

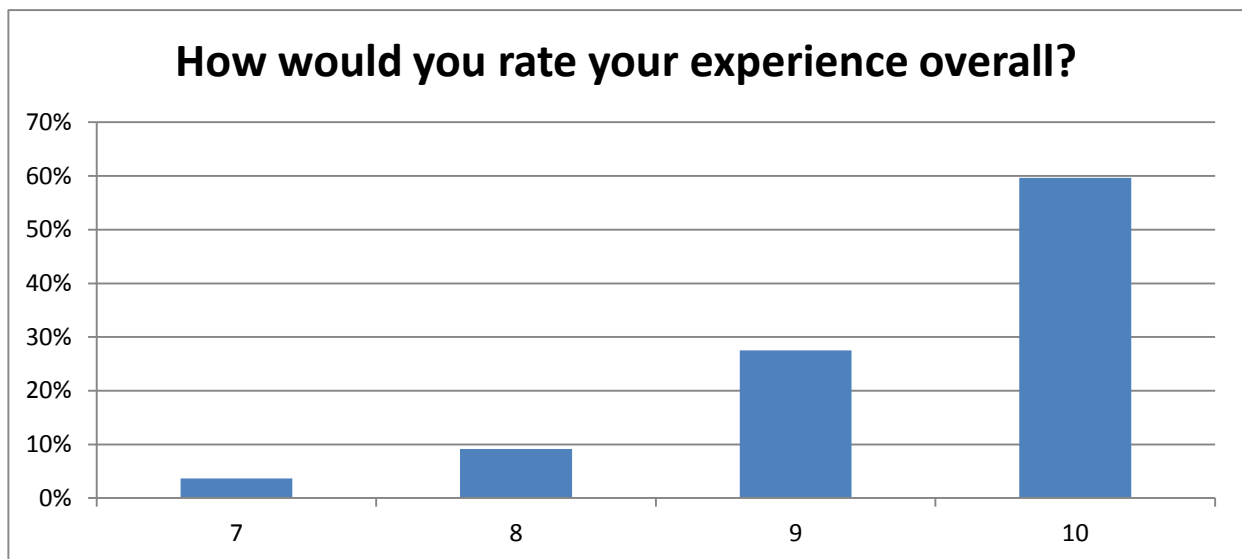
Patient Satisfaction Audit 2013

Survey results for the 2013 patient satisfaction survey

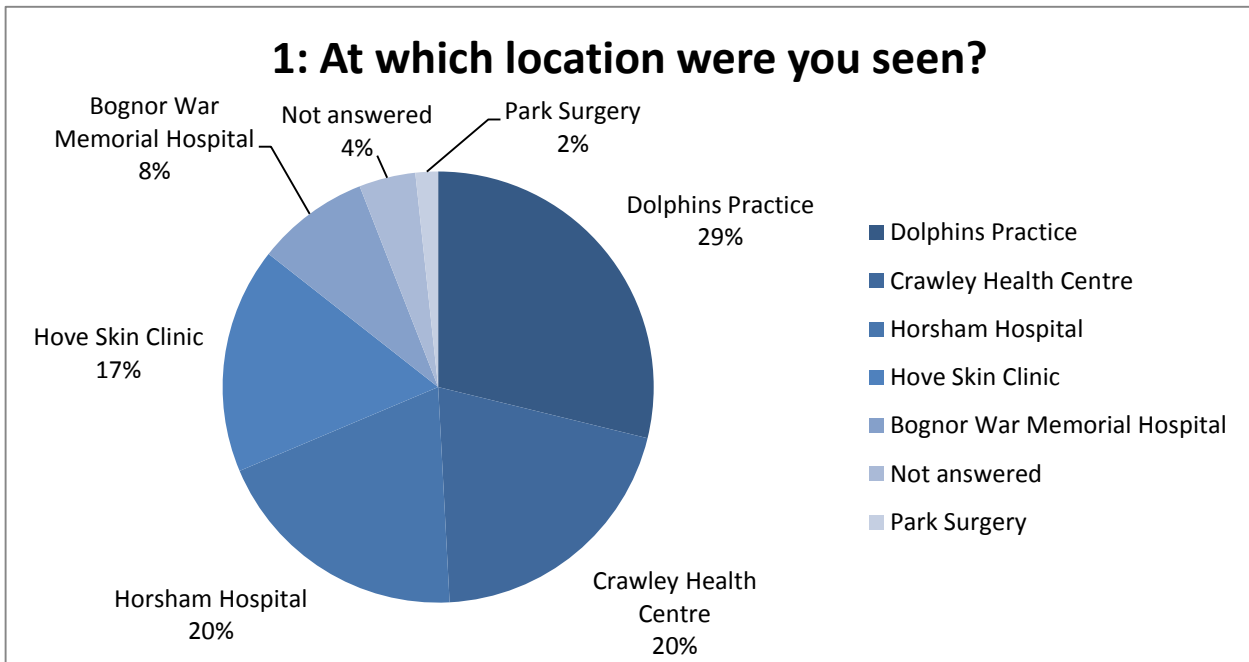
This paper presents the results of the patient satisfaction questionnaires which were filled in by Sussex Community Dermatology Service (SCDS) patients at community clinic locations in August 2013. A total of 118 patients were provided with a fifteen question survey to assess how the service is performing. The results for answered questions are presented below.

Key Points:

- 73% of patients reported being seen within 4 weeks of referral, 100% within six.
- 92% of patients were happy with the waiting times from referral to treatment
- 97% of patients were happy with the level of printed information provided
- Out of a sample of 109 patients who answered the question, 96% of patients rated their overall experience within SCDS at least 8 out of 10. The lowest score for experience within the service was 7 out of 10.



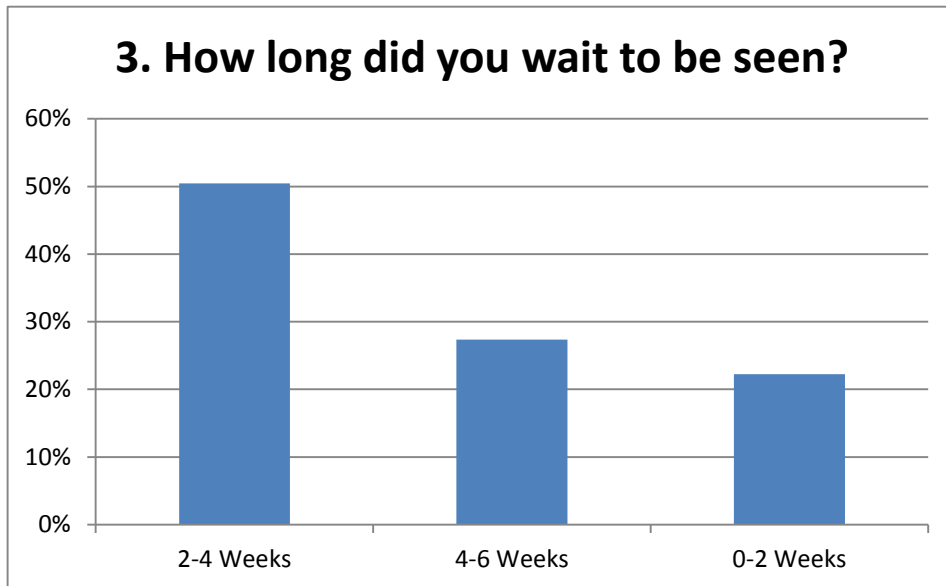
Question 1: At which clinic were you last seen?



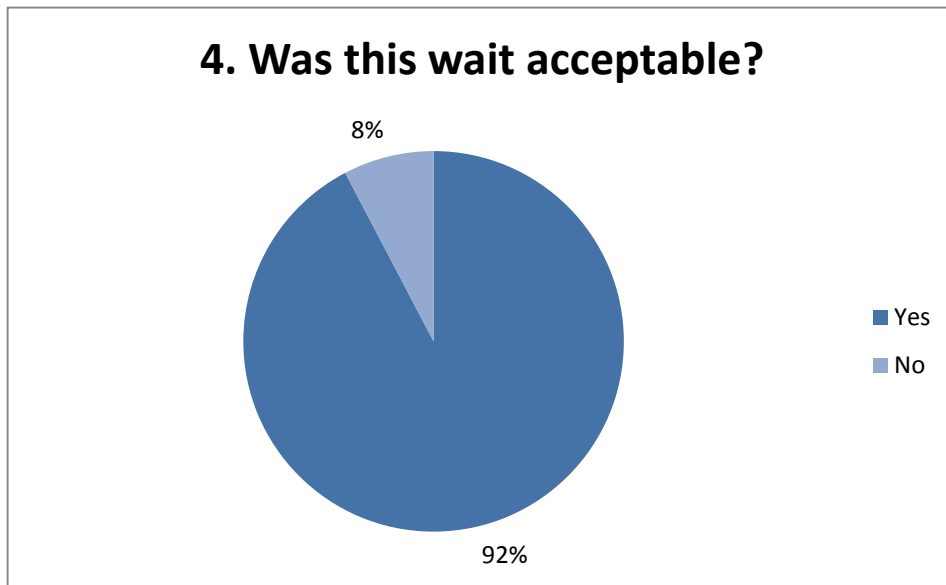
Question 2: If you came by car, was parking easy?



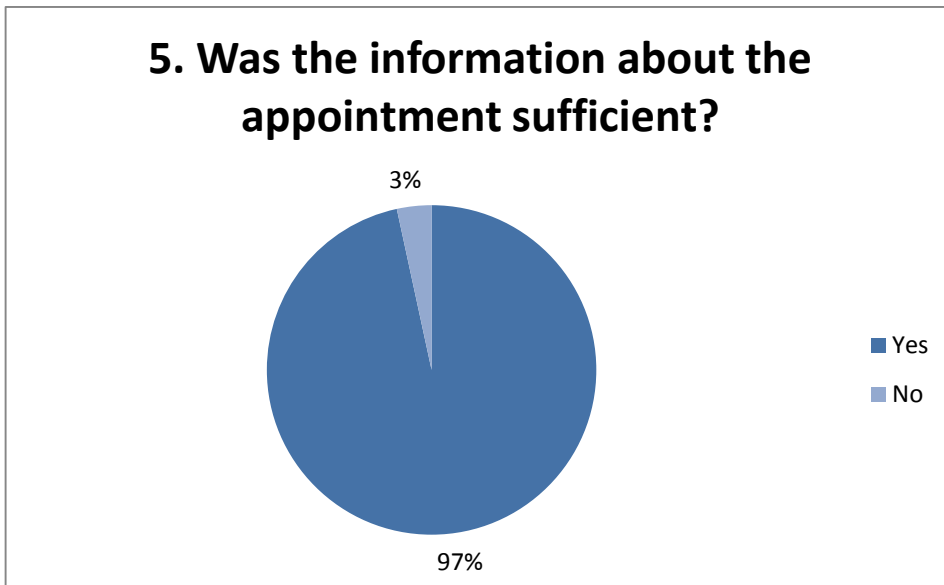
Question 3: From seeing your GP, how long did you have to wait to be seen?



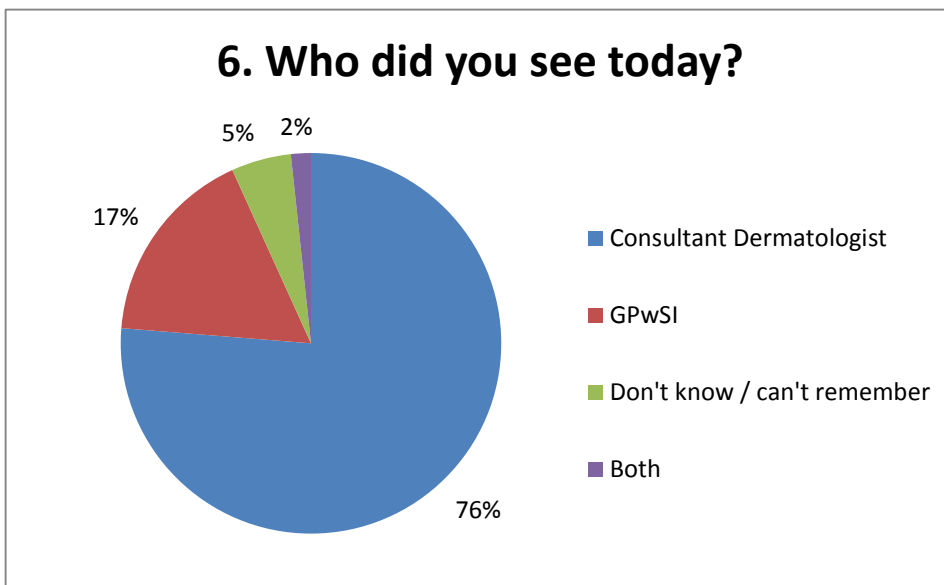
Question 4: In response to Question 3, was this wait acceptable?



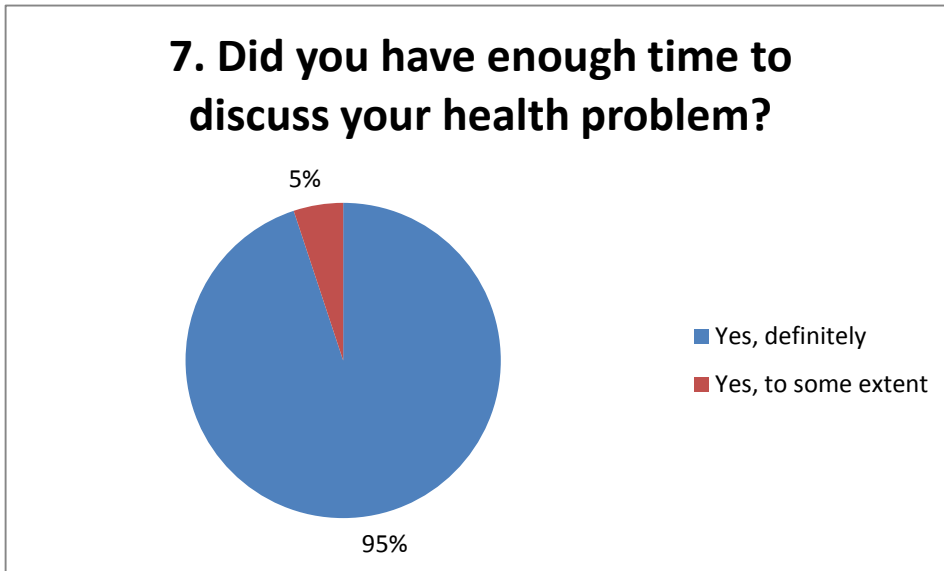
Question 5: Was the information about the date, time and place of your appointment sufficient?



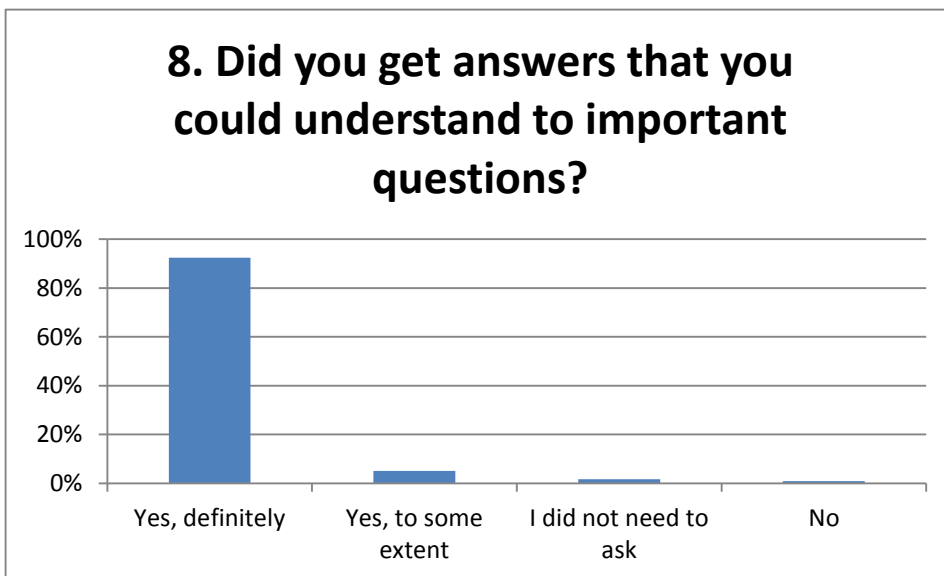
Question 6: Who did you see today? (Patient Perception)



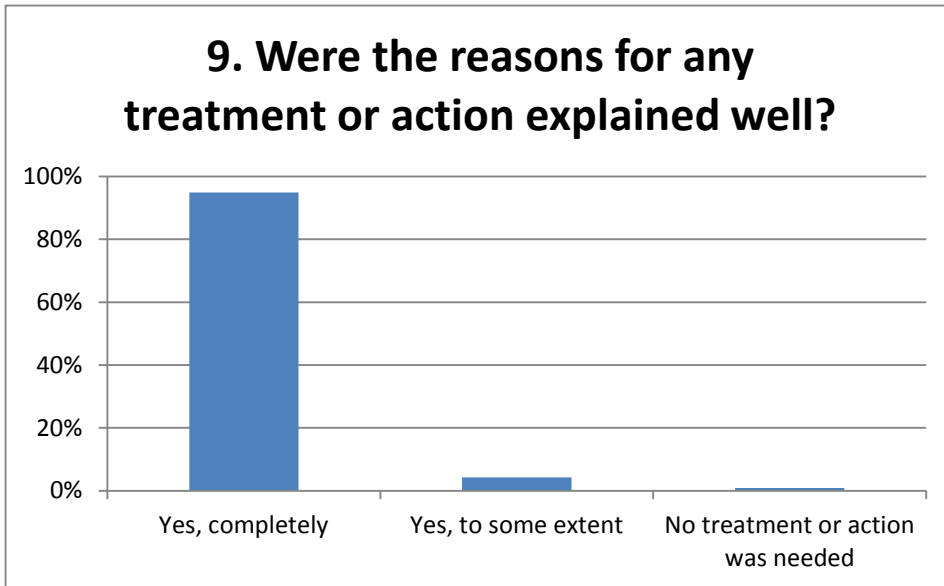
Question 7: Did you have enough time to discuss your health or medical problem?



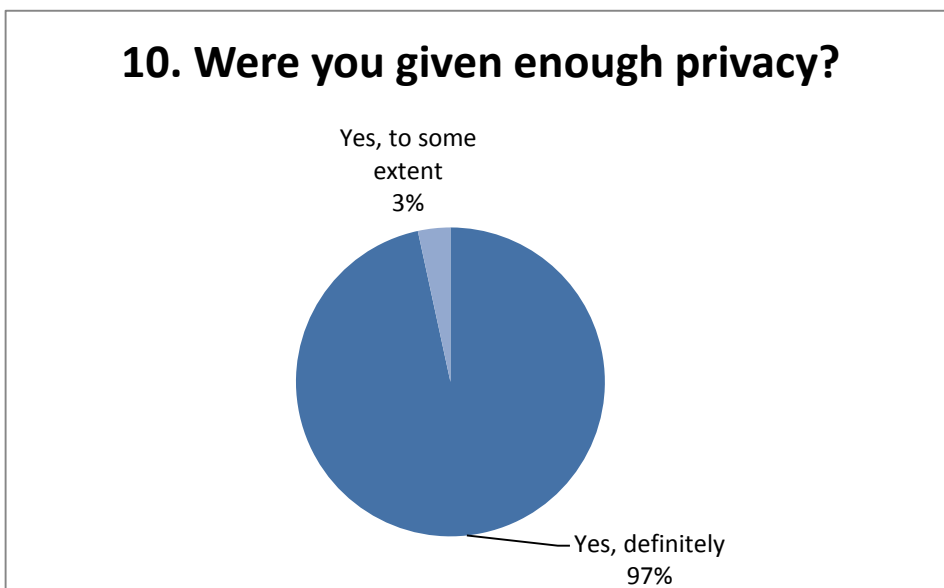
Question 8: If you had important questions to ask, did you get the answers that you could understand?



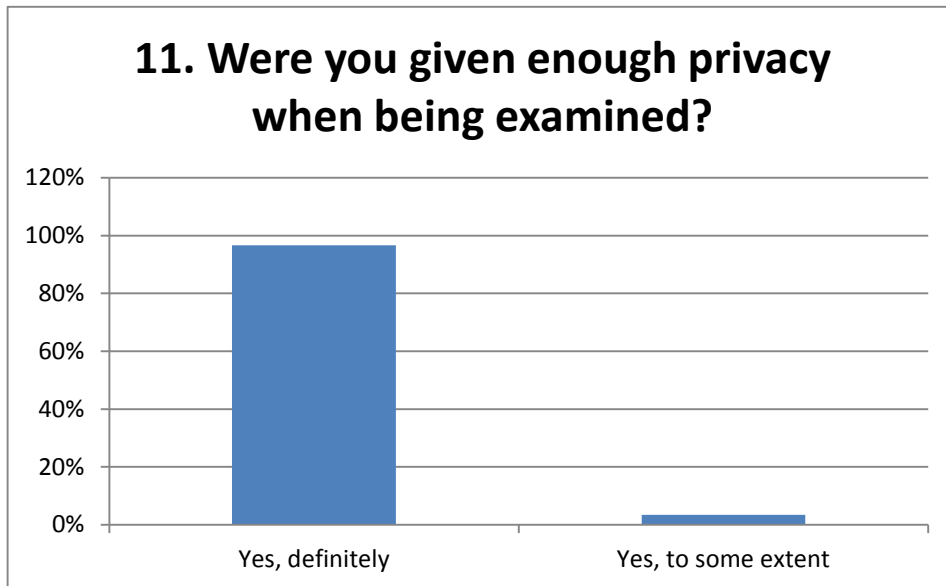
Question 9: Were the reasons for any treatment explained in a way that you could understand?



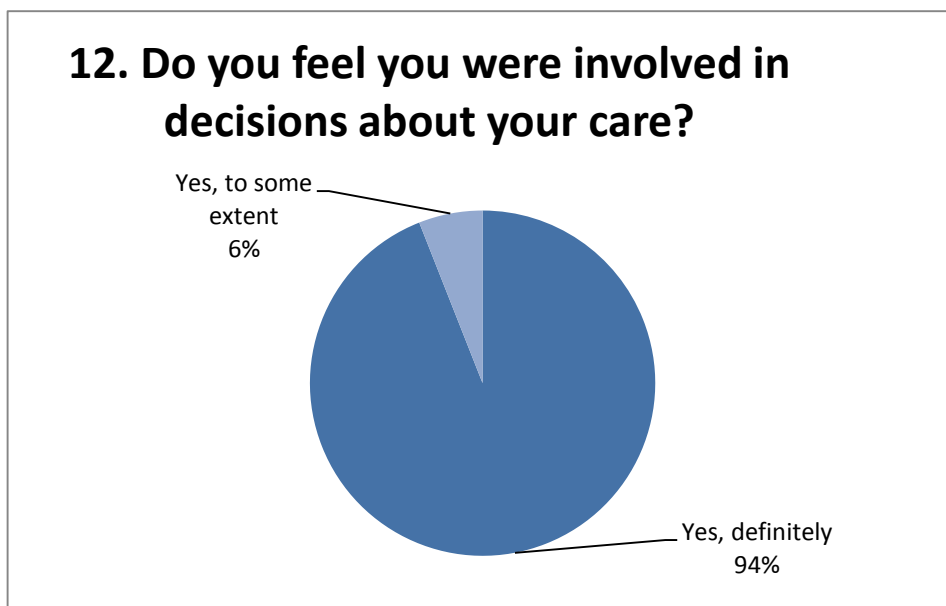
Question 10: Were you given enough privacy when discussing your condition or treatment?



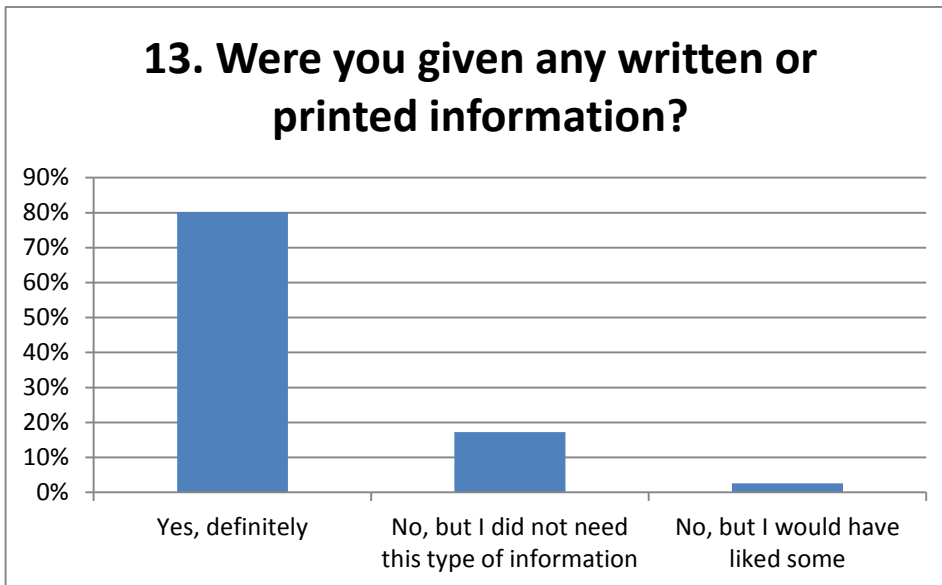
Question 11: Were you given enough privacy when being examined or treated?



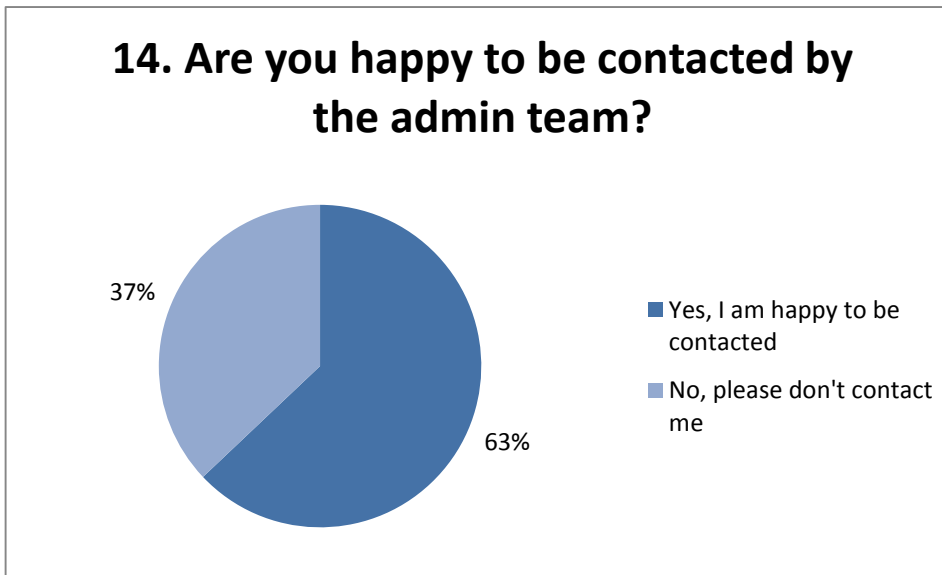
Question 12: Did you feel you were involved as much as you wanted to be in decisions about your care and treatment?



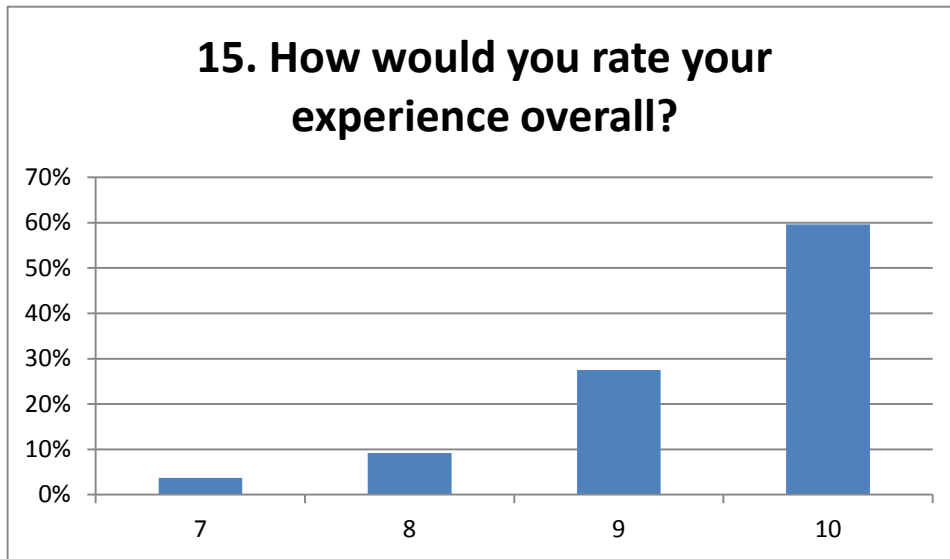
Question 13: Were you given any written or printed information about your condition or treatment?



Question 14: Do you mind being contacted by someone from the admin team to discuss your experience with the service?



Question 15: How would you rate your experience overall?



General Comments / Feedback

16. Was there anything about your visit that could be improved?

- A vending machine in the waiting area
- Appointments can sometimes run over, but this time it was ok
- Better signage outside of clinic
- Brilliant service, lovely and helpful staff
- Car parking. A better selection of magazines and reading material.
- Could have said; "any other questions?" at the end.
- Dr Patel and Zoe George were fantastic, making sure I was informed at all times. A great, efficient service by both of them.
- Everything was fine.
- Everything was on time
- I had to wait for half an hour for my turn. Could have been shorter.
- I was impressed with the skin clinic and the speed at which I was booked in
- I was treated with courtesy, respect and great skill at all stages of my treatment. Thank you
- It is a wonderful place to be treated and the staff are all very kind and encouraging
- Just the parking - took ten minutes to find a place.
- Location not possible to reach by public transport from my home
- Long wait (50 minutes) before being seen
- Loved the toys and poems in reception
- No, very good all round
- No. Never been to such a well organised practice - Thank you
- None - Very pleasant and welcoming experience. Lovely friendly staff. Calm atmosphere. Delightful staff. Thank you! Zoe George who was amazing!
- Parking
- Service was excellent
- The nurse and consultant were friendly, professional, helpful and put my mind at ease. Very informative and patient. A lovely experience. Thank you.
- Time factor

Appendix A - Survey Results

Question 1: At which hospital was the clinic you visited?

Answer	Total	Percentage
Dolphins Practice	34	29%
Crawley Health Centre	24	20%
Horsham Hospital	23	19%
Hove Skin Clinic	20	17%
Bognor War Memorial Hospital	10	8%
Not answered	5	4%
Park Surgery	2	2%
	118	

Question 2: Was parking easy if you came by car?

Answer	Total	Percentage
Yes	83	70%
No	21	18%
Not applicable	14	12%
	118	

Question 3: How long did you wait to be seen in the service from seeing your GP?

Answer	Total	Percentage
2-4 Weeks	59	50%
4-6 Weeks	32	27%
0-2 Weeks	26	22%
	117	

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

Answer	Total	Percentage
Yes	108	92%
No	9	8%
	117	

Question 5: Was the information about the appointment date, time and place sufficient?

Answer	Total	Percentage
Yes	114	97%
No	4	3%
	118	

Question 6: Who did you see today (Patient Perception)?

Answer	Total	Percentage
Consultant Dermatologist	67	56.8%
GPwSI	31	26.3%
Both	15	12.7%
I can't remember	5	4.2%

Question 7: Did you have enough time to discuss your health or medical problem?

Answer	Total	Percentage
Yes, definitely	111	94.1%
Yes, to some extent	6	5.1%
No	1	0.8%

Question 8: If you had important questions to ask, did you get answers that you could understand?

Answer	Total	Percentage
Yes, definitely	94	79.7%
Yes, to some extent	8	6.8%
I did not need to ask	15	12.7%
No	1	0.8%

Question 9: Were the reasons for any treatment or action explained in a way that you could understand?

Answer	Total	Percentage
Yes, completely	106	89.8%
Yes, to some extent	7	5.9%
I did not need to ask	15	12.7%
I did not need an explanation	1	0.8%
No treatment or action was needed	2	1.7%
No	2	1.7%

Question 10: Were you given enough privacy when discussing your condition or treatment?

Answer	Total	Percentage
Yes, definitely	114	97%
Yes, to some extent	4	3%
	118	

Question 11: Were you given enough privacy when being examined or treated?

Answer	Total	Percentage
Yes, definitely	114	97%
Yes, to some extent	4	3%
	118	

Question 12: Did you feel you were involved as much as you wanted to be in decisions about your care and treatment?

Answer	Total	Percentage
Yes, definitely	110	94%
Yes, to some extent	7	6%
	117	

Question 13: Were you given any written or printed information about your condition or treatment?

Answer	Total	Percentage
Yes, definitely	93	80%
No, I did not need this type of information	20	17%
No, but I would have liked some	3	3%
	116	

Question 14: Do you mind being contacted by somebody from the PCT to discuss these comments?

Answer	Total	Percentage
Yes, I am happy to be contacted	73	63%
No, please don't contact me	43	37%
	116	

Question 15: How would you rate your experience overall?

Answer	Total	Percentage
7	4	4%
8	10	9%
9	30	28%
10	65	60%
	109	