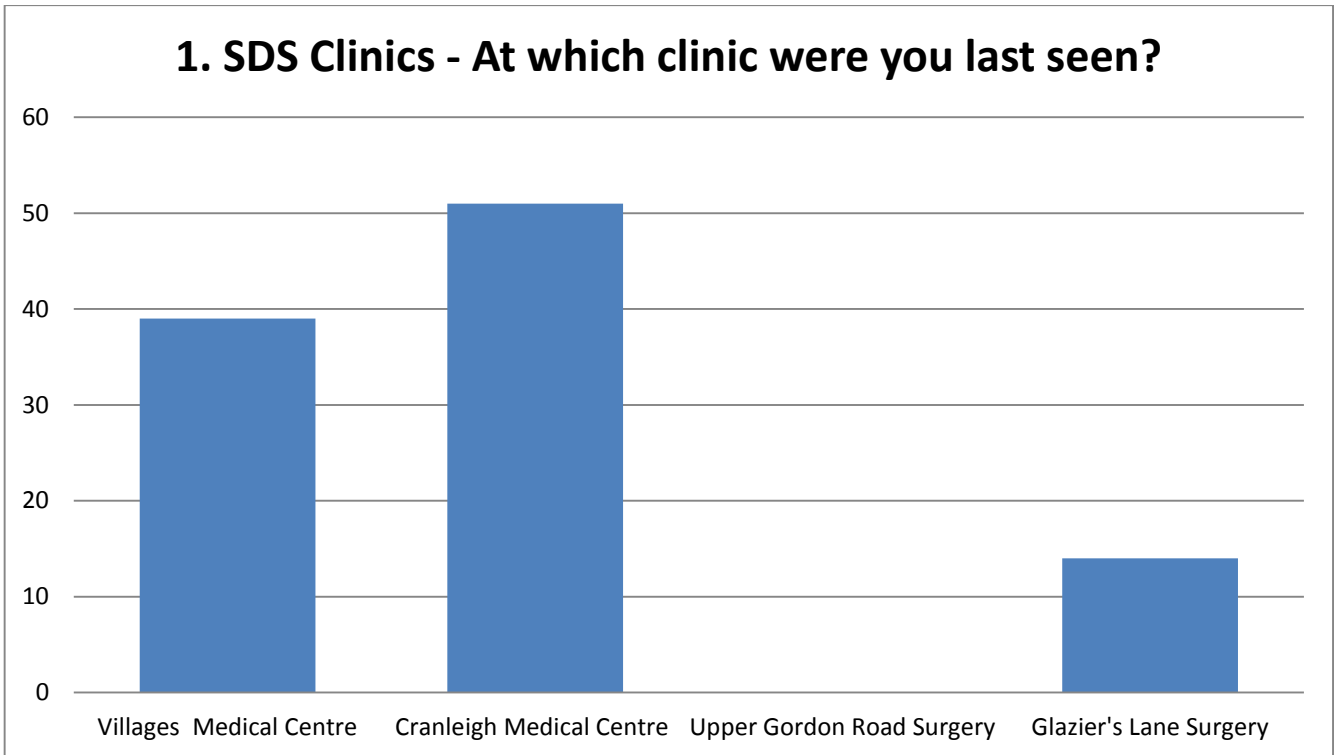
How likely are you to recommend our service to friends and family if they need similar care or treatment?

361 patients responded to this question, with 266 patients responding that they were extremely likely to recommend SCDS to their family and friends.

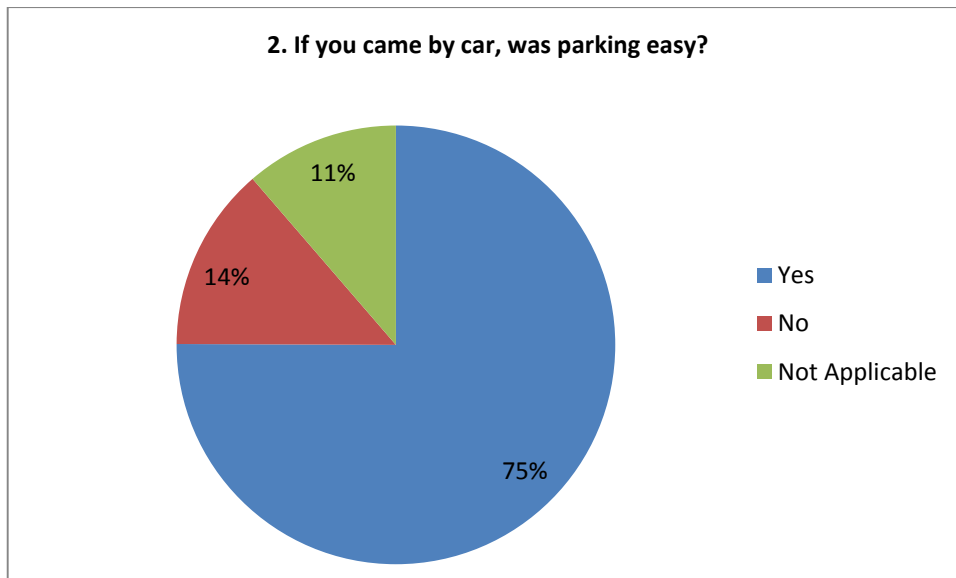


Question 1: At which clinic were you last seen?



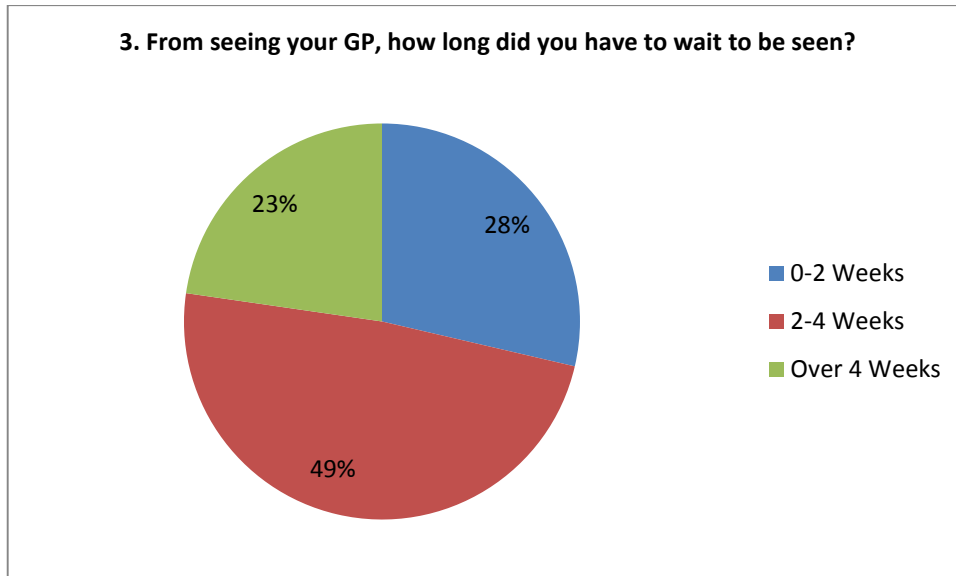


Question 2: If you came by car to the clinic, was parking easy?



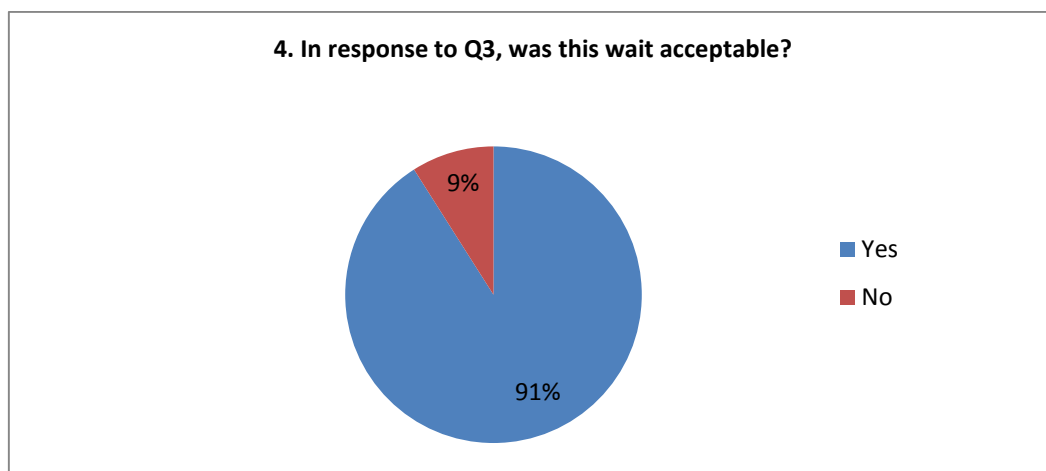
Question 3: How long did you wait for an appointment after being referred by your GP?

Out of the 405 patients that responded to this question, the data suggests that the average length of time is 2-4 weeks between being referred by their GP and being seen by SCDS at one of our community clinic locations. 100% of patients are seen within six weeks of being referred by their GP.



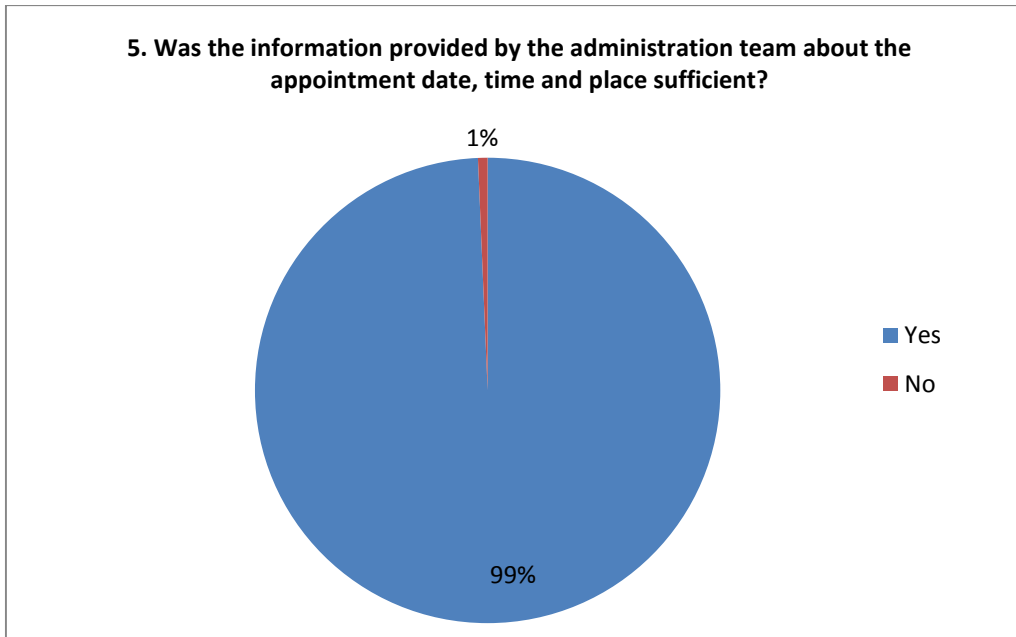
Question 4: In response to your answer above – was this wait acceptable?

91% of a sample of 400 responded that their waiting time was acceptable between being referred to by their GP and being seen by SCDS. During busy periods or at popular clinics, patients occasionally have to wait for long than 4 weeks however short notice cancellation appointments are offered to patients by telephone. Patients can also ring the administration office to enquire about an earlier appointment.

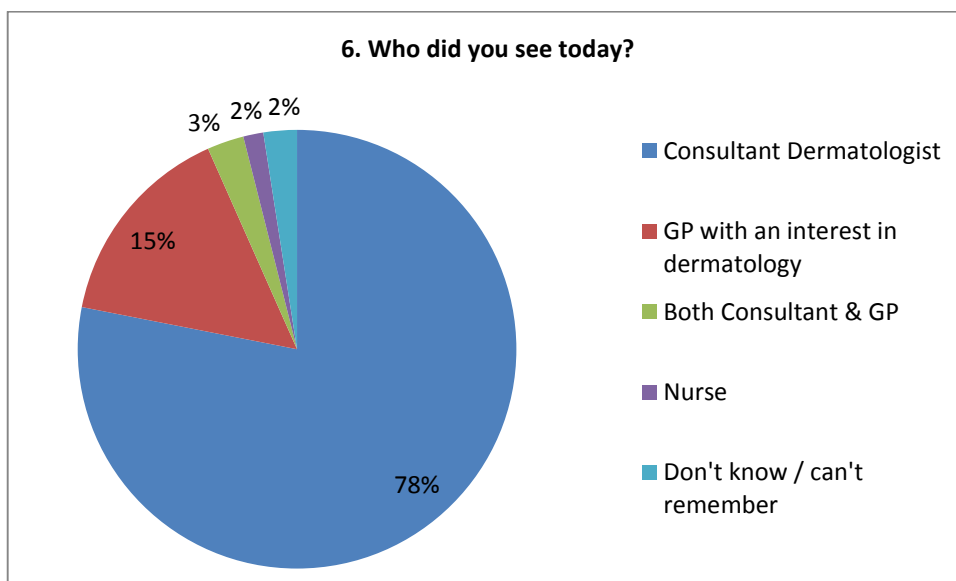


Question 5: Was the information provided by the administration team about the appointment date, time and place sufficient?

99% of a sample of 405 patients responded that the information provided by the administration team was sufficient; all new patients receive an appointment letter with the community clinic location address, the doctor’s name and the time and date of their appointment as well as a clinic location map detailing how to reach the location by car and public transport. If the patients require further information the administration office telephone number is provided on the appointment letter. The majority of patients are given an appointment closest to their home address as they are likely to be familiar with the area, if this location is not suitable then the patient can call the administration office to choose a community clinic location of their choice, e.g. nearest to their workplace.

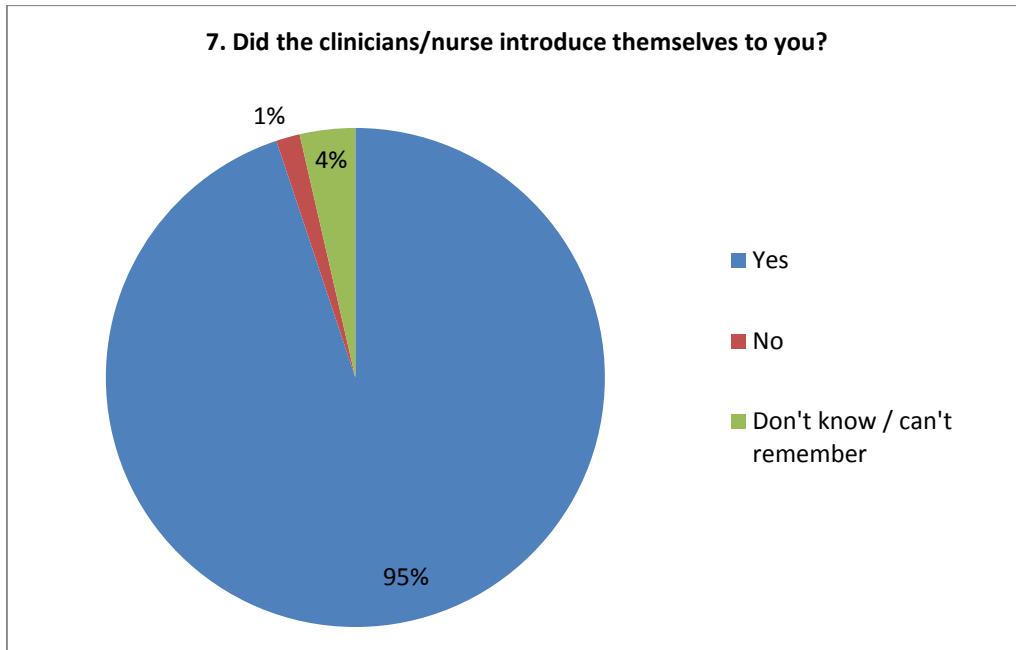


Question 6: Who did you see today?

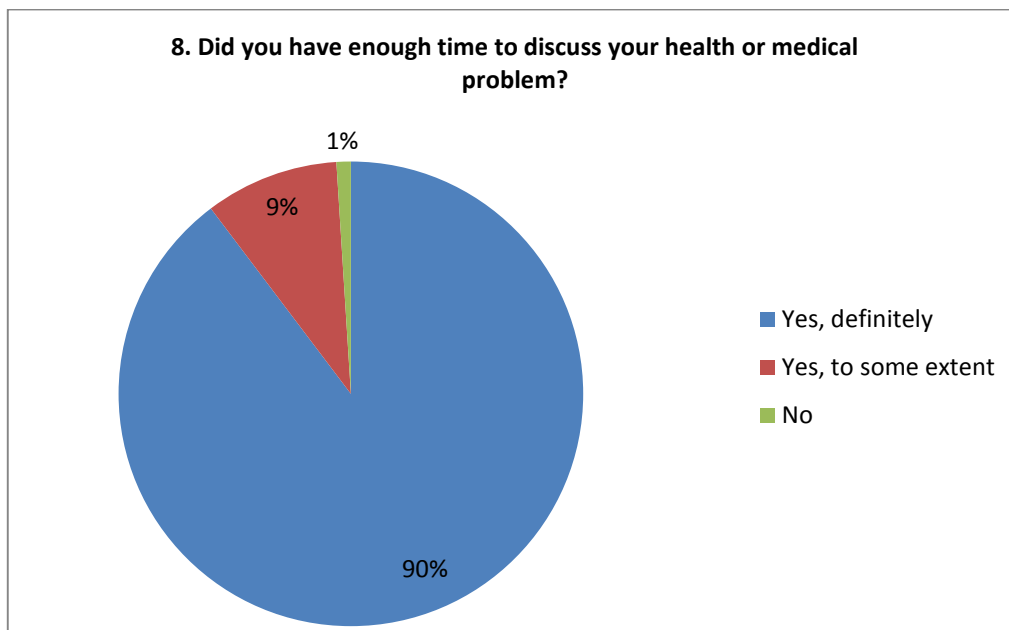


Question 7: Did the clinician/nurse introduce themselves to you?

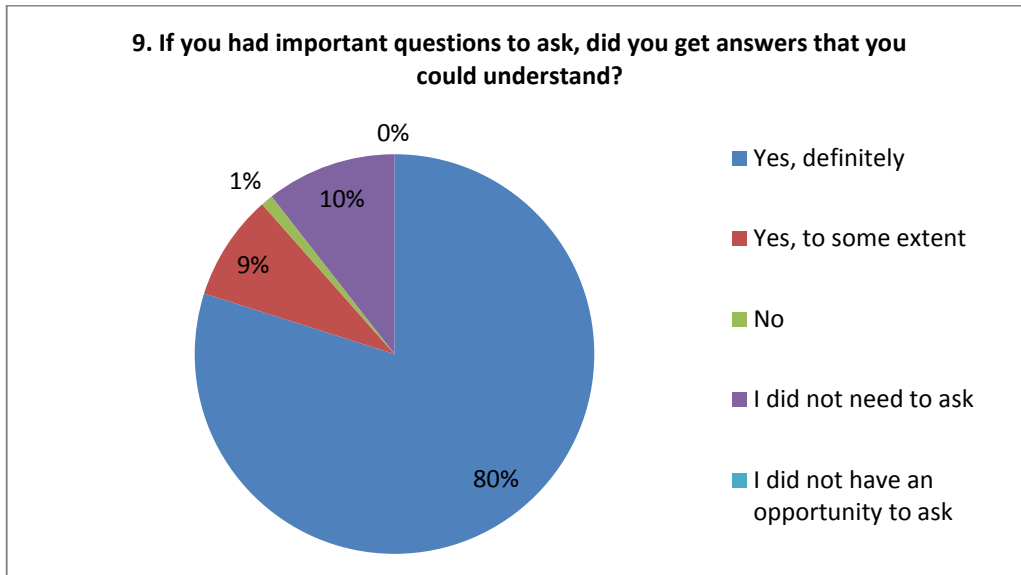
95% of patients stated that they were introduced to the clinician at the time of their appointment; however the patient could also find out the name of their clinician by reading their appointment letter, asking the receptionist or telephoning the administration office.



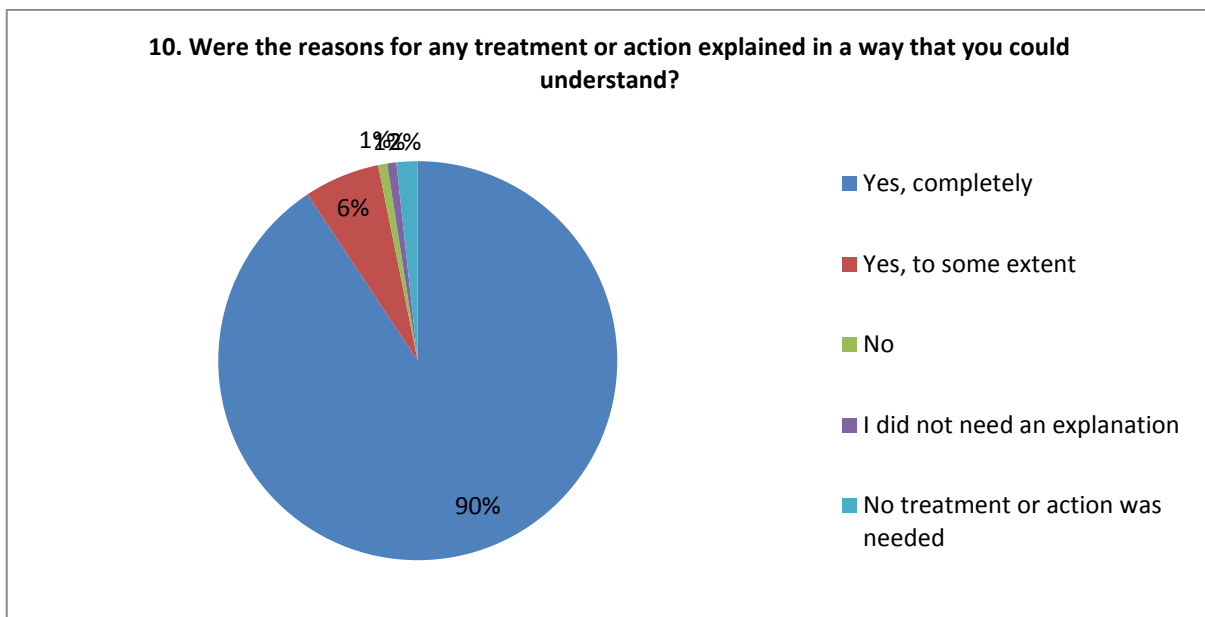
Question 8: Did you have enough time to discuss your health or medical problem?



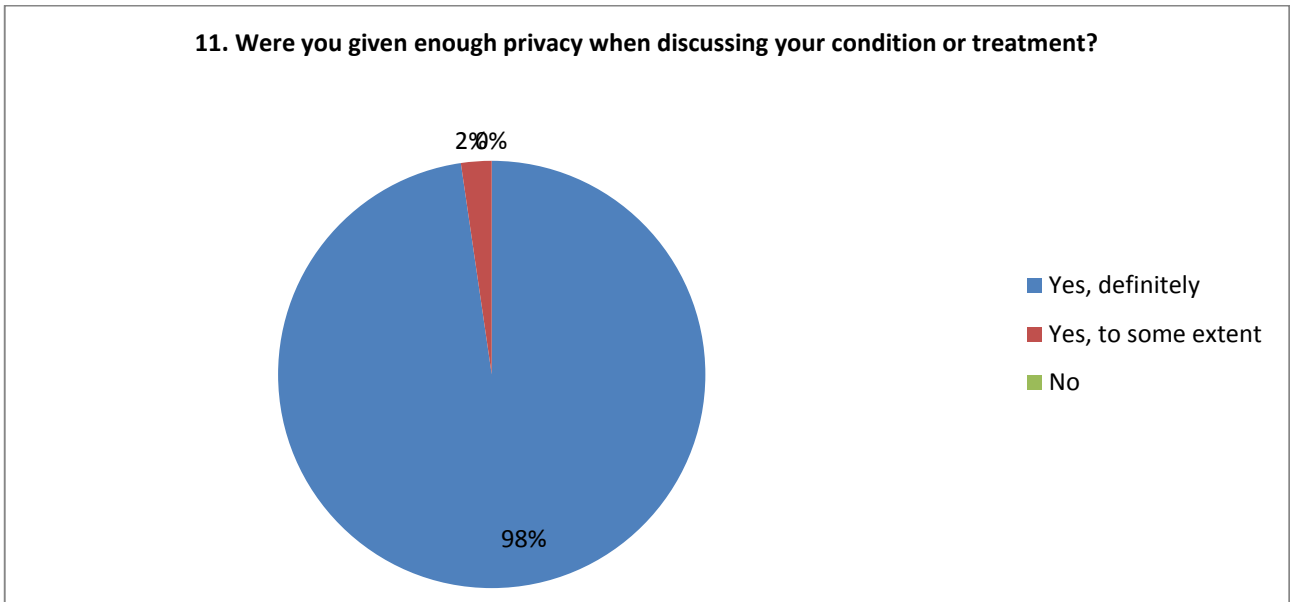
Question 9: If you had important questions to ask, did you get answers that you could understand?



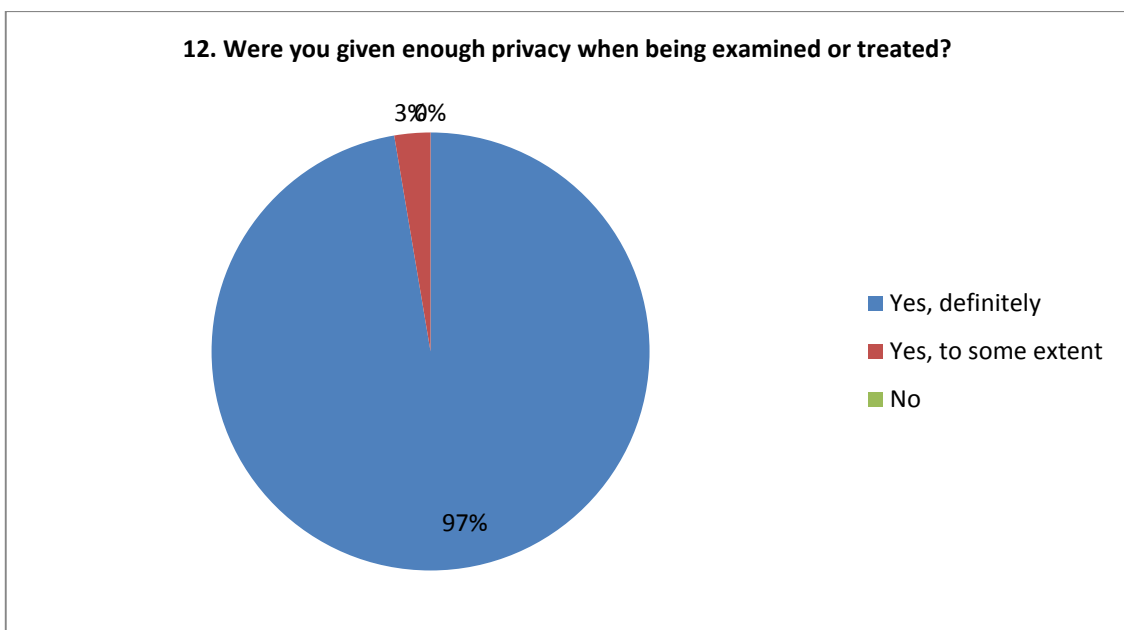
Question 10: Were the reasons for any treatment or action explained in a way that you could understand?



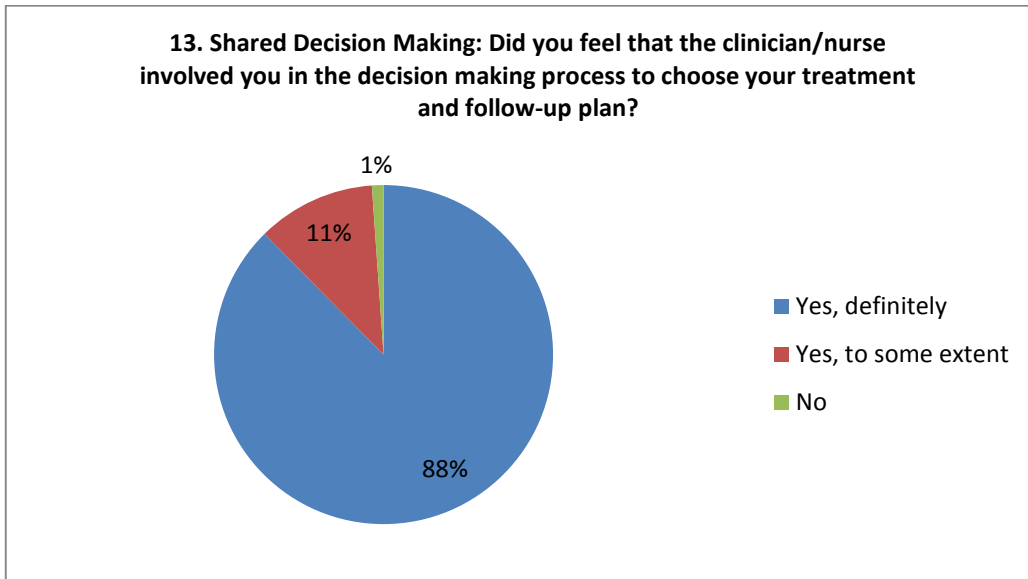
Question 11: Were you given enough privacy when discussing your condition or treatment?



Question 12: Were you given enough privacy when being examined or treated?



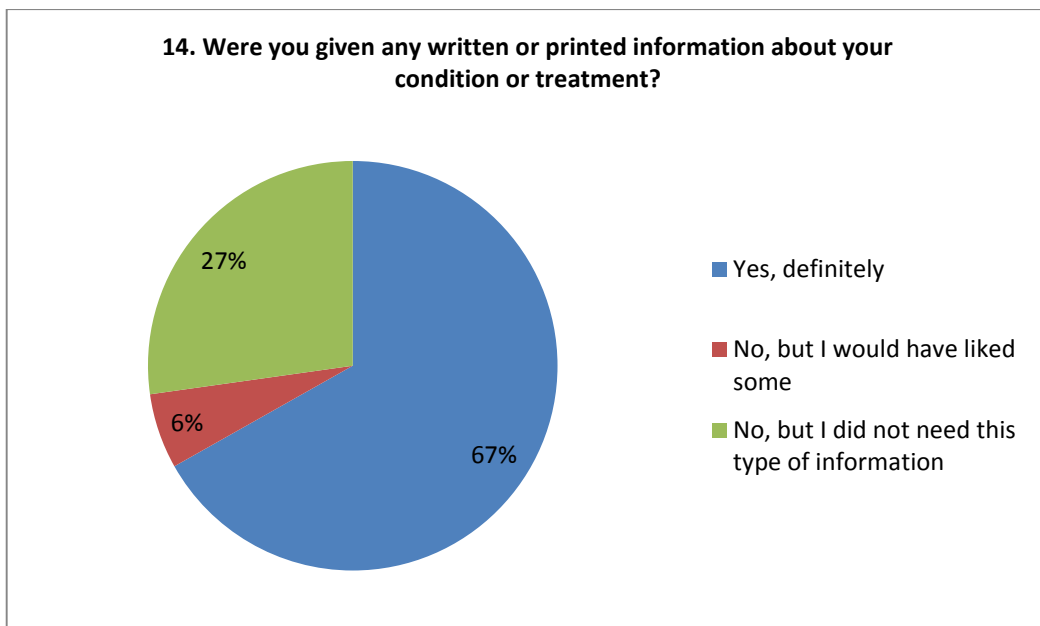
Question 13: Shared Decision Making: Did you feel that the clinician/nurse involved you in the decision making process to choose your treatment and follow-up plan?



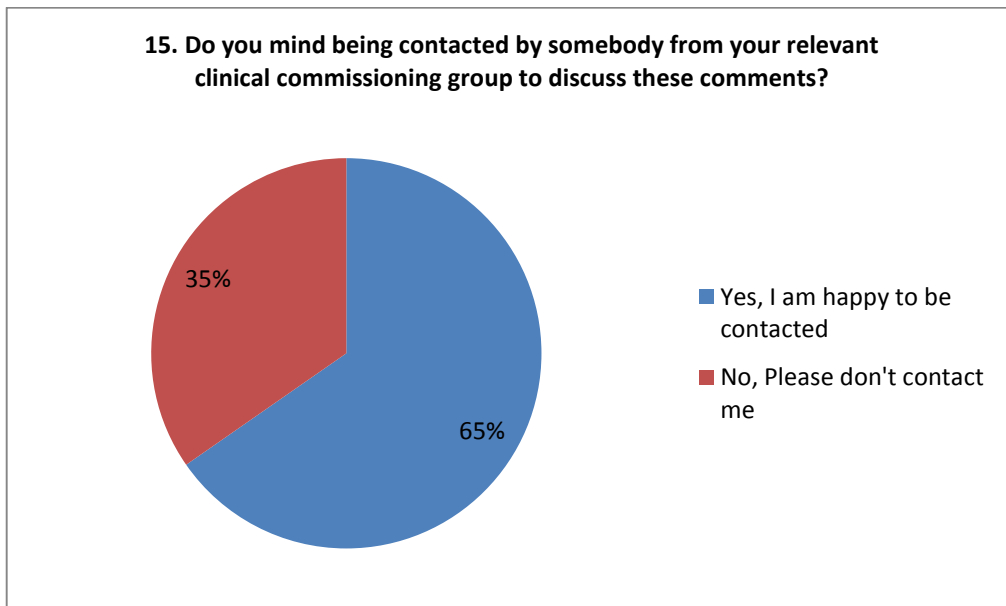
Question 14: Were you given any written or printed information about condition or treatment?

Out of a sample of 404 patients, 270 patients responded that they received written information about their condition or treatment and 110 patients responded that they did not need this type of information.

All patient information leaflets are accessible by the administration team so in the event that the patient would like an extra copy or requests more information, the administration team can send the information to the patient via post or email.



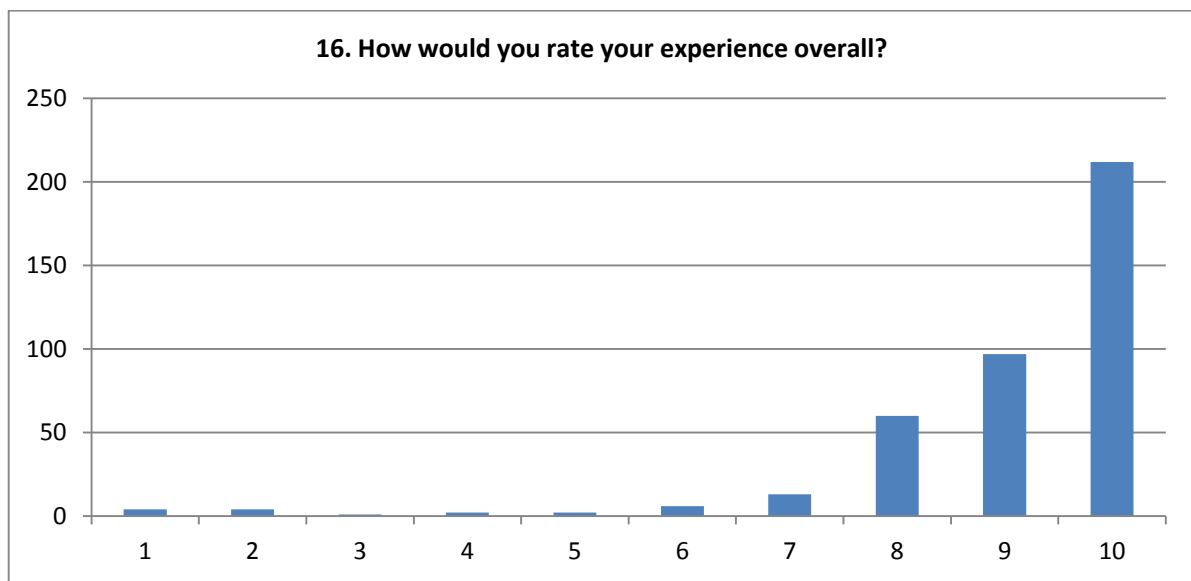
Question 15: Do you mind being contacted by somebody from your relevant clinical commissioning group to discuss these comments?



Question 16: How would you rate your experience overall?

The chart below shows the distribution of the responses to the question ‘How would you rate your experience overall?’ 401 patients answered this question and the average response was 9.1 out of 10 with 53% of the patients answering ten out of ten.

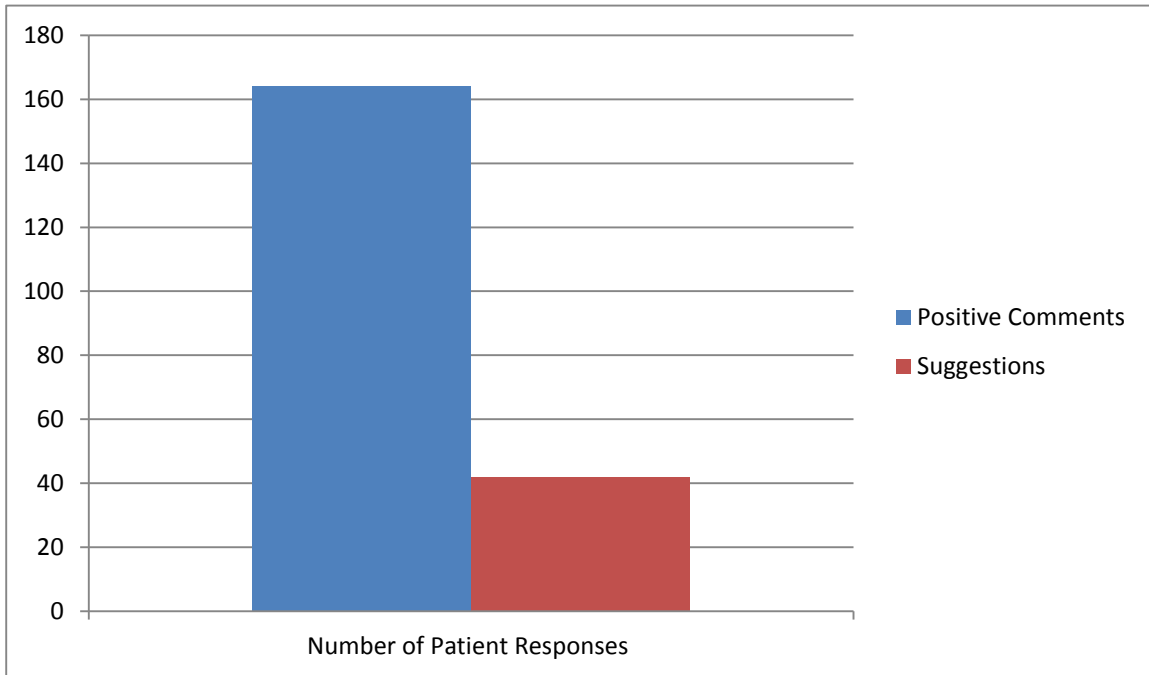
In hindsight the question should have specified that ten was on the positive end of the scale and 1 was on the negative end of the scale as some patients responded as one out of ten however they left positive comments for question 17.



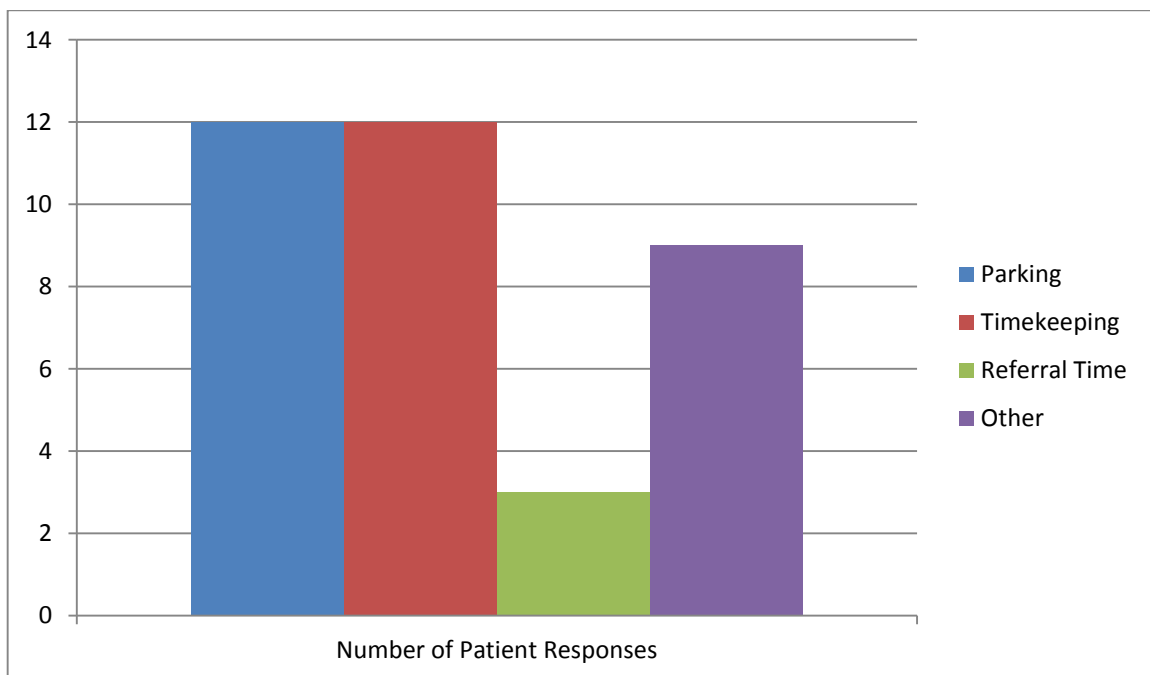
General Comments/Feedback

Question 17: Was there anything about your visit that could be improved?

Of the 228 patients who left comments for question 17, 164 comments were positive feedback about the service. 42 patients responded with suggestions relating to parking, timekeeping, referral waiting times and also how the clinic location waiting room could be improved, e.g. water dispenser or coffee machine.



Breakdown of suggestions and improvements:



As the car park at clinic locations is not owned or managed by SCDS it is difficult to make any improvements on parking and the quality of the premises; an example of an improvement that has been made in the past by SCDS is to include a note on the map that is given to new patients to say that the car park at Dolphins Practice can often be busy and to allow extra time to find a parking space. This has proved useful and the patients have appreciated this.

In response to the timekeeping suggestions, there have been previous examples of the community clinic location staff not checking in the patient accurately which means the clinician is not aware of the patient in the waiting room. All community clinic locations are encouraged to contact the SCDS administration office should their staff need additional training.

All clinicians aim to treat the patient within one appointment which means that on the rare occasion an appointment can overrun causing other appointments to become delayed. The system displays which patient is in the consultation room with the clinician which allows for the receptionists and the administration team the ability to notify the patient of any delays when they check in. If the patient is on a strict time schedule, the administration team will book the patient into the first appointment of the clinic to reassure the patient that they will not be delayed. Between 1st September 2015 and 31st October 2015, when the patient satisfaction survey was carried out, the average waiting time was reported at 8 minutes.

Comments included:

- It was excellent! Very grateful for the care.
- Maybe a little less waiting time for appointment.
- Excellent service.
- Parking was quite difficult, but even though this made me late the staff were friendly and understanding.
- So helpful to have a follow-up appointment in East Grinstead as treatment was at Haywards Heath.
- Absolutely delighted with the attention I received.
- Cancelled my first appointment and got the second appointment within a week!
- Consultant saw me 25 minutes early – great!
- Very happy with the service (all aspects). Very local for me which is a bonus.
- Visit was excellent, lovely experience.
- Better parking signs and where the pay and display machine is located.
- Pay and display parking unsuitable as you don't know how long you are going to be!
- I found my visit was very professional by all the staff. Could not fault them.
- Slight time delay of 15 minutes which was acceptable.
- Would like to say the doctor and nurse were fantastic.
- I would just like to say I consider myself very lucky to receive such care and kindness by staff!
- Excellent – very prompt and professional.
- Twenty minutes later than appointment time, but no real problem.

Other comments included that did not apply to our service:

- Hot drinks machine.
- Water dispenser in waiting room.
- Better parking signs.
- Check in screen did not work.

Appendix A – Survey Results

How likely are you to recommend our service to friends and family if they need similar care or treatment?

Answer	Total	Percentage
Extremely Likely	266	74%
Likely	76	21%
Neither Unlikely nor Likely	9	2%
Unlikely	1	0%
Extremely Unlikely	2	1%
Don't Know	7	2%
Number of Responses	361	100%

Question 1: At which clinic were you last seen?

SCDS Clinics

Answer	Total	Percentage
Leacroft Medical Practice	38	15%
Park Surgery, Horsham	2	1%
Horsham Hospital	36	14%
Moatfield Surgery, East Grinstead	12	5%
Steyning Health Centre	4	2%
Dolphins Practice, Haywards Heath	24	9%
Pulborough Medical Centre	14	5%
Bognor War Memorial Hospital	17	6%
Witterings Medical Centre	0	0%
Arundel Surgery	0	0%
Brow Medical Centre, Burgess Hill	2	1%
Hurstpierpoint Health Centre	29	11%
St Lawrence Surgery, Worthing	50	19%
Westcourt Medical Centre, Rustington	0	0%
Northbourne Medical Centre, Shoreham	34	13%
Number of Responses	262	100%

SDS Clinics		
Answer	Total	Percentage
Villages Medical Centre	39	38%
Cranleigh Medical Centre	51	49%
Upper Gordon Road Surgery	0	0%
Glazier's Lane Surgery	14	13%
Number of Responses	104	100%

Question 2: If you came by car to the clinic, was parking easy?

Answer	Total	Percentage
Yes	298	75%
No	54	14%
Not Applicable	45	11%
Number of Responses	397	100%

Question 3: How long did you wait for an appointment after being referred by your GP?

Answer	Total	Percentage
0-2 Weeks	78	26%
2-4 Weeks	146	49%
Over 4 Weeks	77	26%
Number of Responses	301	100%

Question 4: In response to your answer above – was this wait acceptable?

Answer	Total	Percentage
Yes	364	91%
No	36	9%
Number of Responses	400	100%

Question 5: Was the information provided by the administration team about the appointment date, time and place sufficient?

Answer	Total	Percentage
Yes	401	99%
No	4	1%
Number of Responses	405	100%

Question 6: Who did you see today?

Answer	Total	Percentage
Consultant Dermatologist	317	80%
GP with an interest in dermatology	62	16%
Both Consultant & GP	11	3%
Nurse	6	2%
Don't know / can't remember	10	3%
Number of Responses	396	103%

Question 7: Did the clinician/nurse introduce themselves to you?

Answer	Total	Percentage
Yes	370	98%
No	6	2%
Don't know / can't remember	14	4%
Number of Responses	376	104%

Question 8: Did you have enough time to discuss your health or medical problem?

Answer	Total	Percentage
Yes, definitely	366	90%
Yes, to some extent	37	9%
No	4	1%
Number of Responses	407	100%

Question 9: If you had important questions to ask, did you get answers that you could understand?

Answer	Total	Percentage
Yes, definitely	326	80%
Yes, to some extent	35	9%
No	4	1%
I did not need to ask	43	11%
I did not have an opportunity to ask	0	0%
Number of Responses	408	100%

Question 10: Were the reasons for any treatment or action explained in a way that you could understand?

Answer	Total	Percentage
Yes, completely	370	91%
Yes, to some extent	25	6%
No	3	1%
I did not need an explanation	3	1%
No treatment or action was needed	7	2%
Number of Responses	408	100%

Question 11: Were you given enough privacy when discussing your condition or treatment?

Answer	Total	Percentage
Yes, definitely	399	98%
Yes, to some extent	10	2%
No	0	0%
Number of Responses	409	100%

Question 12: Were you given enough privacy when being examined or treated?

Answer	Total	Percentage
Yes, definitely	384	97%
Yes, to some extent	10	3%
No	1	0%
Number of Responses	395	100%

Question 13: Shared Decision Making: Did you feel that the clinician/nurse involved you in the decision making process to choose your treatment and follow-up plan?

Answer	Total	Percentage
Yes, definitely	318	88%
Yes, to some extent	41	11%
No	4	1%
Number of Responses	363	100%

Question 14: Were you given any written or printed information about condition or treatment?

Answer	Total	Percentage
Yes, definitely	270	67%
No, but I would have liked some	24	6%
No, but I did not need this type of information	110	27%
Number of Responses	404	100%

Question 15: Do you mind being contacted by somebody from your relevant clinical commissioning group to discuss these comments?

Answer	Total	Percentage
Yes, I am happy to be contacted	260	65%
No, Please don't contact me	138	35%
Number of Responses	398	100%

Question 16: How would you rate your experience overall?

Answer	Total	Percentage
1	4	1%
2	4	1%
3	1	0%
4	2	0%
5	2	0%
6	6	1%
7	13	3%
8	60	15%
9	97	24%
10	212	53%
Number of Responses	401	100%
Average	9.10	