

# West Kent GP Satisfaction Audit

West Kent Dermatology



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## Introduction

GPs within West Kent Clinical Commissioning Group (CCG) were given the opportunity to participate in an online survey to provide feedback about West Kent Dermatology. The data was collected between 9<sup>th</sup> May – 15<sup>th</sup> June 2018 and a total of 27 responses were received.

The online survey was sent via email to all 61 GP surgeries to their generic email addresses, as well as distributed via the GPs working within the services as Dermatology Surgical Practitioners. GPs were encouraged to not only complete the survey themselves, but to ask their colleagues to complete the survey to provide a large quantity of data.

The survey was delayed until the end of the first contract year so that there was a significant time period between West Kent Dermatology and the previous provider, this was to avoid any comments relating to the old provider. Therefore, all responses were assumed to be relating towards West Kent Dermatology.

## Survey Questions

The questions were designed to invite feedback about all elements of the service, from clinical to administrative/secretarial.

The survey was limited to eight questions to allow for a quick completion time to prevent further demands on the participants' time.

The online survey consisted of eight questions as follows:

Question No.	Question Title	Answer Type
1	Which GP surgery do you belong to?	Drop down selection
2	How satisfied are you with the service your patients receive from West Kent Dermatology?	Multiple choice with the option to add a free text comment
3	Overall, how satisfied were you with the discharge of each patient and the quality and timeliness of the discharge information supplied?	Multiple choice with the option to add a free text comment
4	Following a patient's discharge from West Kent Dermatology, is the advice offered to GPs within the letter clear and concise?	Multiple choice with the option to add a free text comment
5	Have you had further contact with patients regarding any issues following their treatment?	Yes/No with the option to add a free text comment
6	Have you used Kinesis (West Kent CCG's Teledermatology software) to message our Consultant Dermatologists for advice?	Multiple choice
7	How do you feel our service could be improved?	Free text
8	If you are happy to be contacted in the future about your answers submitted above, please comment with your email address.	Free text

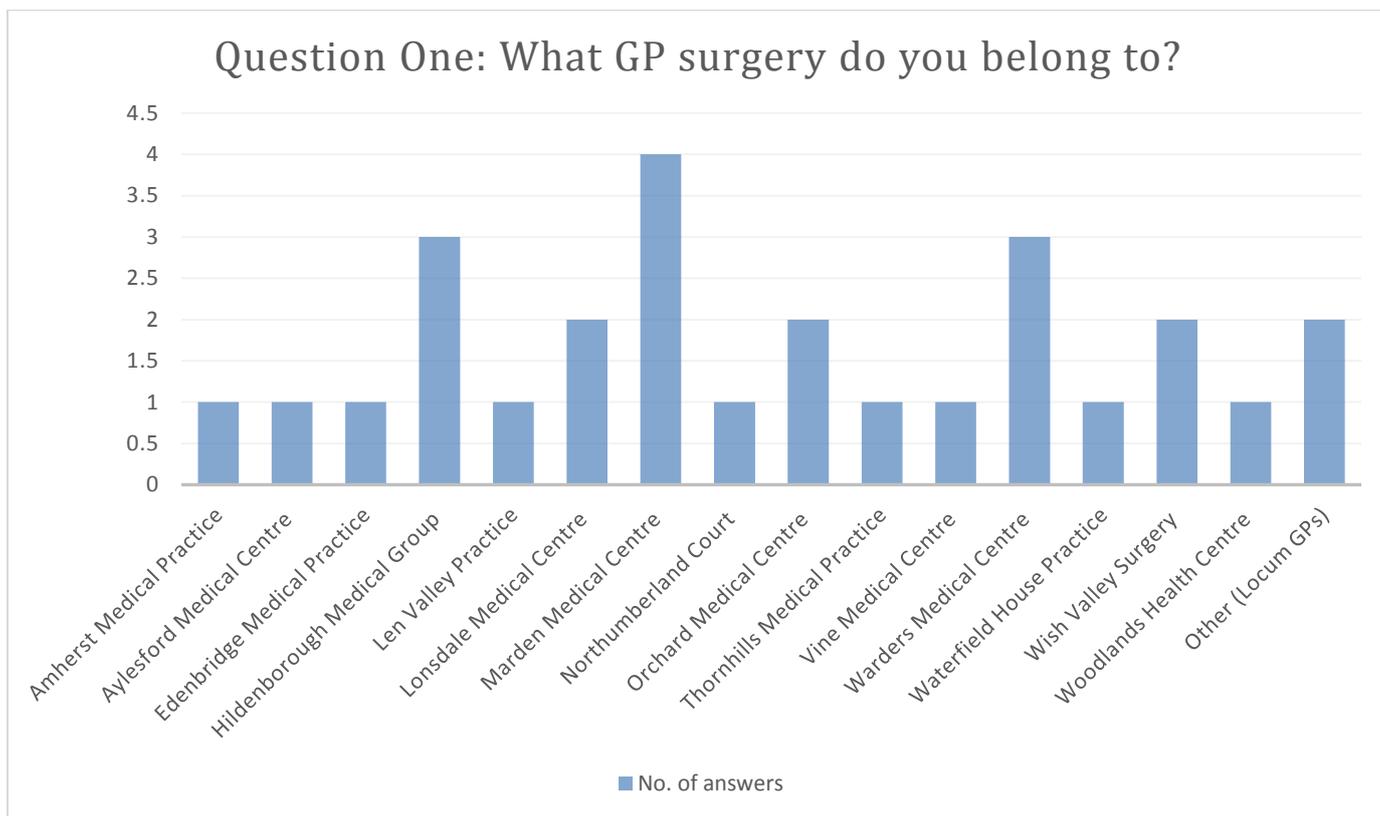


## Question One Results

Out of 61 GP surgeries that were invited to take part in the online survey, only 25% (15) of GP surgeries responded with answers. However, of those that provided answers, 7 GP surgeries (50%) provided answers from multiple GPs within their practice and the question was not skipped by any of the participants.

The breakdown of participants per GP surgery is as follows:

**Fig. 1**

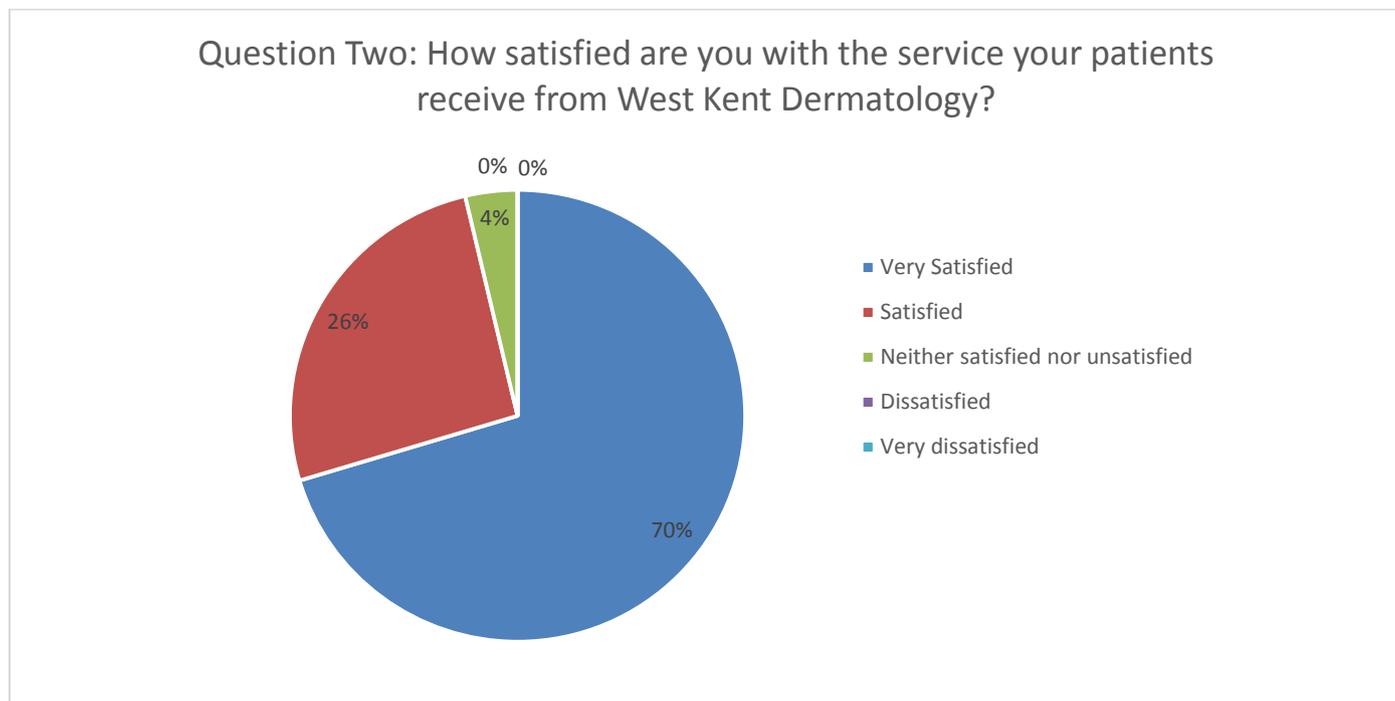




## Question Two Results

All of the 27 participants provided an answer for question two, of which 96% stated that they were either “very satisfied” or “satisfied” with the service. One respondent stated that they were “neither satisfied nor unsatisfied” however none of the respondents left free text comments or stated that they were dissatisfied.

Fig. 2

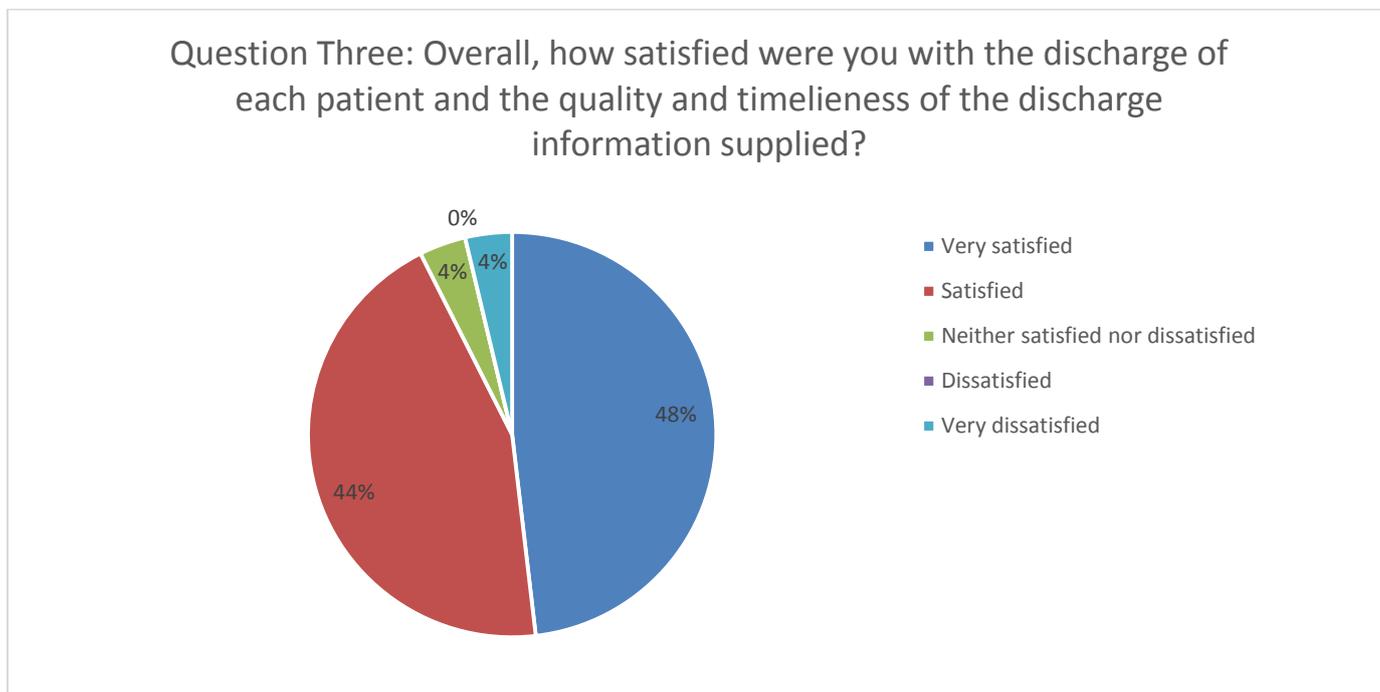




### Question Three Results

All of the 27 participants provided an answer for question three, of which 93% stated that they were “very satisfied” or “satisfied” with the discharge of each patient and the quality and timeliness of the discharge information supplied.

**Fig. 3**



One respondent (4%) stated that they were dissatisfied with the service and wrote a free text comment as follows:

*“There seems to be a general disinterest in ongoing care of the patients’ problems, issuing GPs with guidelines to follow is all well and good but the reason for referral is mostly to receive the benefit of specialist expertise”*

For every appointment carried out a clinic letter is dictated by the clinician and sent to the GP surgery via email within 3 days of the appointment, a copy of the clinic letter is also posted to the patient. The letter includes the following categories; diagnosis, investigations (if any), treatment and follow-up. This is to allow for the clinician to communicate with the GP about the patient’s care plan and treatment, if the condition is something that can be managed in primary care, i.e. sun damage, the clinician will discharge the patient back to the GP with advice on continued treatment, i.e. repeat prescriptions.

In the event that a referral is received which falls outside of the accepted referral guidelines, the GP is sent a letter advising that their referral has been rejected and an explanation of why the referral criteria does not fit into the guidelines, i.e. benign condition. Dr Cherng Tze Jong, Lead Consultant Dermatologist, reviews all complex referrals received and, in some cases, dictates personalised advice and guidance rejection letters so that the GP is able to gain an expert dermatological opinion without West Kent Dermatology offering the patient an appointment. The referral guidelines are available to all GPs on DORIS before the referral is sent to the service.

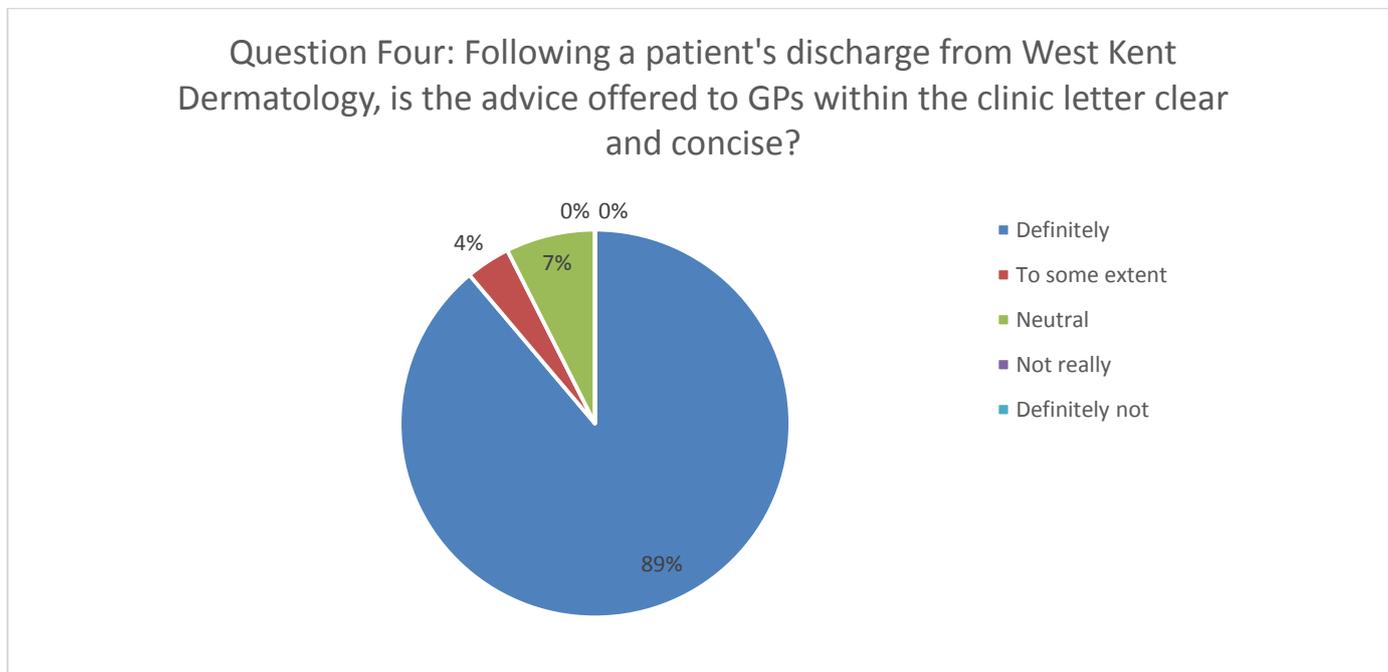
West Kent Dermatology are also available to GPs via Kinesis, the CCG’s Teledermatology software. Using this method, GPs can contact Consultant Dermatologists directly for advice and guidance for their patients prior to referral.



## Question Four Results

All of the 27 participants provided an answer for question four, of which 93% of respondents stated that the advice offered to GPs within the clinic letter was “definitely” or “to some extent” clear and concise.

Fig. 4



One respondent added a comment to say that the content “varies”, however an additional explanation or specific examples were provided.

All letters are sent by email with the Patient Helpline and GP Hotline telephone numbers and email address displayed, so that GPs and patients can contact the administration office should they feel they do not understand the content of their clinic letter, all clinicians record electronic consultation notes which are accessible to administration staff to provide clarification on prescription, medication and aftercare details. The administration staff also have access to our nursing team at all times to pass on wound review or removal of suture queries. In the event that the clinician needs to be contacted, the administration staff can contact the clinician directly through the electronic patient record system (SystemOne).

All clinicians are encouraged to dictate their clinic letters in a way that patients can understand so that any confusion of medical terms by the patient is prevented. All medical secretaries within West Kent Dermatology are trained to highlight any potential areas of confusion or discrepancies, so they can be clarified prior to the letter being sent to the GP and the patient.



## Question Five Results

All of the 27 respondents provided an answer for question five, of which 85% stated that they had not had any further contact with patients regarding any issues following their treatment.

Of the four respondents who stated that they had had further contact, the following comments were received:

**Fig. 5**

<b>Question Five: Have you had further contact with patients regarding any issues following their treatment?</b>	
<b>Comment</b>	<b>Response</b>
<i>"Follow-up medication"</i>	Referrals where diagnosis doubt is present are accepted by the service, in some cases the dermatologist will reach a diagnosis and, if the condition is something that can be managed further in primary care, the clinician will communicate this to the GP via the clinic letter and discharge the patient from the service for further care within primary care, i.e. repeat prescription.
<i>"Dressings"</i>	For complex excisions, grafts or flaps, or instances where patients are considered high-risk for surgery, patients are offered follow-up appointments in our nurse-led wound review clinics to check dressings and healing. For simple excisions where the patient is low-risk for surgery, the patient is not booked for a wound review appointment and instead may contact their GP surgery. If a patient cannot travel to the nurse-led wound review clinics, they are encouraged to book in with their Practice Nurse for further dressing changes etc.
<i>"Yes, they have returned to say that the person they saw was not really interested in their problem"</i>	Due to lack of details surrounding this comment it is difficult to provide a specific response. However, in some cases where the skin condition is long-term or incurable, e.g. psoriasis, and previous treatments have not been effective, it can often be difficult for patients to understand and accept this. In these cases, where suitable, the patients are discharged back to the GP for management within primary care if their condition does not require treatment or management by a specialist. All patients are able to request a second opinion either via the Patient Helpline or by email however in some cases the clinical information provided is the same as the initial appointment.
<i>"Some confusion from patient re. plans going ahead"</i>	As previously stated for question three, all patients are copied into their GP clinic letters following their consultation, however there is a turnaround time for the clinic letters and therefore in the meantime the patient may contact their GP if they are confused. The Patient Helpline is stated on all appointments letters and patients are welcome to clarify any details of their consultation and treatment plan. Following a telephone call of this nature, the administration team contact the secretarial team to request that the clinic letter is expedited to be typed the same day. All dictations are recorded electronically so the dictation is available to be typed as soon as the dictation has been completed for each individual patient.

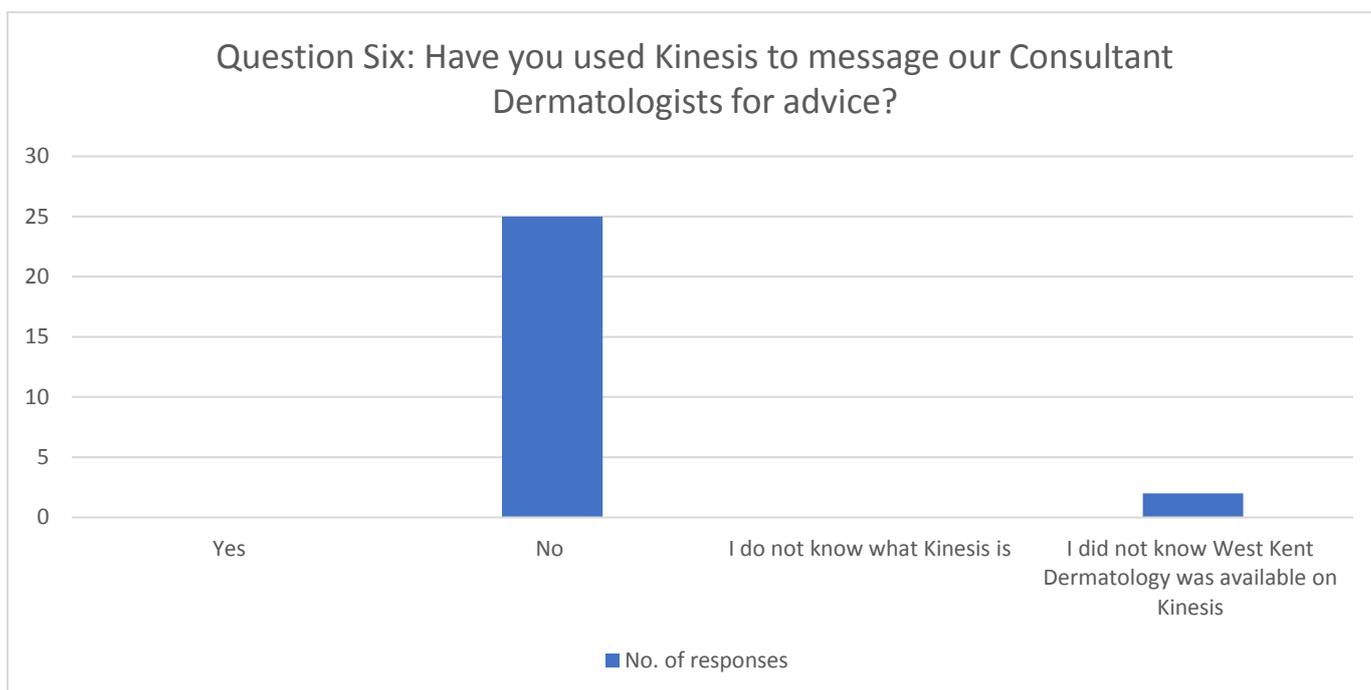


## Question Six Results

West Kent Dermatology has been available on Kinesis since September 2017, and currently three Consultant Dermatologists regularly monitor the system for incoming messages. Our paediatric specialist, Dr Sandy Flann, is also available on Kinesis to answer paediatric queries.

All respondents provided an answer for question six, of which 93% stated they had not used Kinesis to communicate with Consultant Dermatologists from West Kent Dermatology. The remaining 7% of respondents stated that they were not aware West Kent Dermatology was available on Kinesis, despite the previous communication from the CCG. None of the respondents stated that they had used Kinesis to send queries to West Kent Dermatology.

**Fig. 6**





## Question Seven Results

Positive comments were stated by six respondents (22%):

**Fig. 7**

<b>Question Seven: How do you feel our service could be improved? – Positive comments</b>	
<b>1</b>	<i>Very happy with the service so far</i>
<b>2</b>	<i>Pretty good</i>
<b>3</b>	<i>Much better than the old service as seen promptly, can do liquid nitrogen and arrange removal of lesions</i>
<b>4</b>	<i>I don't</i>
<b>5</b>	<i>Really good, find it very efficient</i>
<b>6</b>	<i>At last we have a service that works, thank you</i>

Suggestions are shown in Fig.8 and GPs are welcome to contact the Patient Helpline or Service Manager, Grace Hancock, with suggestions or positive comments at any point throughout the year.

**Fig. 8**

<b>Question Seven: How do you feel our service could be improved? – Suggestions</b>	
<b>Response from GP</b>	<b>Service response</b>
<b>7</b> <i>Pictures/photos would be nice and letters back to the referring GP</i>	In some cases, photographs are taken of wounds or skin conditions, however these are currently not sent to the GP although could be incorporated into the clinic letter in the long-term. All clinic letters are sent back to the referrer named on the referral letter, however in some cases a generic user is listed rather than an actual GP.
<b>8</b> <i>Referral form could be simplified e.g. when GPwSI and when Consultant referral and indications as to wait criteria</i>	Stating whether the referral is appropriate for a GP or a Consultant is optional for the referrer, as all referrals are triaged within our administration office before booking. The average waiting time for the service is available on e-RS.
<b>9</b> <i>Not sure how willing or able you are to offer long term care such as DMARDs</i>	The biologics service is currently being developed within West Kent Dermatology and plans are for it to be available within the latter months of 2018. The current service is currently provided by Medway NHS Foundation Trust. For other medication outside of the biologics service, this is available within West Kent Dermatology, e.g. Methotrexate, Ciclosporin.
<b>10</b> <i>Updates on waiting times to be seen at various locations, so patients can be advised accordingly</i>	The average waiting time for the service is available on e-RS, when patients contact the Patient Helpline to book their e-RS referral they are always advised if there is a shorter waiting time at another location nearby to see if they would be willing to travel to this location.



<p><b>11</b> <i>Phone access for patients - can be frustrating to leave a message and await call back. Possibilities for online appointment management, dressing/wound review if needed, online FAQ for patients so they don't need to ask GP, written information, patients experience account online, expert patient access for other patients</i></p>	<p><b>Phone access for patients</b> Our administration and secretarial team answer all telephone calls – in some cases where it is appropriate to ask for the advice of the nursing or clinical team, the patient is advised that they will be called back when the query has been answered. For any patient that leaves a voicemail message, they are contacted either the same working day or the next working day. The office hours, Mon-Fri 9am-5pm, are displayed on all appointment letters.</p> <p><b>Possibilities for online appointment management</b> West Kent Dermatology is looking to allow for patients to directly book their own appointments via e-RS which is inline with NHS England's target for referring to secondary care. In some cases, it will be required that the referral is triaged by the administration team before booking due to the complex nature of the referral/condition.</p> <p><b>Dressing/wound review if needed</b> As mentioned previous in Fig. 5 for Question Five, dressing and wound review clinics are available at Borough Green Dermatology Unit and Maidstone Hospital, however these are reserved for patients receiving complex procedures or those at high risk, in most cases the patient is advised to contact their Practice Nurse if they would like dressings changed or the wound to be reviewed. If the surgical site requires clinical input, the patient will be booked in with the original surgeon or the nurses will seek the opinion of the clinician working alongside the dressings/wound review clinic. Patients are also provided with wound care information following their procedure where necessary.</p> <p><b>FAQ for patients so they don't need to ask GP</b> Patients are copied into their own clinic letter that is sent to GPs, this clinic letter includes information about their diagnosis, treatment and follow-up plan. Patients are able to contact West Kent Dermatology by telephone or email if they have further questions as our clinicians and nursing team are easily contactable via our electronic patient record system. Standardised information for medication is not available, as this is assessed on a case by case basis.</p> <p><b>Written information</b> Without a specific example it is difficult to respond to this suggestion, patients are provided with written information during their consultation for either their diagnosis or potential treatment options, i.e. if they would like to read information before deciding on their treatment. Following surgery patients are provided with wound care information and following their consultation the clinic letter is sent to them by post as well as any results letters with patient information leaflets relating to the diagnosis.</p> <p><b>Patient experience account online</b> West Kent Dermatology is currently reviewing the website content, however anonymous testimonials from plaudits received from patients will be included within the new content.</p> <p><b>Expert patient access</b> Clinicians are able to recommend local patient support groups for long-term conditions as well as those recommended on the British Association for Dermatologists website. A patient representative is available if required, however there has not been any requests for this information directly from patients as of yet.</p>
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12	<i>A small point, and probably not possible, but a clinic at Woodlands!</i>	Our clinic locations are distributed around West Kent CCG to allow access for all patients, the nearest dermatology clinic to Woodlands Health Centre in Tonbridge is Horsmonden Surgery, where a Consultant Dermatologist and Dermatology Surgical Practitioner are based on a weekly basis. Horsmonden Surgery is an approx. 12-minute drive (4.8 miles) from Woodlands Health Centre, which means the service is unlikely to set up a new location so close to an existing clinic location.
13	<i>Would like training for kinesis</i>	GPs are encouraged to contact West Kent CCG for further training on Kinesis. Unfortunately, this specific respondent did not leave their email address in response to question eight, so they cannot be identified.
14	<i>Shorter waiting times – less stringent referral criteria</i>	<p><b>Shorter waiting times</b> Within the first year of the service (Apr-17 – Mar-18), routine referrals were seen on average within 25 days of receipt of referral. At the beginning of the service the waiting times were higher to allow for patients inherited from the previous provider to be seen, however since this the waiting time has halved.</p> <p><b>Less stringent referral criteria</b> West Kent Dermatology adheres to the referral guidelines produced by NHS England, for example benign conditions, and therefore the service is required to reject these referrals back to the referrer. West Kent Dermatology has bespoke rejection letters which offer advice, and following a rejection, GPs are welcome to contact our Consultant Dermatologists via Kinesis if further advice is required. In the event that the Consultant Dermatologist feels a referral is warranted following discussion on Kinesis, the patient will be offered an appointment.</p>

## Question Eight Results

Of the 27 respondents, only two GPs (7%) left their email addresses to consent to being contacted in the future about their answers provided in the survey.



## Conclusion & Action Plan

West Kent Dermatology considers and evaluates all suggestions provided by referrers and patients, currently patient satisfaction data is being collected to see whether patient satisfaction matches GP satisfaction.

Suggested actions are as follows, however they are open for amendment and further actions may be identified throughout the year:

1. Gain more responses to the GP satisfaction survey, i.e. communicate via CCG
2. Gain responses from secondary care referrers, e.g. Maidstone & Tunbridge Wells NHS Trust
3. West Kent Dermatology to continue to encourage GPs to refer via e-RS, to allow for 100% of referrals to be referred via e-RS from 1<sup>st</sup> October 2018
4. West Kent Dermatology to review website content to allow for patient testimonials to be displayed
5. West Kent Dermatology and West Kent CCG to communicate with GPs when the biologics service is available
6. West Kent Dermatology to look into including photographs/diagrams within clinic letters where possible
7. West Kent Dermatology to produce GP newsletter to include information on waiting times, Kinesis and clinic locations, as well as clinical advice