

# Patient Satisfaction Audit 2017

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## Sussex Community Dermatology Service

Horsham and Mid Sussex CCG

Surrey Heath CCG

Crawley CCG

Coastal West Sussex CCG

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## 1.0 Introduction

Throughout 2017 (Jan-Dec 2017) Sussex Community Dermatology Service (SCDS) presented patients with the opportunity to complete a patient satisfaction survey at one of our 18 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. The patient satisfaction survey consisted of 16 multiple choice closed questions and one open question (17 in total). The common factor of all the patients is that they were seen by SCDS during 2017 however all the patients varied in age, gender, ethnicity and social status.

The purpose of the patient satisfaction audit was to gather data to indicate whether patients were receiving a positive or negative experience during their appointment and/or treatment under SCDS' care.

In comparison to 2016, there was a 20% increase in the number of surveys received from SCDS patients (802 in 2016 and 998 in 2017).

### 1.1 Action Points from 2016

Action points identified in last year's survey were as follows:

- ***“To continue to develop the clinic location maps to keep them up to date and to make sure they include as much information as possible”*** – all maps were kept up-to-date and included more information about travel and parking. As a result – the number of complaints re: parking reduced by 24%.
- ***“Target Steyning Health Centre, Moatfield Surgery and Brow Medical Centre as SCDS received less than 10 surveys from each of these locations”*** – in 2017 we have seen a massive increase in surveys received from patients reviewed in Steyning and East Grinstead (28 referrals from Steyning Health Centre and 59 referrals from Moatfield Surgery). There has also been a minimal increase in the surveys received from the Brow Medical Centre this year (7) in comparison to last year's audit (3).
- ***“To obtain more completed surveys through the electronic survey available on Survey Monkey”*** – We promoted a survey monkey weblink to all patients via clinic letter correspondence following each patient's appointment, however we received 0 uptake via this method. We find it's easier for hard copies of each survey to be handed out during clinic and for patients to fill their answers immediately after their appointment.

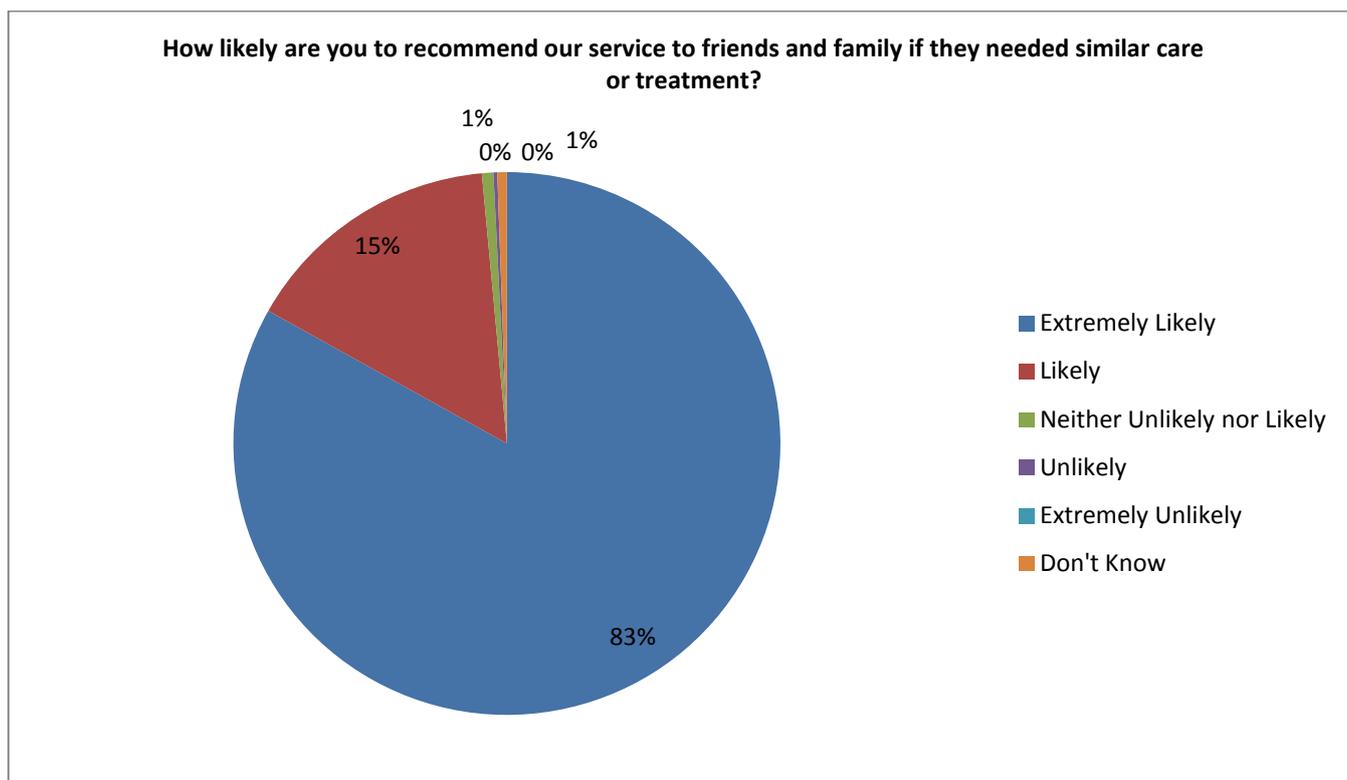
## 2.0 Key Points from 2017

- The overall service satisfaction average has increased from **9.5/10** in 2016 to **9.6/10** in 2017. Also in 2017 we collected 27% more surveys (998) than 2016 which demonstrates that the satisfaction of patients did not differ and in fact increased slightly across a larger audit.
- 86% of patients reported being seen within 4 weeks of referral, 100% within 6 weeks – **1% increase** in comparison to 2016 results.
- 97% of patients were happy with the level of printed information provided – **same level maintained** in comparison to 2015 results.

### 3.0 Patient Satisfaction Survey Results

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

889 patients responded to this question, with 876 patients responding that they were extremely likely to recommend SCDS to their family and friends. 167 more patients answered this question in comparison to last year. This is very positive and highly important as GPs continue to become familiar with patient choice and multiple providers are available within one area.

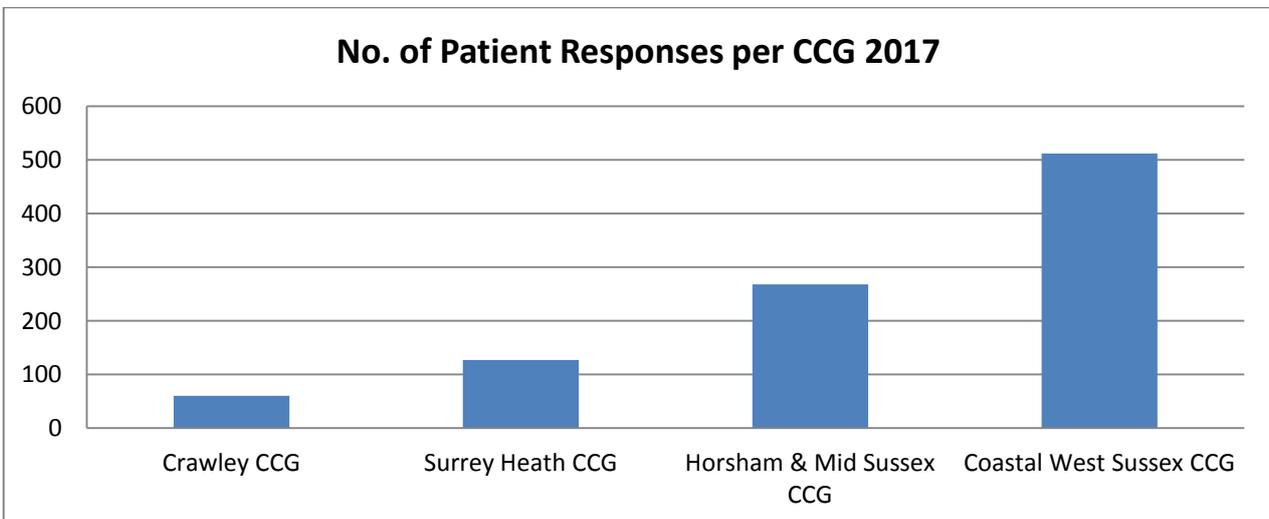
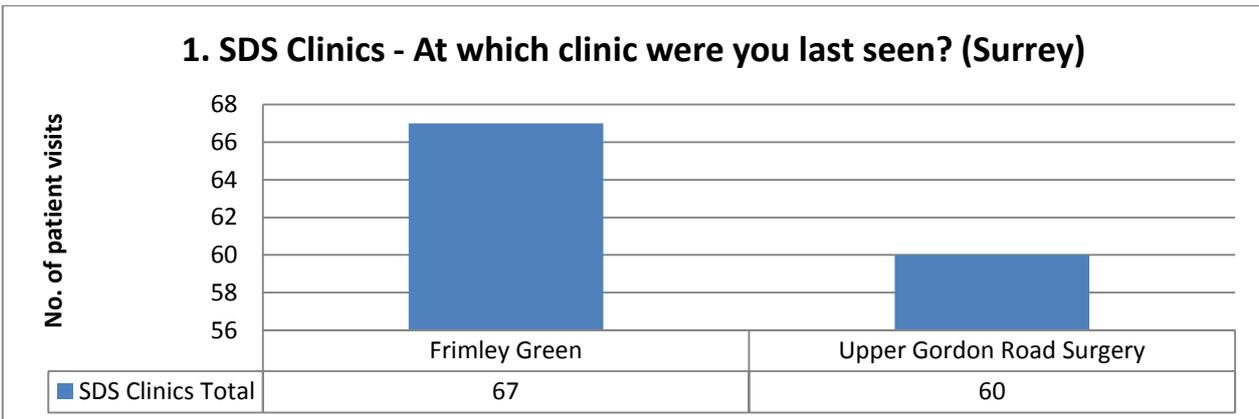
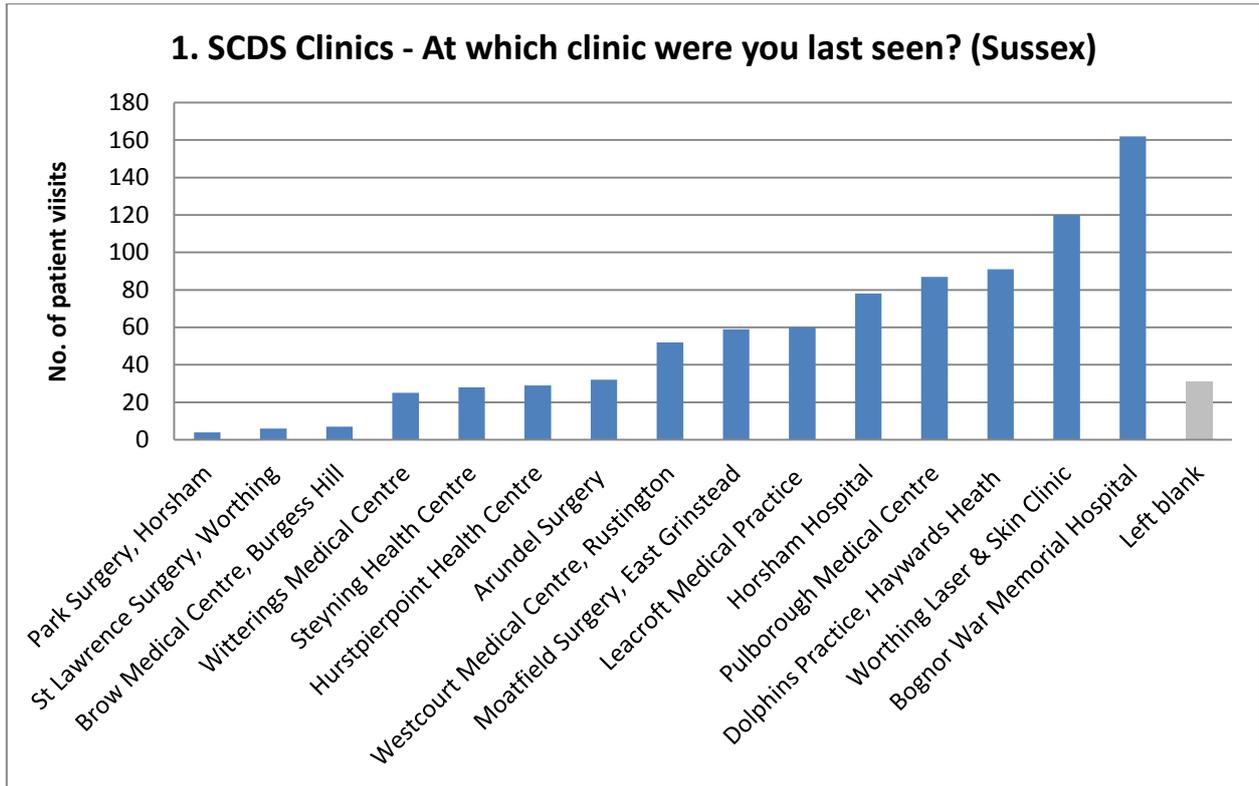


#### 3.2 - Question 1: At which clinic were you last seen?

SCDS offers patients an appointment at a location closest to their address on the GP referral letter. In some cases, patients call our Patient Helpline and choose to change this location to one of their preference, e.g. closest to their workplace. Patients may also select a different location if they wish to travel further to a clinic with a shorter waiting time.

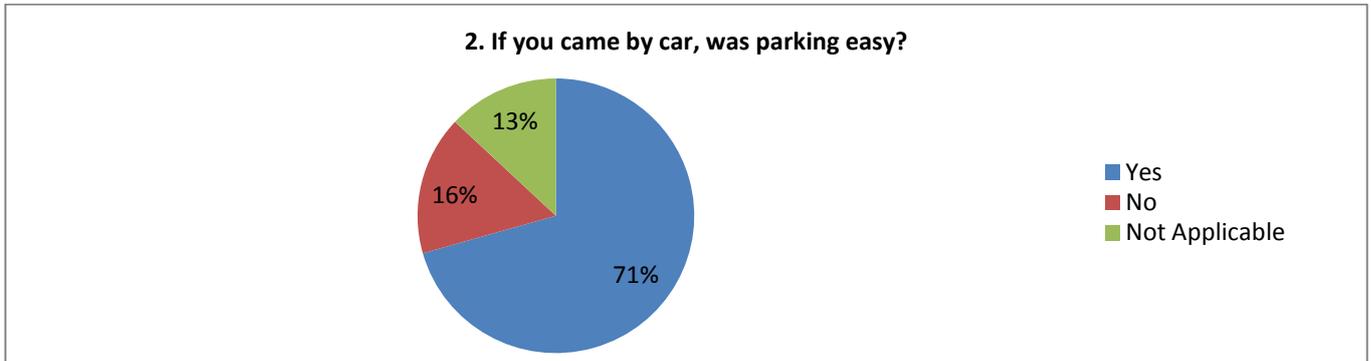
Several of the clinicians working for SCDS run clinical sessions across multiple locations, so their patients can choose to change location and still remain under the care of the same doctor. All of our services are also listed on ERS which allows GPs/CCG RAS services to choose the nearest clinic location to the patient's postcode.

SCDS's contract with Guildford and Waverley CCG terminated mid 2016 and therefore, in comparison to the 2016 data, no surveys have been received from Cranleigh Medical Centre or The Villages Surgery in Send. Due to the new location at Worthing Laser & Skin Clinic, SCDS reduced the number of clinics run at St Lawrence Surgery due to clinicians' preference of location and at the end of 2017, withdrew from this location in Dec 2017. This explains why the survey pick up at St Lawrence remains low.



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

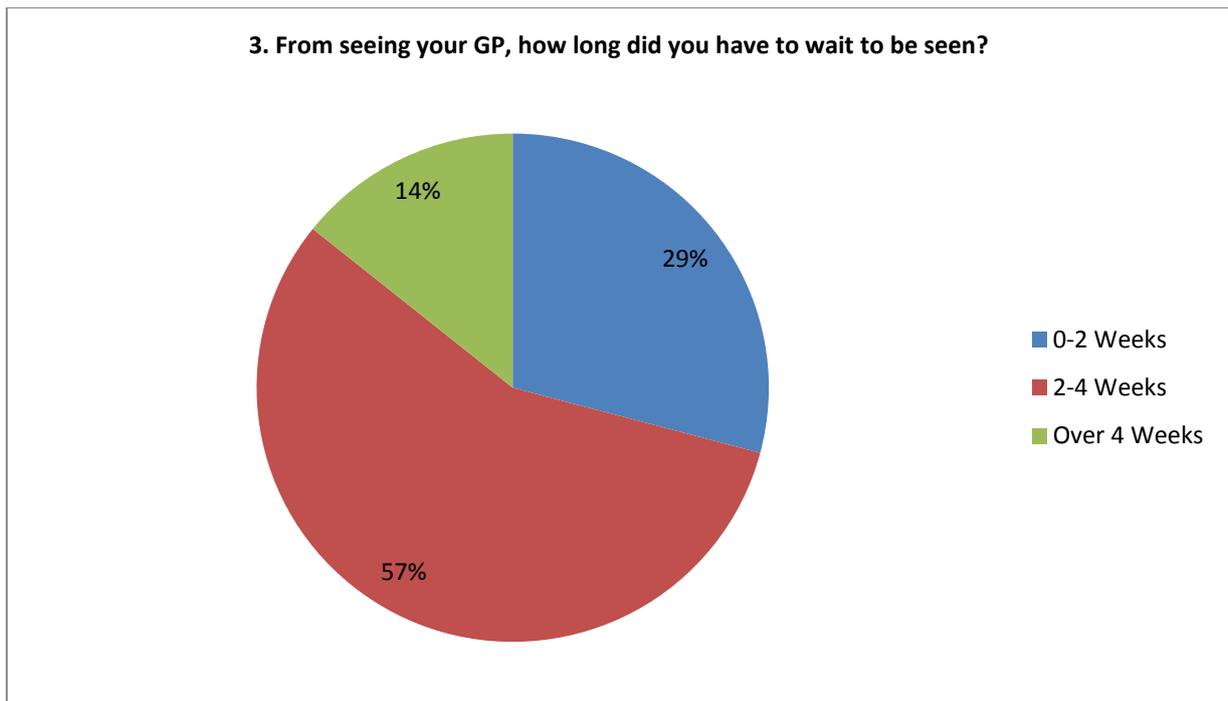
The majority of our clinic location maps that are sent out to all new patients include information on parking and also how to reach the clinic location via public transport. As there have been no major changes to each clinic location’s available parking, the results from 2016 and 2017 are relatively level. In each year over 70% of patients agreed that it was easy to park and 16% disagreed. Unfortunately as SCDS do not manage the parking at each clinic location, this is a difficult area for SCDS to improve on.



**3.4 - Question 3: How long did you wait for an appointment after your referral had been sent to us by your GP?**

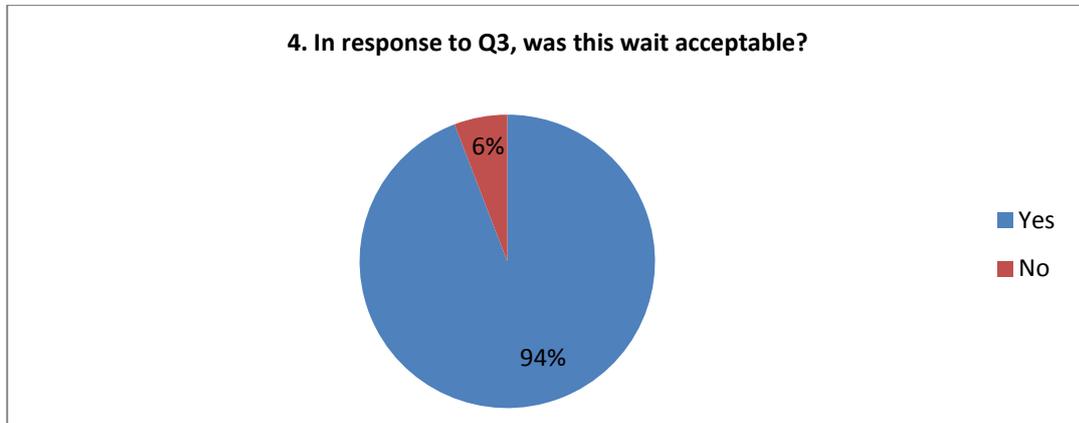
Out of the 975 patients that responded to this question, the data suggests that the average length of time is 2-4 weeks between being referred by their GP and being seen by SCDS at one of our community clinic locations. 100% of patients are seen within six weeks of being referred by their GP unless they make a personal choice to delay their appointment, e.g. they are unavailable.

If a patient cancels their appointment within 48hours of the appointment, then the administration team contact individual patients to see if they would like to attend an appointment at short notice. Patients can also contact the administration office to see if an earlier appointment is available if they wish to.



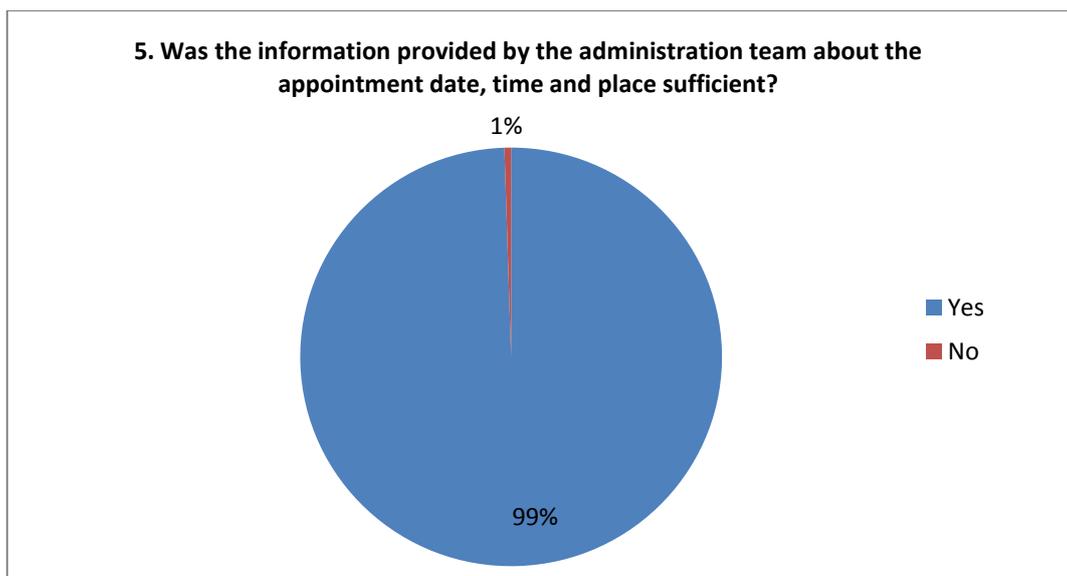
**3.5 - Question 4: In response to your answer above – was this wait acceptable?**

94% of a sample of 980 responded that their waiting time was acceptable, between being referred 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.



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

99% of a sample of 984 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. The majority of patients are given an appointment closest to their home address as they are likely to be familiar with the area, patients can also call the administration office to rebook their appointment to their preferred location, e.g. location closest to their work address.



In 2016, SCDS undertook a project to redevelop our clinic location maps. This was to ensure that they were up to date and included necessary information and advice, e.g. parking information. All of the maps were

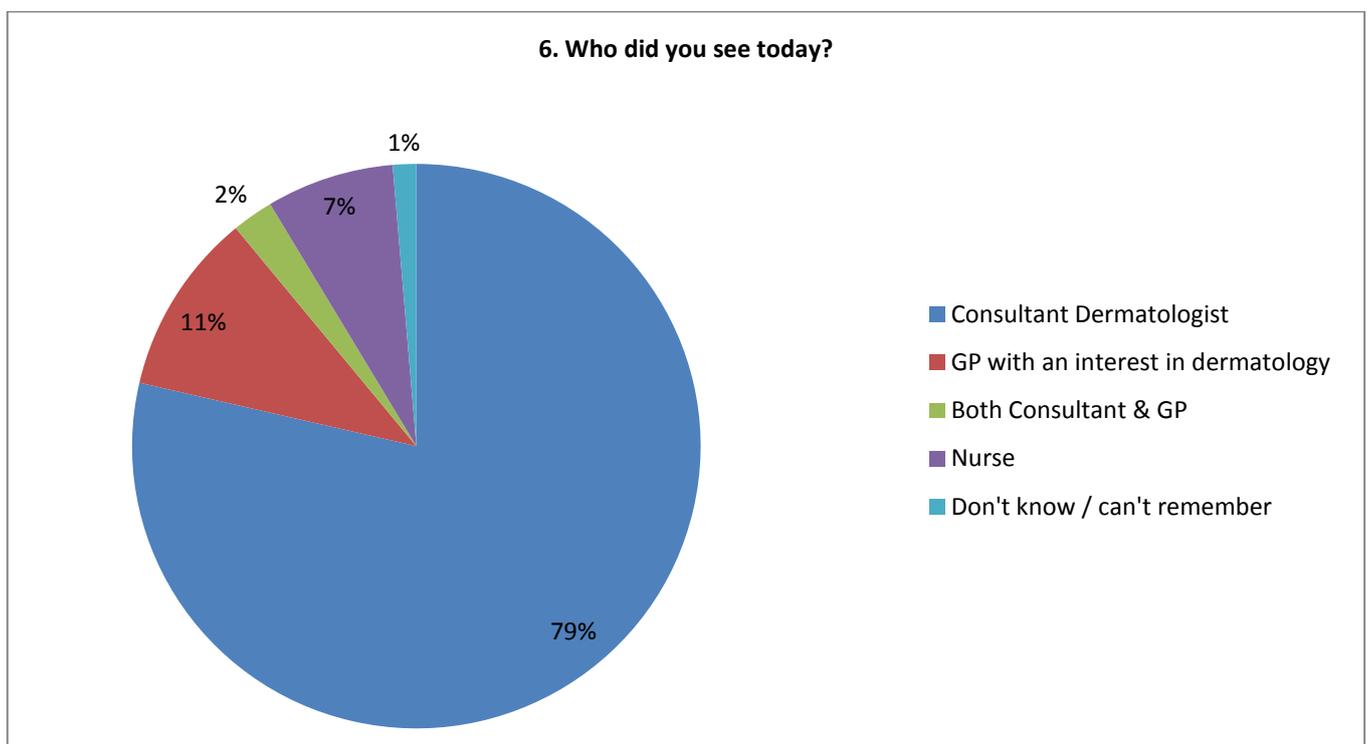
subsequently professionally printed in colour, to make sure they were as clear and informative as they could be for each patient. In 2017, SCDS can proudly say that as a result of amending the clinic location maps, the number of negative comments regarding parking reduced by 24%.

**3.7 - Question 6: Who did you see today?**

SCDS run a consultant-led service which is supported by the patient satisfaction survey which stated that 81% of patients who completed a survey were seen by a consultant at their appointment. For those patients that were seen by a GP with Specialist Interest in Dermatology (GPSwPI), the clinician also has access to a consultant, whether onsite or by telephone or email.

71 patients (7%) stated that they were seen by a nurse only and this relates to the phototherapy clinics run at Bognor War Memorial Hospital or the photodynamic therapy and patch test clinics that are held at Bognor War Memorial Hospital, Dolphins Practice in Haywards Heath or at Worthing Laser & Skin Clinic. SCDS commenced running phototherapy clinics at Worthing Laser and Skin Clinic from 1<sup>st</sup> October 2017 and feedback from these patients is included also.

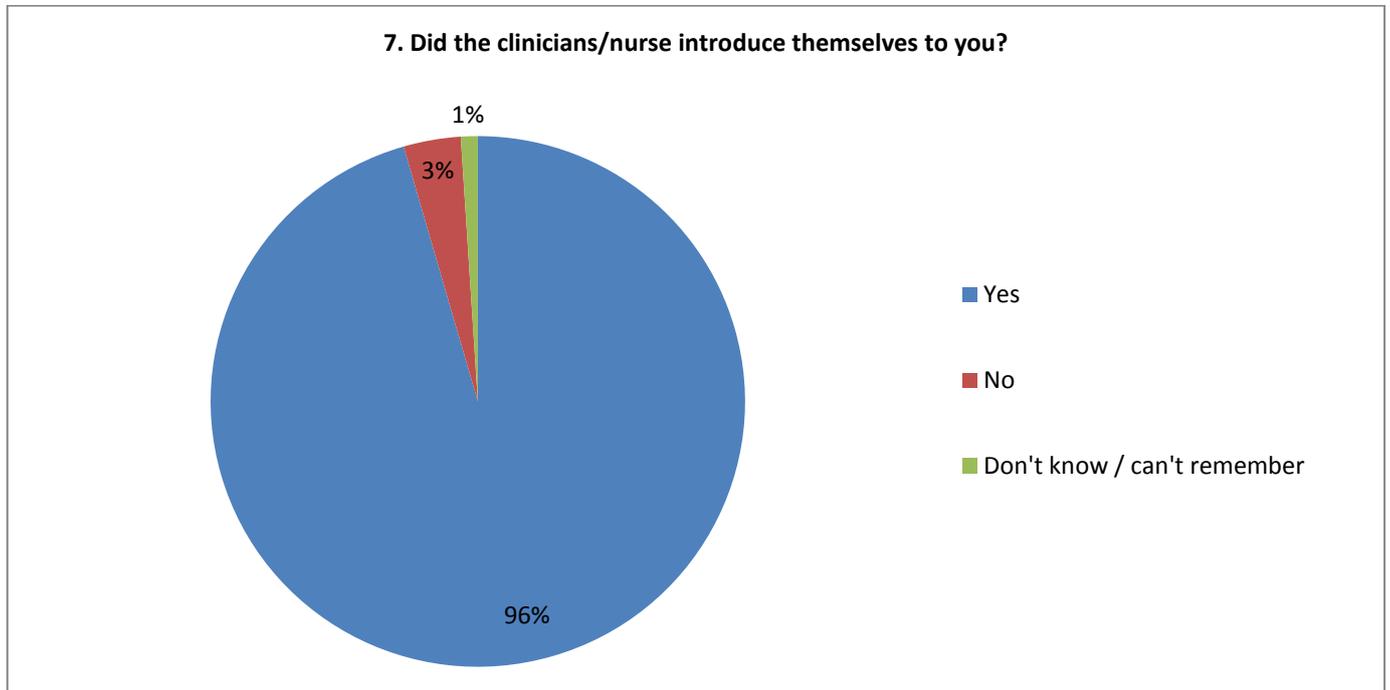
SCDS also run quarterly postgraduate meetings in which all members of clinical staff (including nurses) have access to a minimum of 5 consultants per meeting. This allows them to attend lectures and ask the consultant team about interesting or complicated cases they may have experienced either as a GPwSPI or a General Practitioner.



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

The majority of SCDS patients will receive an appointment letter with their clinician’s name on and, in the event that the clinician changes, they will be notified in most cases by telephone or letter and notified of their new clinician. In most cases, each patient remains with the same dermatologist to enable continuity of care. It is always very important that the doctor seeing the patient introduces themselves to the patient

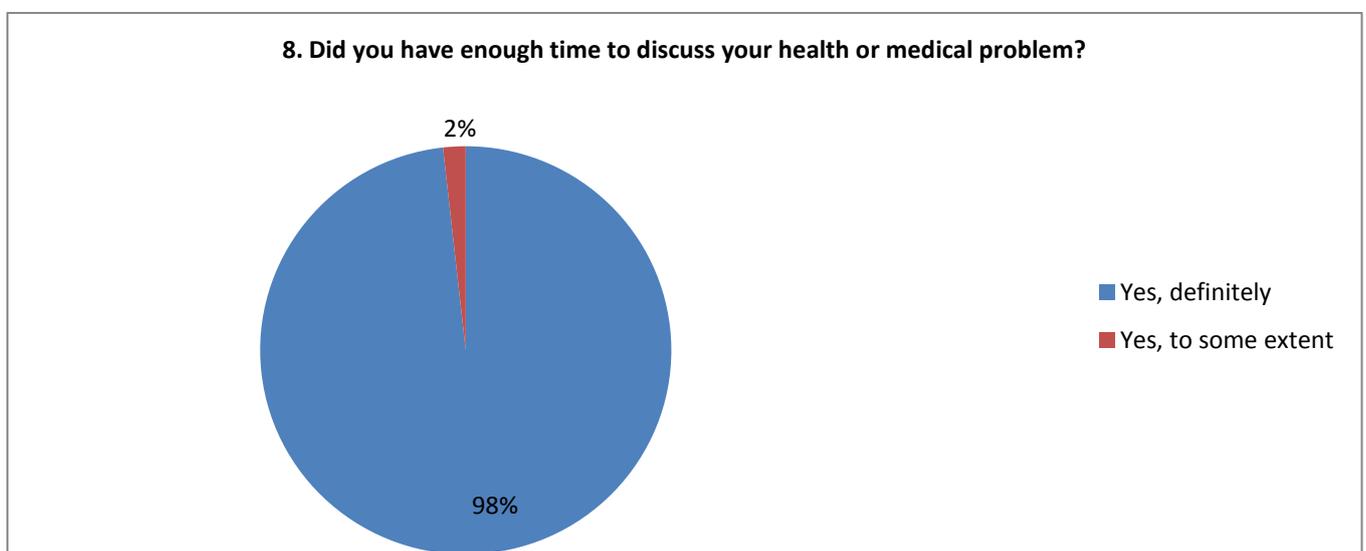
at the first appointment to ensure that the patient feels comfortable and the consultation is started in a personal manner. 96% of a sample of 982 patients felt that the SCDS clinical staff successfully introduced themselves. All nurses wear name badges as part of their uniform to make sure they are easily identifiable.



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

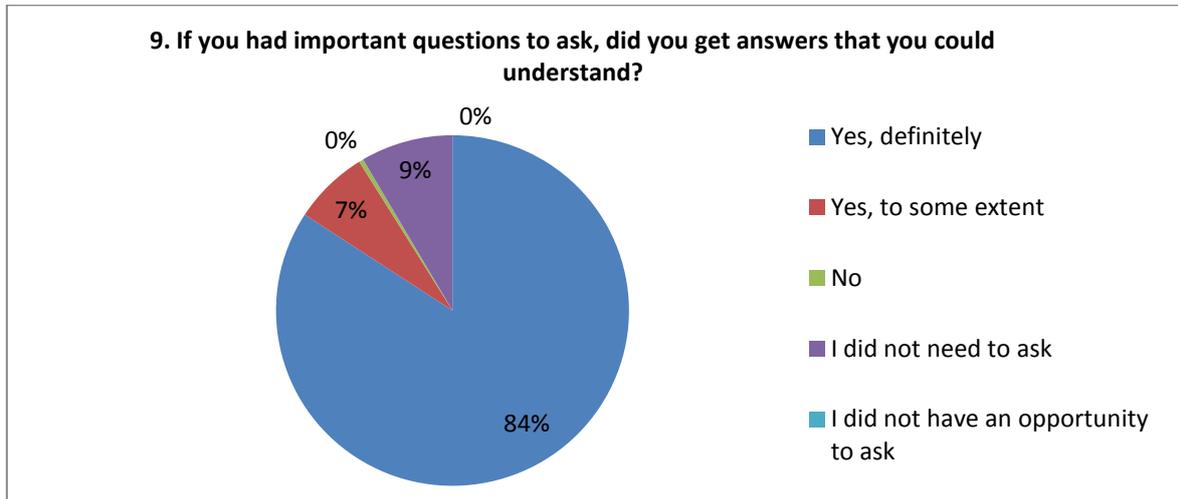
All new patients are allocated appointments lasting 15-30 minutes, this allows for the clinician to complete the consultation process and perform any procedures as required during the same appointment.

If the administration team is made aware of any mobility issues, they will record this on the patient's record and they may decide to book the patient in for a longer appointment to allow for this limitation. From the data collected, 100% of patients who responded to this question stated that they had enough time to discuss their health or medical problems. This suggests that a 15-30 minute appointment per new patient is satisfactory.



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

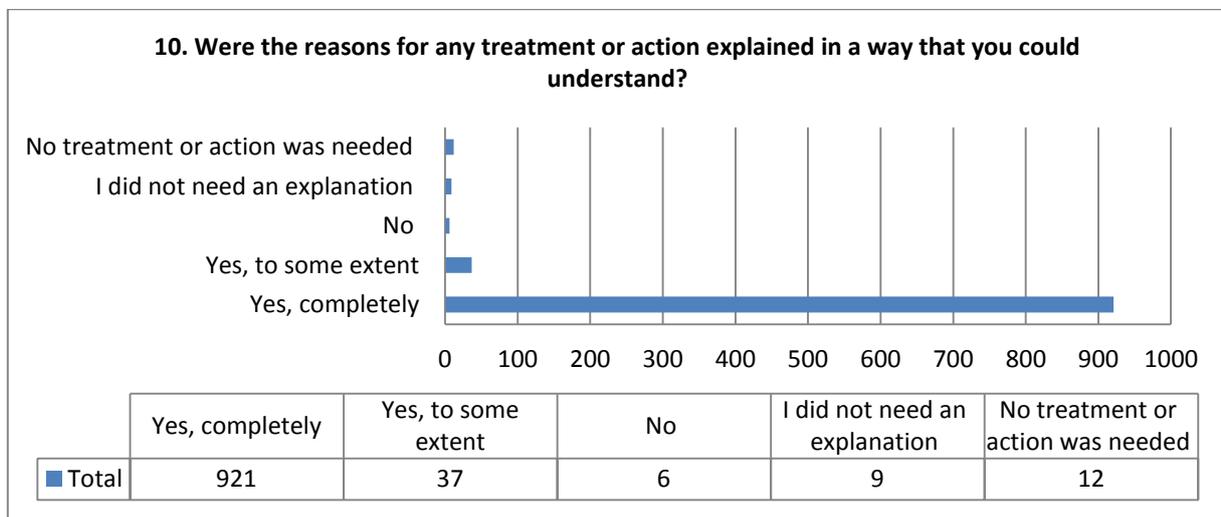
Every patient should be have the time to be able to ask questions about their condition and be involved with deciding which treatment if offered to them by the doctor. This survey has demonstrated that 895 patients (91% of a sample of 982) felt that they were their questions were answered clearly and in a manner they could understand. A further 8% felt they did not need to ask a question.



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

In addition to comment above, 98% of patients (958 out of 985) were satisfied with the clarity of the information provided to them. All patient information leaflets provided by SCDS are written so that all patients, especially those that are non-clinical, can read and understand their diagnosis and treatment during and following their appointment. SCDS also find this important as family members and friends of the patients' may also read these information leaflets to gain a better understanding of the patient's diagnosis and treatment plan.

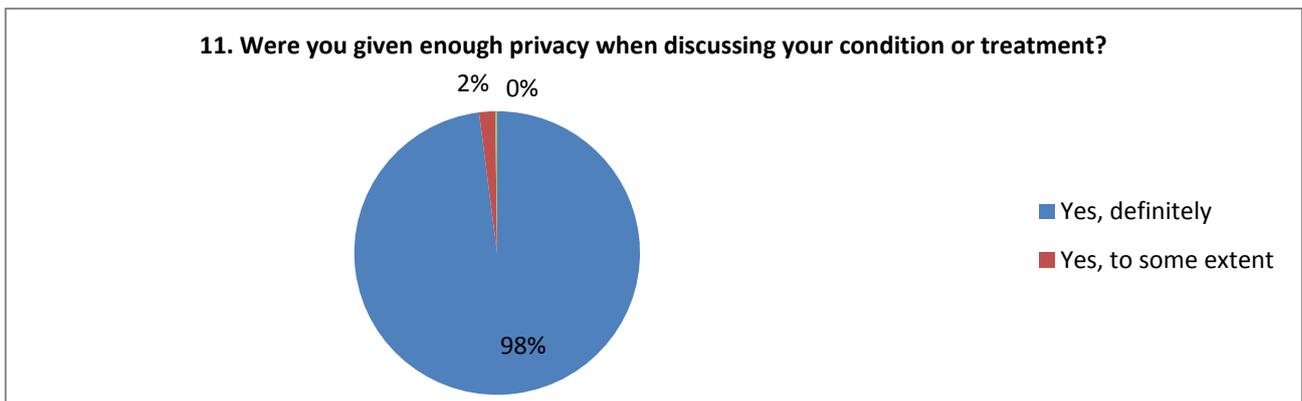
In addition to this, the patient is copied into all clinic and results letters sent from SCDS to their GP and these are also written using non-clinical terms and phrases.



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

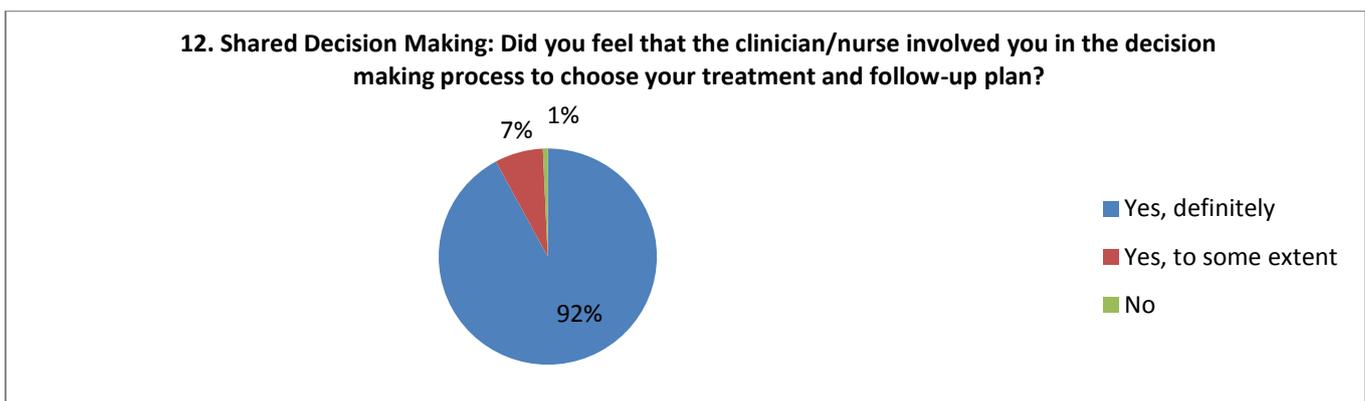
All consultations take place within enclosed rooms and every effort is taken to ensure that unnecessary clinical staff are not present in the rooms during the consultation process. SCDS has reduced the amount of interruptions by ensuring that there are adequate medical supplies in each consultation room, reducing the need for staff to enter other rooms to access consumables. In the event that a member of the administration team needs to communicate with the clinical staff, this is performed through the 'instant messaging' feature on the electronic patient record system (TPP SystemOne), via email or the member of staff will look at the main appointments page of SystemOne to see if the doctor has a patient with them before entering the room. In some cases medical students shadow consultant clinics however all patients are asked if they are comfortable with the medical student being present in the room before the consultation begins. All medical students are required to present valid DBS certificates before they can shadow clinics and they must have their ID badge visible in case it is requested by the patient.

In 2016 100% patients felt they were given enough privacy during their appointment. 2017 results show the same high 100% satisfaction rate.



**3.13 - Question 12: 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?**

All treatment options are explained to the patient during their clinic appointment, and if they are unsure, written information about the treatments can also be provided. Each treatment option is discussed with the patient to make sure it fits in with their lifestyle and obtains the best achievable results. In 2016 and 2017 - 99% of patients who responded to this question felt that they were included in their treatment and follow-up plan, which suggests that most patients are happy with their choices.

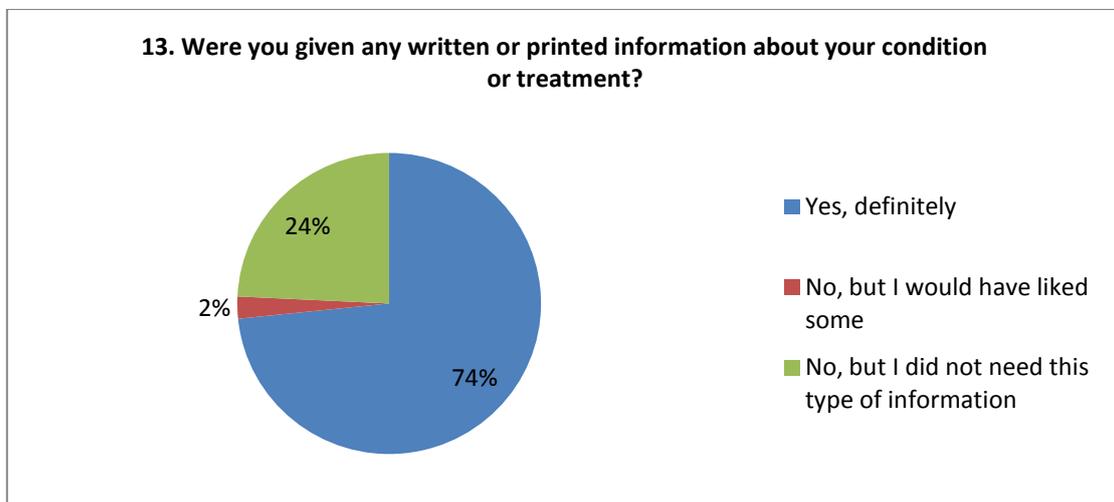


**3.14 - Question 13: Were you given any written or printed information about condition or treatment?**

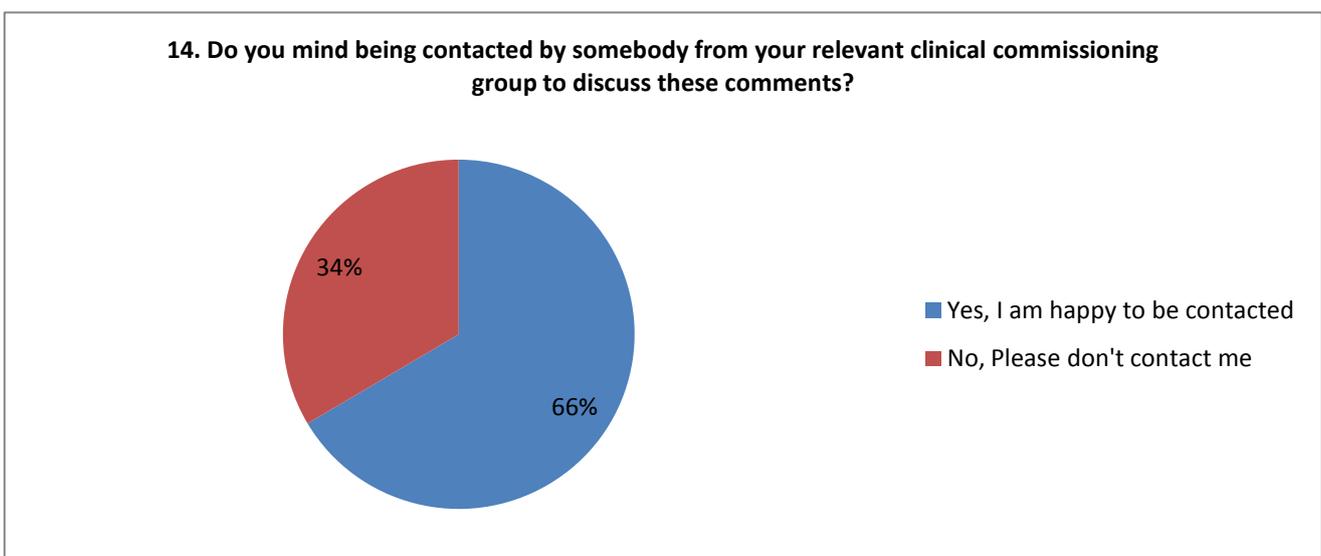
All clinicians, patients and staff members have access to our tailored patient information leaflets through our websites – [www.sussexcds.co.uk](http://www.sussexcds.co.uk) and [www.laserandskinclinics.co.uk/nhs](http://www.laserandskinclinics.co.uk/nhs). The link is also provided within our electronic patient record system for easy access during the patient’s appointment.

Patients can also request a patient information leaflet by telephone or email to our administration team who can provide hard copies sent to the patient’s address or email them to patient’s personal email addresses.

As well as being able to provide patient information leaflets, SCDS also writes to the patient’s General Practitioner (GP) to inform them of the patient’s progress and outcome of their appointment. SCDS also sends a copy of this letter to the patient so that they have a written summary of their consultation including; diagnosis, treatment plan, investigations and follow-up plan.

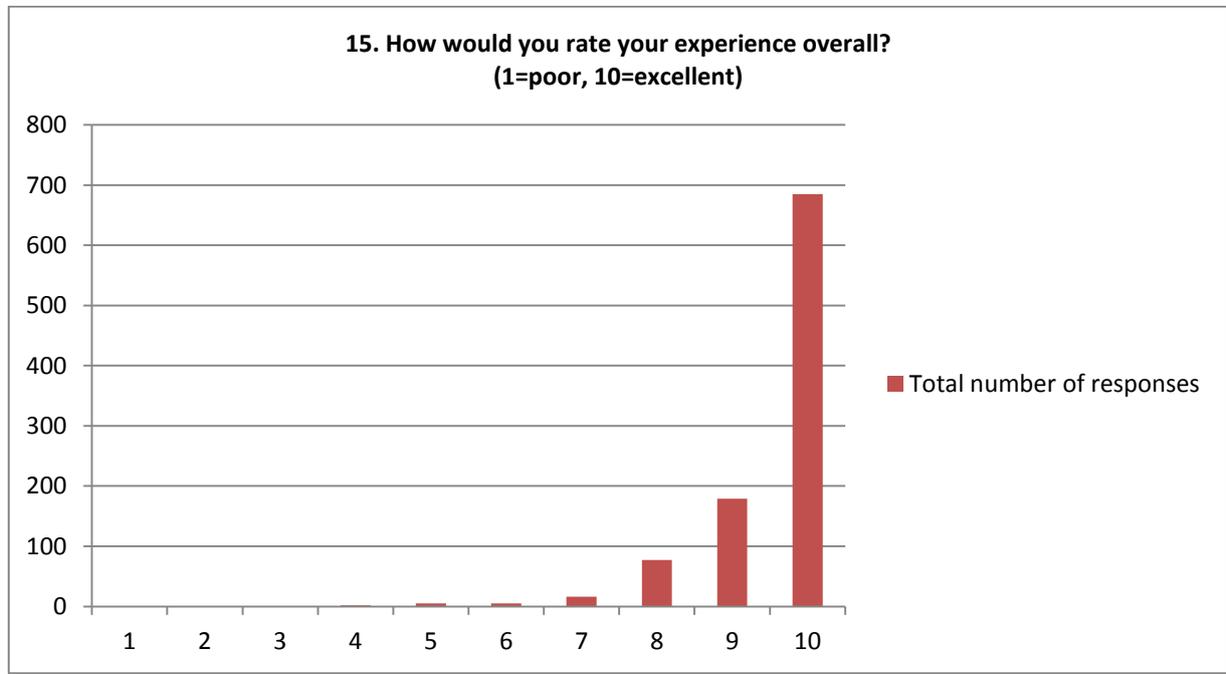


**3.15 - Question 14: Do you mind being contacted by somebody from your relevant clinical commissioning group to discuss these comments?**



**3.16 - Question 15: How would you rate your experience overall?**

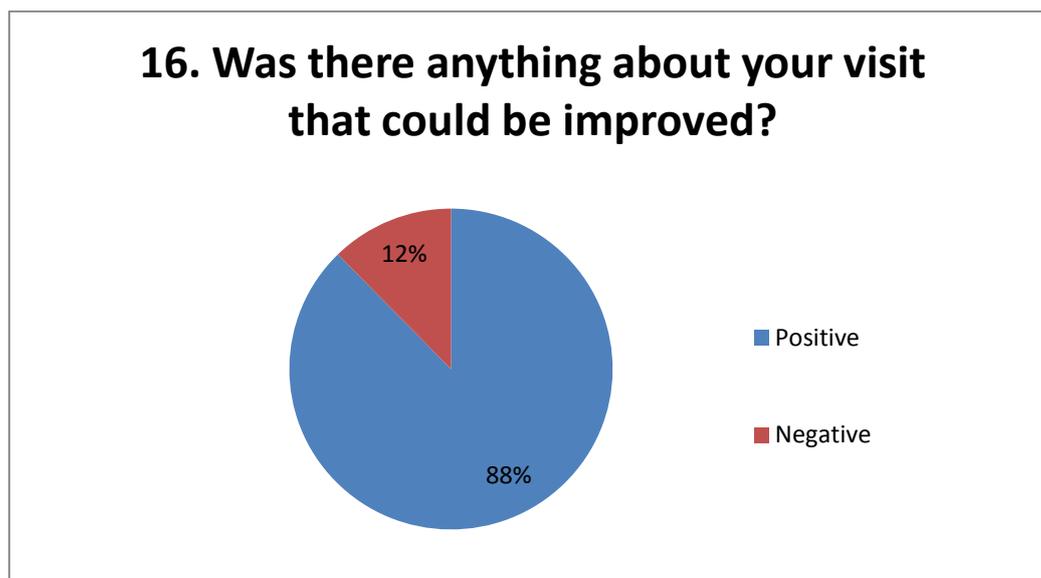
The chart below shows the distribution of the responses to the question ‘How would you rate your experience overall?’ In 2017, 969 patients answered this question and the average response, taking into account all responses, was 9.6 out of 10. This is a 0.1 increase on 2016’s data. 71% of the patients answered ten out of ten which indicated an ‘excellent’ service on the scale.



## 4.0 General Comments/Feedback

### 4.1 - Question 16: Was there anything about your visit that could be improved?

Of the 365 patients who left comments, 320 comments were positive feedback about the service (88%). 45 patients responded with suggestions relating to parking and timekeeping. However, these 45 people who responded with suggestions all gave SCDS a 10 out of 10 rating on question 16 'How would you rate your experience overall?! SCDS also received 2 complaints in 2016 about referrals taking too long to arrive from their GP surgery however 0 patients commented on this in 2017.



## 4.2 Breakdown of suggestions and improvements:

### 4.2.1 Parking

As the car parks at all locations are not owned or managed by SCDS it is difficult to make any improvements on this; an example of an improvement that has been made in the past is to include a note on the coloured 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. We have also included other useful information relating to parking, e.g. pay and display parking only, or information relating to incorrect SatNav directions. All of our locations offer disabled parking and disabled access. Where possible we also include details of public transport to encourage patients to use more eco-friendly modes of transport.

#### Comments included:

- *The car park is not big enough*
- *Car parking/very busy/ difficult to get a space*
- *Not much parking*
- *Parking is limited but it was easy today*
- *More signs from main car park as could not find clinic*

### 4.2.2 Timekeeping

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.

In this audit, only 11 patients had suggestions around timekeeping of appointments and these were mainly due to clinics overrunning.

#### Comments included:

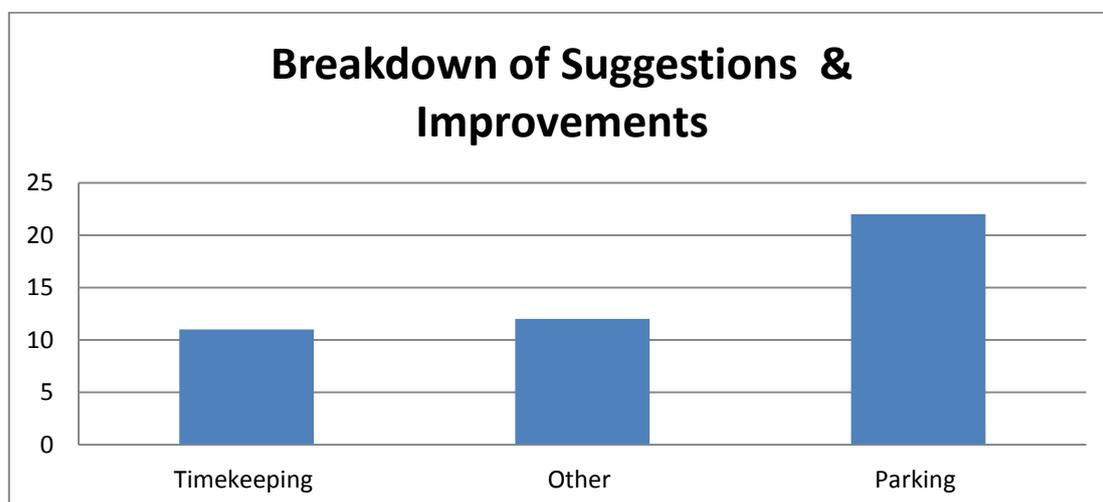
- *Long wait times today*
- *15 minutes waiting time*
- *Time of appointments could be on time but not really an inconvenience*

### 4.2.3 Other comments and suggestions

SCDS received other comments as part of this audit which allows us to reflect on other aspects of a patient's experience, such as music in a waiting room and room temperature, see examples below:

#### Suggestions included:

- *The room was very hot, heating on full blast*
- *Music in the room is a distraction*
- *More chairs in the waiting area*
- *Number of chairs in small waiting room and air con*
- *Coffee machine*
- *No obvious sign for the WC*



### 4.3 Breakdown of positive feedback:

As part of this audit, SCDS have received some very positive and kind feedback from the patients who have participated as part of this survey, some of which are demonstrated below:

#### Extract of positive comments below:

- *The nurses/staff are v friendly,helpful& kind& make you feel very relaxed*
- *Visit was good and helpful on all levels*
- *The nurses/staff are v friendly,helpful& kind& make you feel very relaxed*
- *No improvement it was great service*
- *excellent experience*
- *Everything, better than I expected*
- *It's been superb*
- *Extremely friendly staff and caring*
- *Thank you - very kind caring staff*
- *Dr was informed, helpful, responsive, and sympathetic. I have been very grateful.*
- *excellent service throughout*
- *Dr Sarah Williams is the best medical professional I have ever encountered, caring & with huminaty. Thank you.*
- *Well informed and given a plan going forward*
- *A very easy experience with no waiting. Many thanks*
- *Lovely new building, bright & clean. excellent*
- *Excellent treatment & service*
- *Wonderful treatment!*
- *I had a prompt appointment and minimal wait to see the consultant at the hospital*
- *Fantastic treatment*
- *A friendly & highly efficient service.Many thanks*
- *Very friendly staff, made me feel very welcome and relaxed*
- *Very nice practice (much nicer than Shoreham by Sea Centre)*
- *All good. Even the music so relaxing*
- *Everything was perfect. Very friendly courteous staff.*
- *Everything was excellent*
- *Everything was explained well by Dr L.Belle*
- *Very impressed with the service*
- *My visit was completely excellent and so were Peter & Sue (phototherapy nurses). Every person has been so friendly in the department*
- *You are all great :)*
- *The nurses are so friendly and helpful*
- *Very happy with the service*
- *This was my 3rd appointment (1 at Arundel, 2 at Bognor) Seen on time. Professional, friendly and explained everything*
- *Consultant and nurse were really professional and lovely*
- *Everyone was so caring in my minor operation*
- *All good - Excellent, very impressed.*
- *I felt very happy with my visit*
- *Everyone so kind and reassuring*
- *I arrived and parked on time and was seen on timeand treated excellently*
- *Totally amazed by the care given! Thank you, especially Carol/Peter!*
- *From my first appointment I have been very impressed with the clinic.*

## 5.0 Action Plan

Taking into account the number of responses from the 2017 patient satisfaction survey, SCDS has identified the following actions points to be implemented in 2018 to encourage more patients to participate in the survey across the service:

- Target clinic locations that run less frequent clinics such as: Hurstpierpoint, Steyning Health Centre, Witterings and Arundel Surgery and post out patient satisfaction questionnaires to patients seen at these locations to encourage responses from patients, in addition to handing questionnaires out during clinic.
- Attempt to receive over 1000 surveys to increase feedback across all sites.

## 6.0 Appendix A – Raw Data

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

Answer	Total	Percentage
Extremely Likely	739	83%
Likely	137	15%
Neither Unlikely nor Likely	6	1%
Unlikely	2	0%
Extremely Unlikely	0	0%
Don't Know	5	1%
Number of Responses	889	100%

Question 1: At which clinic were you last seen?

SCDS Clinics		
Answer	Total	Percentage
Park Surgery, Horsham	4	0%
St Lawrence Surgery, Worthing	6	1%
Brow Medical Centre, Burgess Hill	7	1%
Witterings Medical Centre	25	3%
Steyning Health Centre	28	3%
Hurstpierpoint Health Centre	29	3%
<i>Left blank</i>	31	4%
Arundel Surgery	32	4%
Westcourt Medical Centre, Rustington	52	6%
Moatfield Surgery, East Grinstead	59	7%
Leacroft Medical Practice	60	7%
Horsham Hospital	78	9%
Pulborough Medical Centre	87	10%
Dolphins Practice, Haywards Heath	91	10%
Worthing Laser & Skin Clinic	120	14%
Bognor War Memorial Hospital	162	19%
Number of Responses	871	81%

SCDS Clinics		
Answer	Total	Percentage
Frimley Green	67	53%
Upper Gordon Road Surgery	60	47%
Number of Responses	127	100%

**(CONT.) Question 1: At which clinic were you last seen?**

<b>CCG</b>	<b>Total</b>	<b>Percentage</b>
Crawley CCG	60	6%
Surrey Heath CCG	127	13%
Horsham & Mid Sussex CCG	268	28%
Coastal West Sussex CCG	512	53%
Number of Responses	967	100%

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

<b>Answer</b>	<b>Total</b>	<b>Percentage</b>
Yes	689	71%
No	160	16%
Not Applicable	127	13%
Number of Responses	976	100%

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

<b>Answer</b>	<b>Total</b>	<b>Percentage</b>
0-2 Weeks	284	29%
2-4 Weeks	552	57%
Over 4 Weeks	139	14%
Number of Responses	975	100%

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

<b>Answer</b>	<b>Total</b>	<b>Percentage</b>
Yes	923	94%
No	57	6%
Number of Responses	980	100%

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

<b>Answer</b>	<b>Total</b>	<b>Percentage</b>
Yes	979	99%
No	5	1%
Number of Responses	984	100%

**Question 6: Who did you see today?**

Answer	Total	Percentage
Consultant Dermatologist	768	79%
GP with an interest in dermatology	102	10%
Both Consultant & GP	23	2%
Nurse	71	7%
Don't know / can't remember	13	1%
Number of Responses	977	100%

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

Answer	Total	Percentage
Yes	938	96%
No	34	3%
Don't know / can't remember	10	1%
Number of Responses	982	100%

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

Answer	Total	Percentage
Yes, definitely	666	98%
Yes, to some extent	12	2%
No	0	0%
Number of Responses	678	100%

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

Answer	Total	Percentage
Yes, definitely	827	84%
Yes, to some extent	68	7%
No	4	0%
I did not need to ask	83	8%
I did not have an opportunity to ask	0	0%
Number of Responses	982	100%

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

Answer	Total	Percentage
Yes, completely	921	94%
Yes, to some extent	37	4%
No	6	1%
I did not need an explanation	9	1%
No treatment or action was needed	12	1%
Number of Responses	985	100%

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

Answer	Total	Percentage
Yes, definitely	966	98%
Yes, to some extent	18	2%
No	2	2.00%
Number of Responses	986	102%

**Question 12: 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	897	92%
Yes, to some extent	70	7%
No	7	1%
Number of Responses	974	100%

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

Answer	Total	Percentage
Yes, definitely	714	73%
No, but I would have liked some	23	2%
No, but I did not need this type of information	236	24%
Number of Responses	973	100%

**Question 14: 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	646	66%
No, Please don't contact me	326	34%
Number of Responses	972	100%

**Question 15: How would you rate your experience overall?**

Rating	Total number of responses	Percentage
1 (poor)	0	0%
2	0	0%
3	0	0%
4	2	0%
5	5	1%
6	5	1%
7	16	2%
8	77	8%
9	179	18%
10 (Excellent)	685	71%
Number of Responses		969
Average		9.55

**Question 16: How would you rate your experience overall?**

Answer	Total	Percentage
Positive	320	88%
Negative	45	12%
Number of Responses		365

Breakdown of Suggestions	Total	Percentage
Timekeeping	11	25%
Other	12	26%
Parking	22	49%
Number of Responses		45