

Patient Satisfaction Audit 2016

Sussex Community Dermatology Service

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1.0 Introduction

Throughout 2016 Sussex Community Dermatology Service (SCDS) presented patients with the opportunity to complete a patient satisfaction survey at one of our twenty one 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 22 multiple choice closed questions and one open question. The common factor of all the patients is that they were seen by SCDS during 2016 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 2015 a total of 18 questions were included on the patient satisfaction survey, however in 2016 the survey was amended to include questions on disability, age, gender and ethnicity in order to mirror the Friends & Family Test commonly used within Hospital Trusts since April 2013.

In comparison to 2015, there was a 43% increase in the number of surveys received from SCDS patients.

1.1 Action Points from 2015

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

- *"Update patient appointment letters to advise patients that there may be a slight delay in appointment times due to surgical procedures being performed – in response to timekeeping comments"* – This appointment letter amendment was completed and as a result the number of comments relating to timekeeping dropped by 4%.
- *"Update Northbourne Medical Centre map to give advice on patient parking – in response to CWS parking comments"* – Although this amendment was carried out, SCDS withdrew from Northbourne Medical Centre in June 2016.
- *"Plan to target Westcourt Medical Centre, Arundel Surgery & Witterings Health Centre in the Patient Satisfaction Survey 2016 in order to obtain responses from the patients in those areas"* – In 2016 these clinic locations were targeted and 58 surveys (8% increase) were received from Westcourt Medical Centre, 50 (7% increase) from Witterings Health Centre and 31 (5% increase) were received from Arundel Surgery.
- *"Investigate creating an electronic survey and adding the link to the email signature for the SCDS email inbox"* – this was completed and the survey web link was also included on our appointment cards. A total of 14 patients completed the survey electronically.

2.0 Key Points from 2016

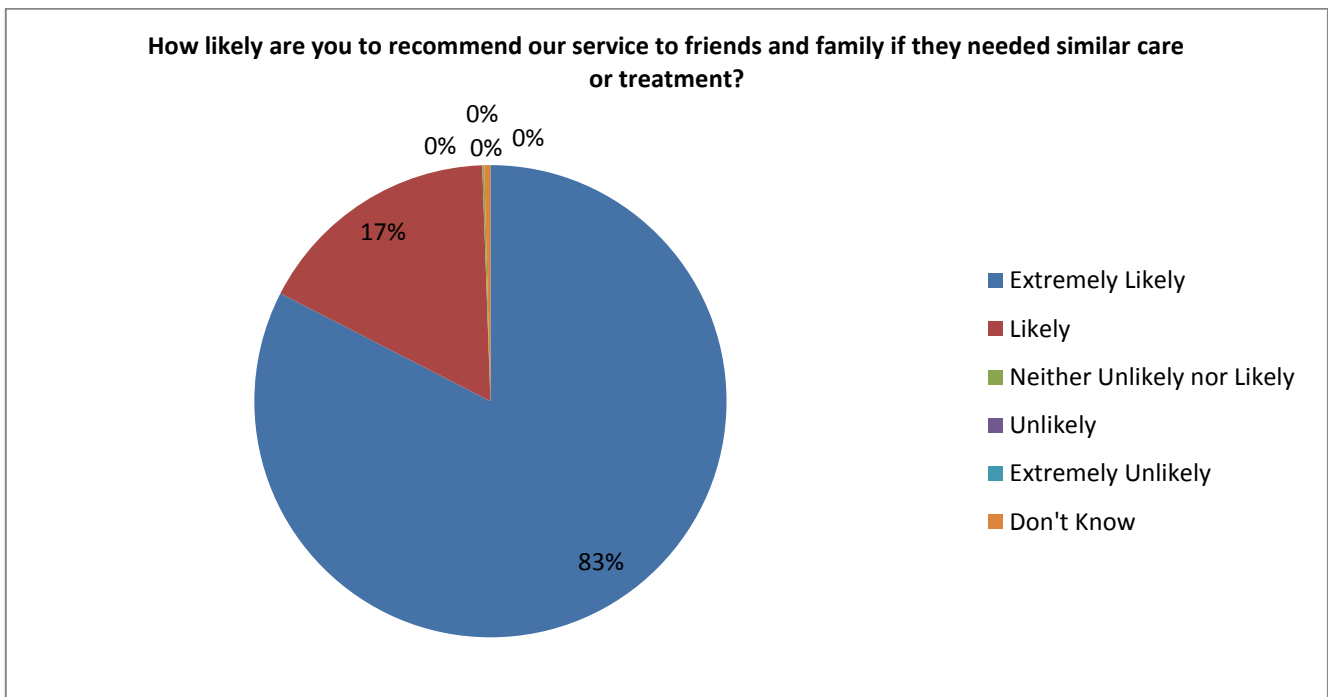
- 85% of patients reported being seen within 4 weeks of referral, 100% within six weeks – **7% increase** in comparison to 2015 results.
- 96% of patients were happy with the waiting times from referral to treatment – **5% increase** in comparison to 2015 results.
- 97% of patients were happy with the level of printed information provided – **3% increase** in comparison to 2015 results.

- Out of a sample of 722 patients who answered the question, 100% of patients responded that they were either extremely likely or likely to recommend SCDS to friends and family – **5% increase** from 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?

722 patients responded to this question, with 596 patients responding that they were extremely likely to recommend SCDS to their family and friends. This is very positive and highly important as GPs continue to become familiar with patient choice and multiple providers are available within one area.



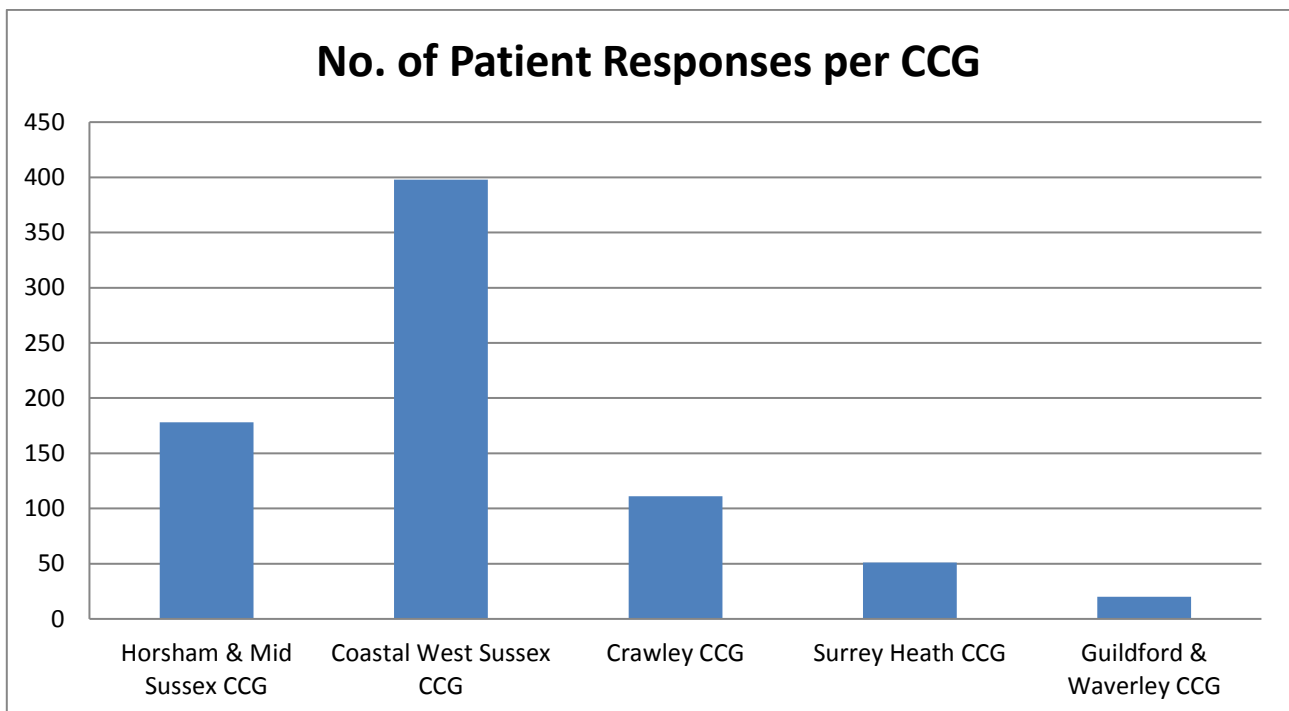
3.2 - Question 1: At which clinic were you last seen?

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.

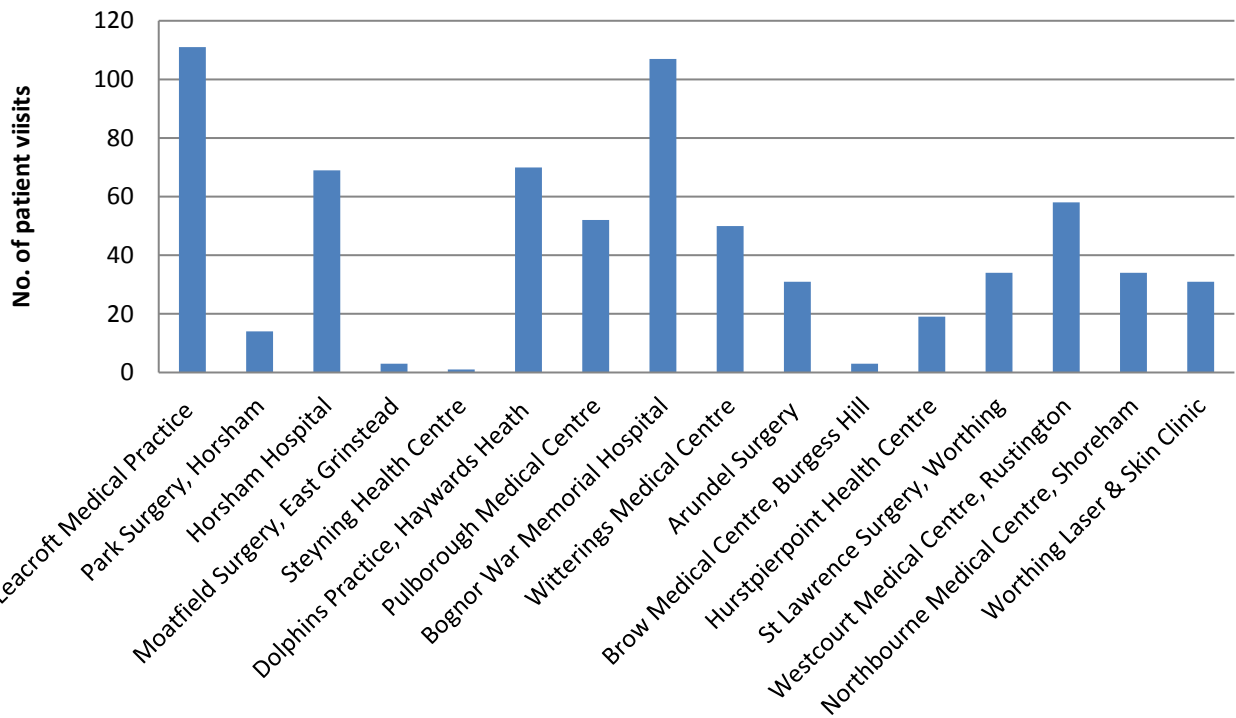
Several of the clinicians working for SCDS run clinical sessions across multiple locations, so their patients can choose to change location and still remain under the care of the same doctor.

SCDS withdrew from Northbourne Medical Centre on 13th June 2016 and therefore no further patient satisfaction surveys were collected from this location. As a result SCDS opened a new community location in Coastal West Sussex at the premises of Worthing Laser & Skin Clinic from 20th June 2016 which may mean the number of surveys collected from these locations may be reduced due to the limited number of clinics run from these locations. 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, currently SCDS run one clinic per month at St Lawrence Surgery due to the number of referrals received from the practice.

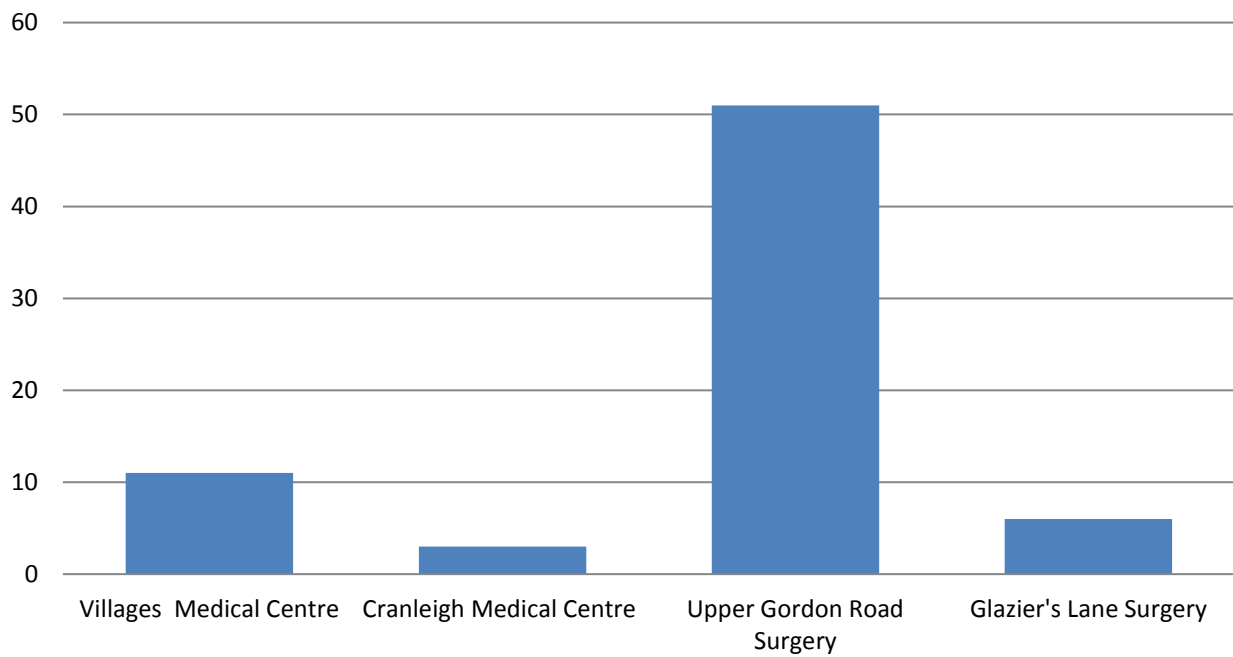
SCDS also withdrew from Guildford & Waverley CCG, which saw a reduction in the number of surveys being produced for Surrey Dermatology Service.



1. SCDS Clinics - At which clinic were you last seen?



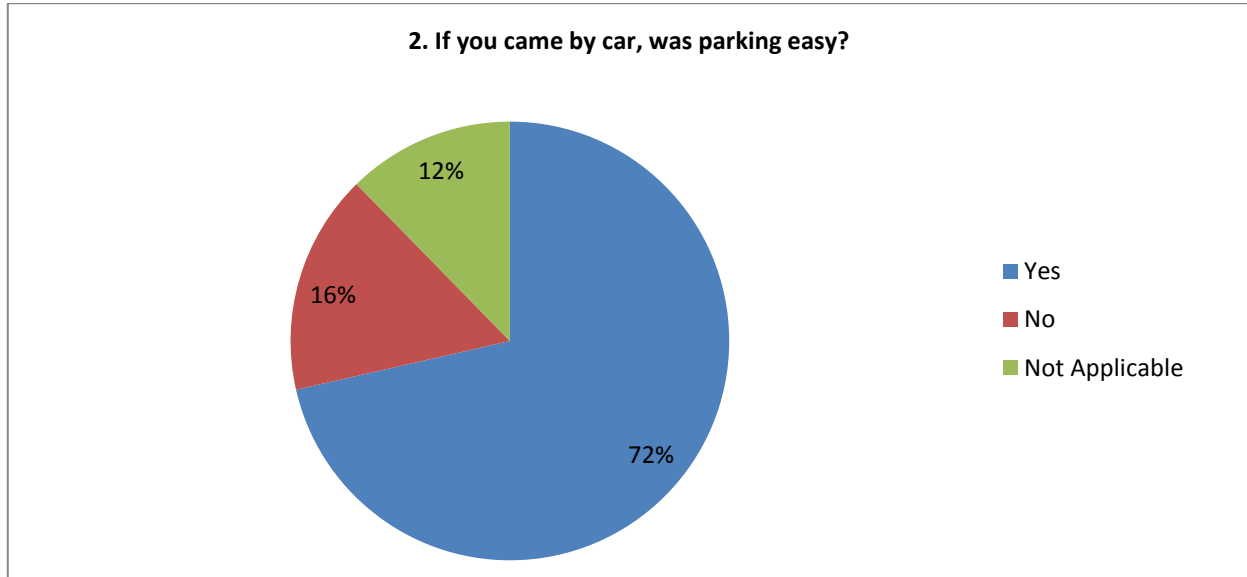
1. SDS Clinics - At which clinic were you last seen?



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.

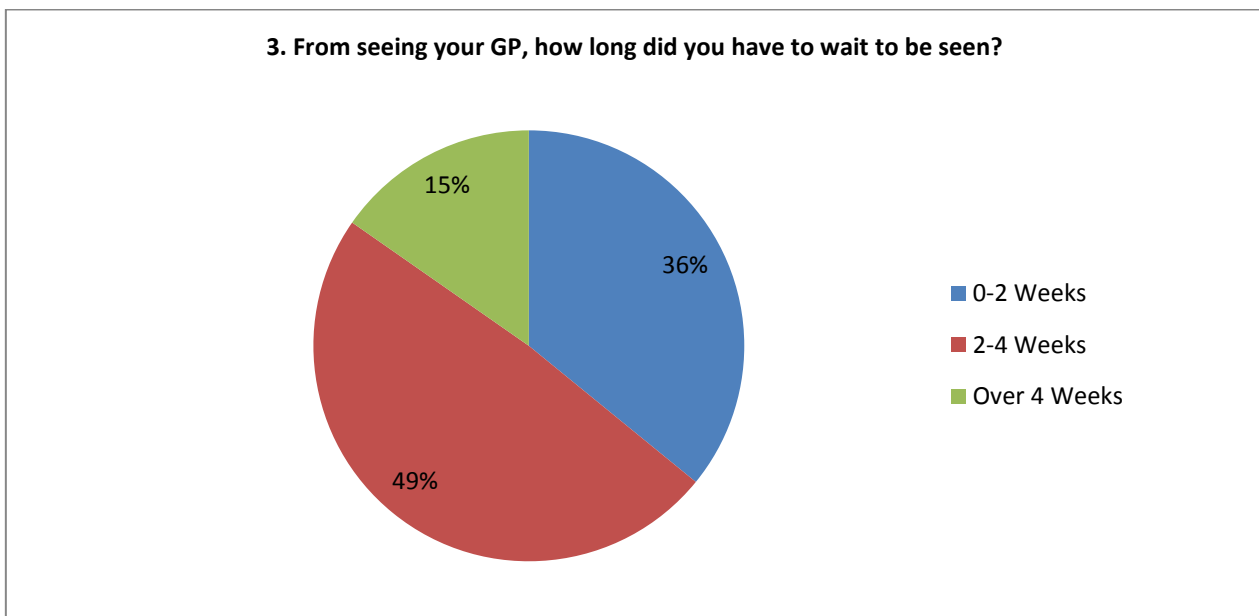
As SCDS does not own the car parks at each clinic locations, it is difficult to know when building works are being carried out so that we can warn patients.



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

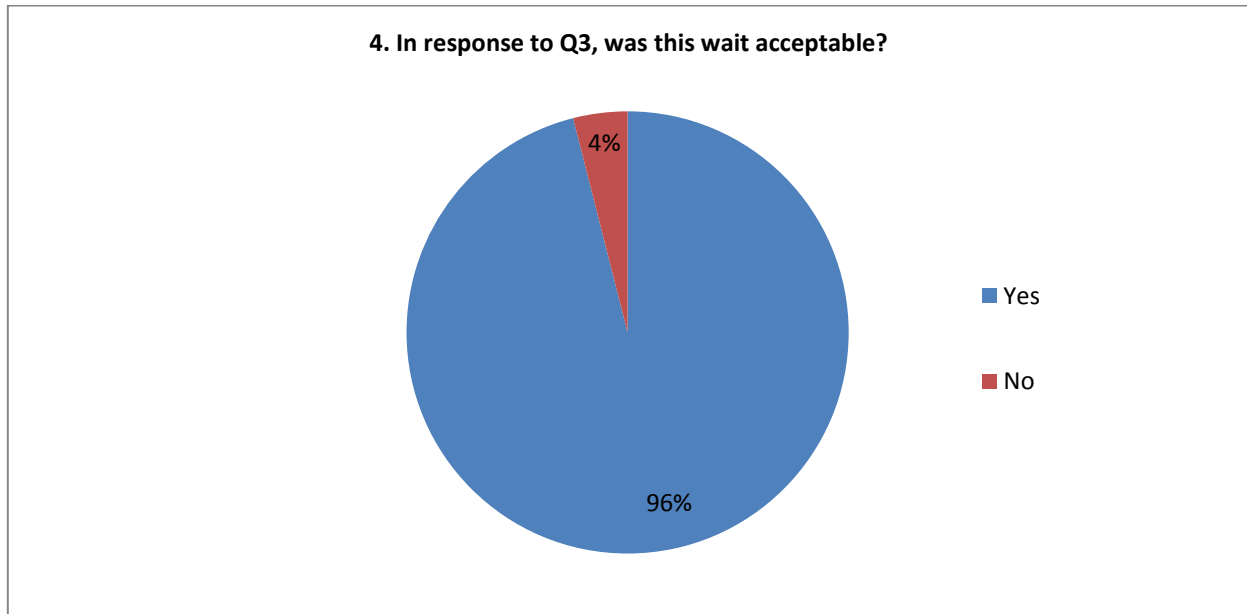
Out of the 758 patients that responded to this question, the data suggests that the average length of time is 2-4 weeks between being referred by their GP and being seen by SCDS at one of our community clinic locations. 100% of patients are seen within six weeks of being referred by their GP unless they 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?

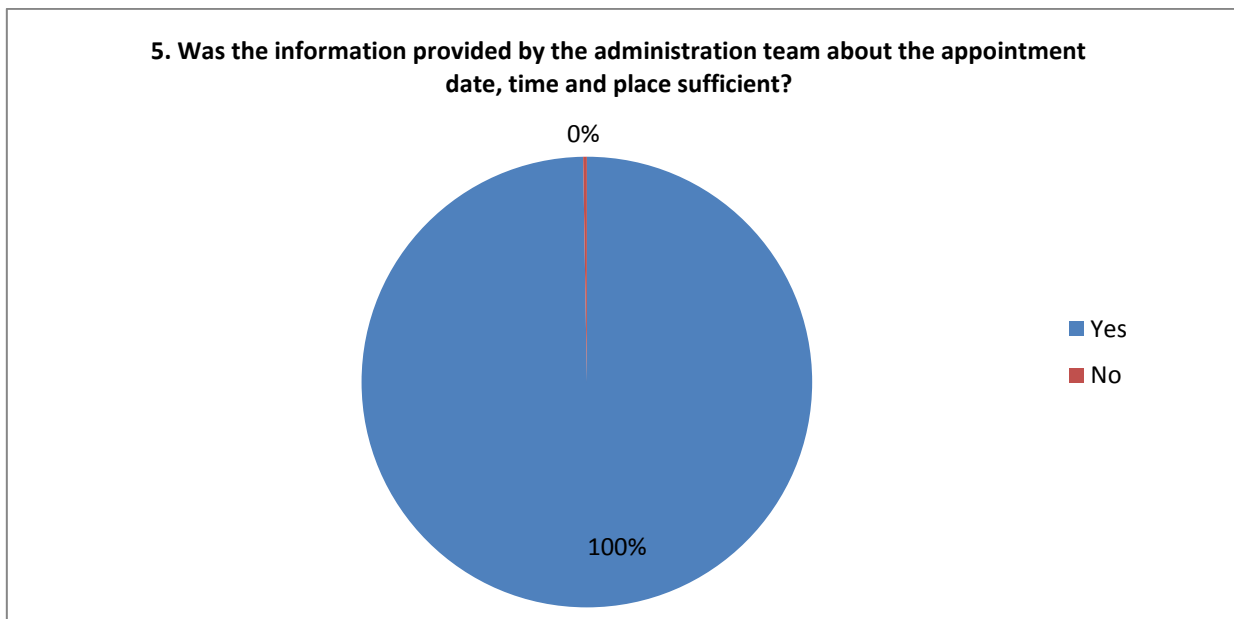
96% of a sample of 726 responded that their waiting time was acceptable between being referred to by their GP and being seen by SCDS. During busy periods or at popular clinics, patients occasionally have to wait for long than 4 weeks however short notice cancellation appointments are offered to patients by telephone. Patients can also ring the administration office to enquire about an earlier appointment.



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

100% of a sample of 752 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 then professionally printed in colour, to make sure they were as clear and informative as they could be for each patient.

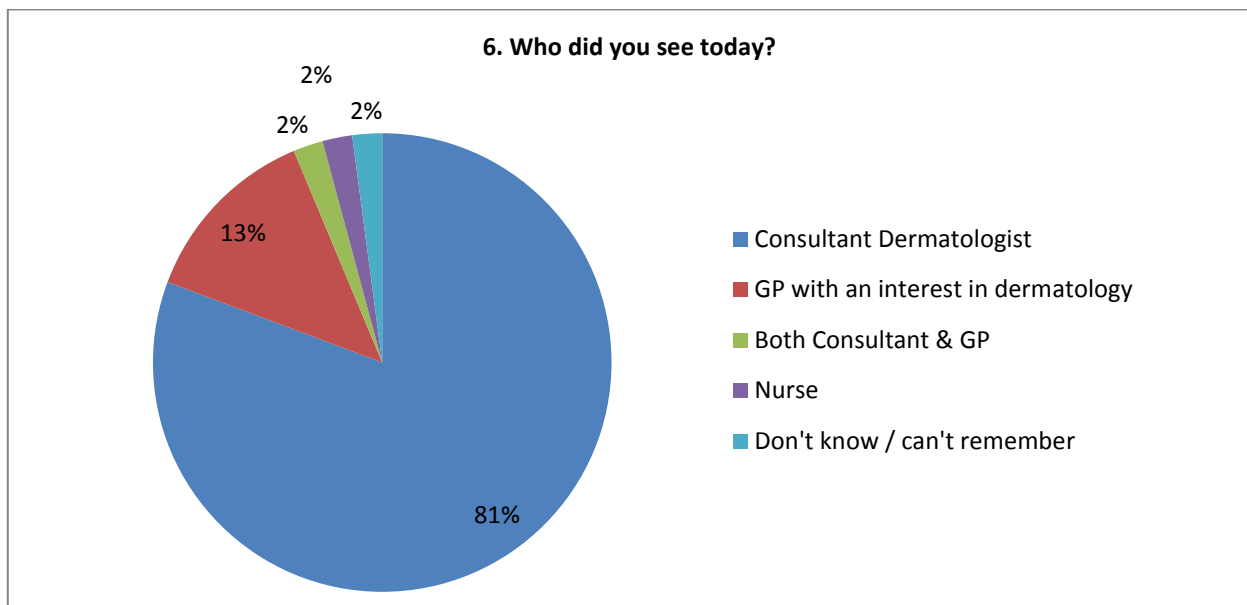


3.7 - Question 6: Who did you see today?

SCDS runs 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. 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.

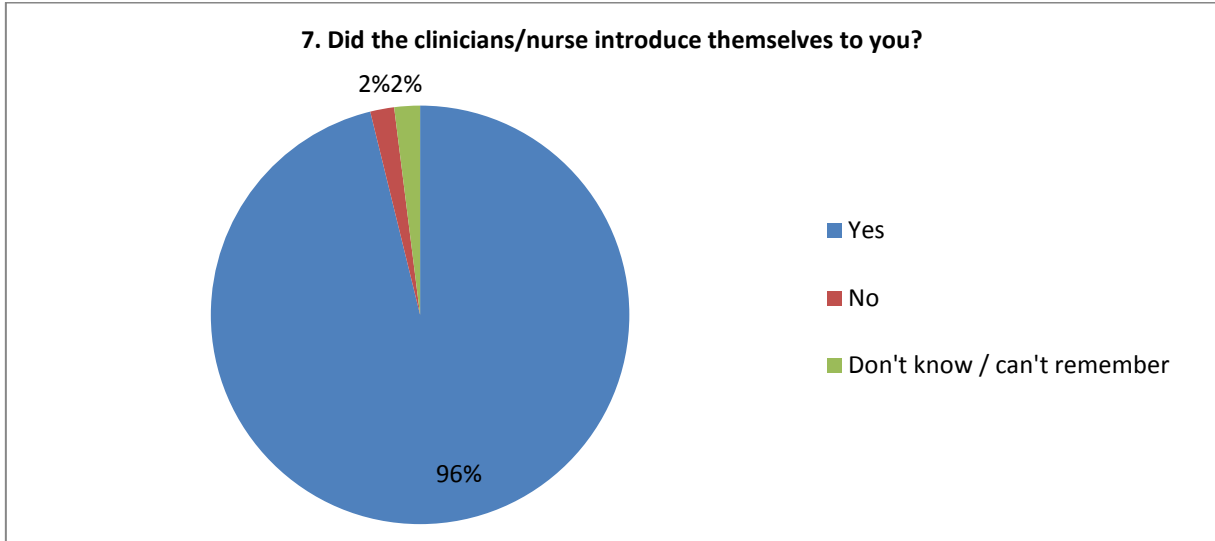
2% of patients stated that they were seen by a nurse, this relates to the phototherapy clinics run at Bognor War Memorial Hospital or the photodynamic therapy and patch test clinics that are held at Bognor War Memorial Hospital, Dolphins Practice in Haywards Heath or at Worthing Laser & Skin Clinic.

SCDS also run quarterly postgraduate meetings in which all members of clinical staff have access to a minimum of five 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. All nurses wear name badges as part of their uniform to make sure they are easily identifiable.

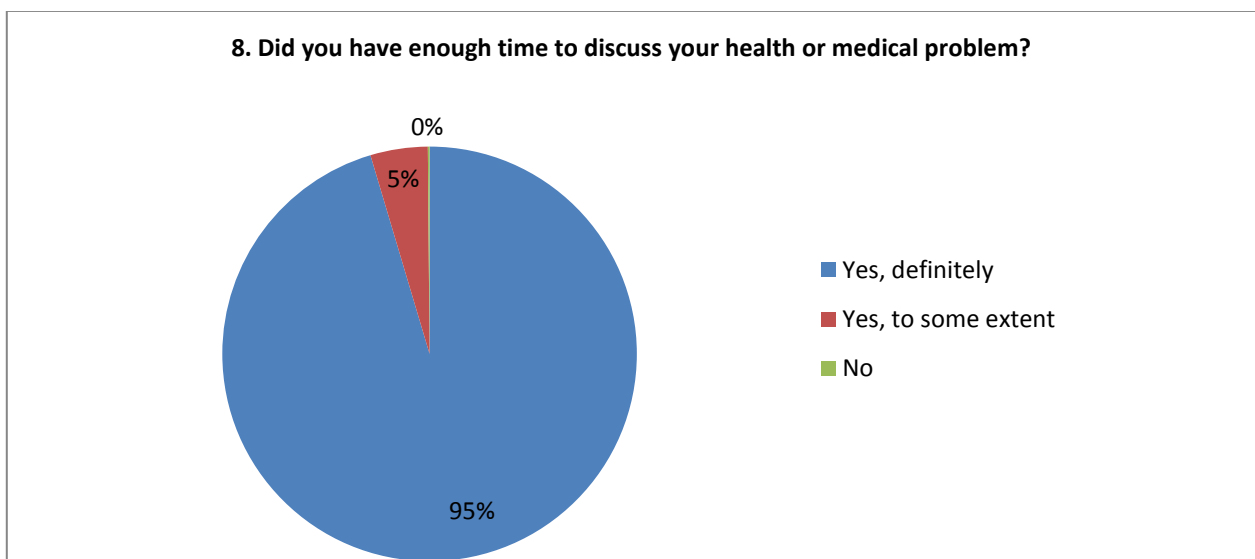


3.9 - Question 8: Did you have enough time to discuss your health or medical problem?

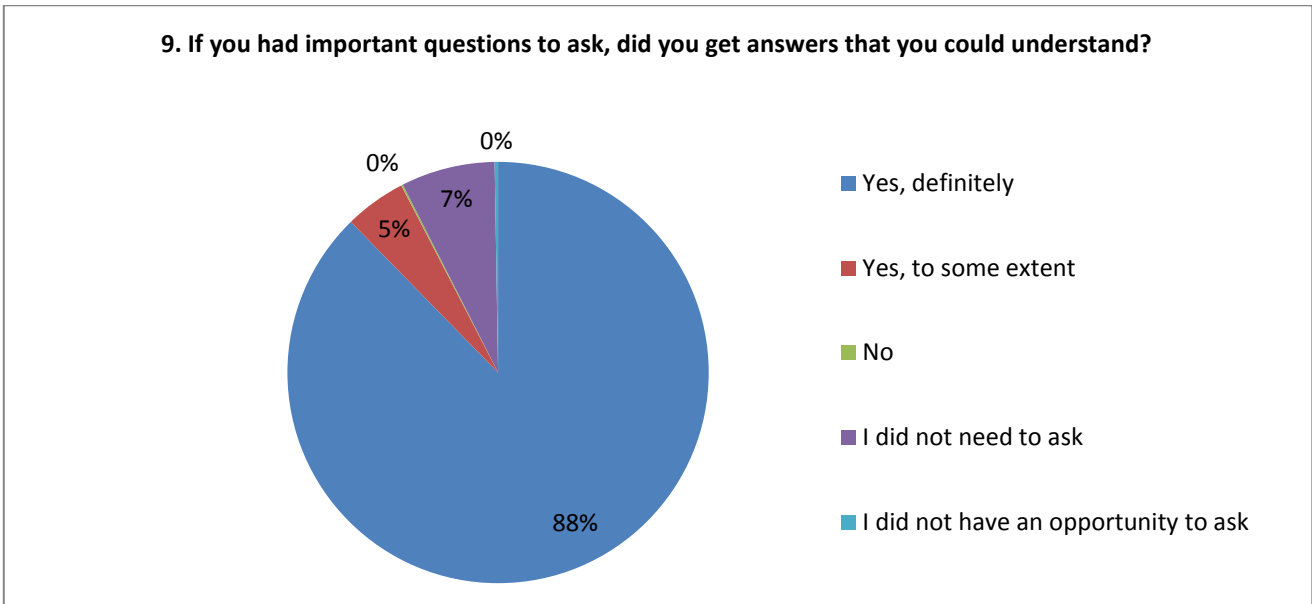
All new patients are allocated appointments lasting 15-20 minutes, this allows for the clinician to complete the consultation process and perform any procedures as required during the same appointment.

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 15-20 minute appointment per new patient is satisfactory.



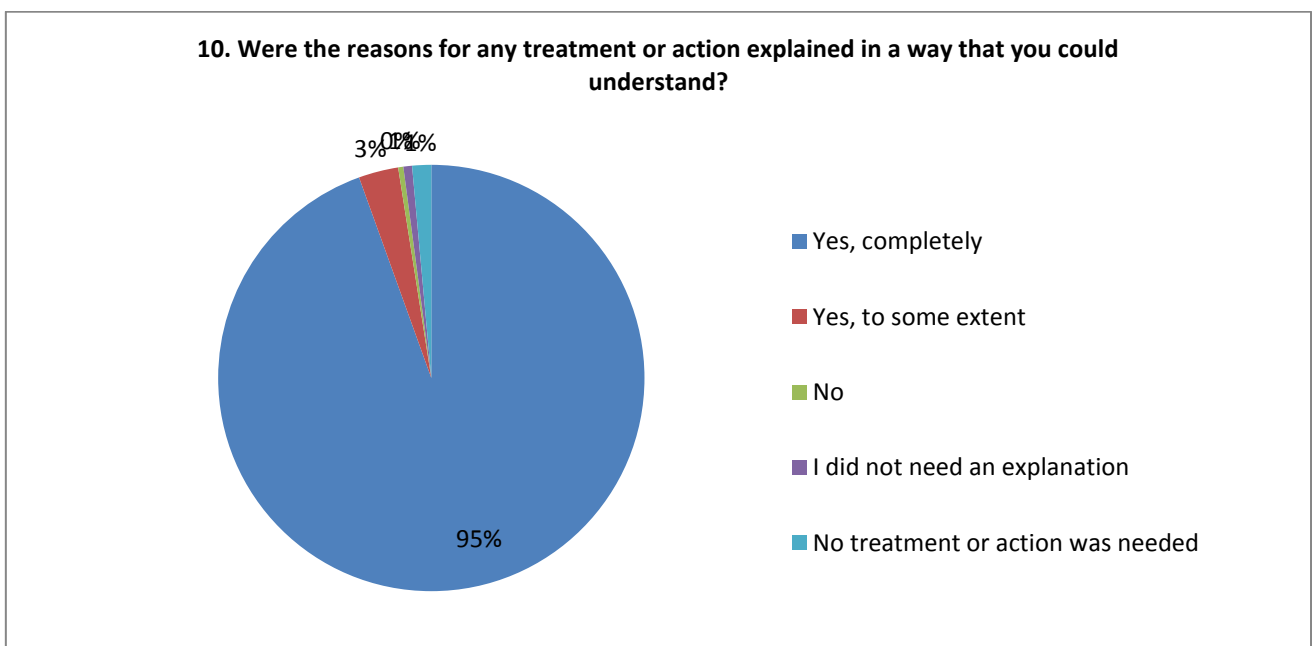
3.10 - Question 9: If you had important questions to ask, did you get answers that you could understand?



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

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. 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.

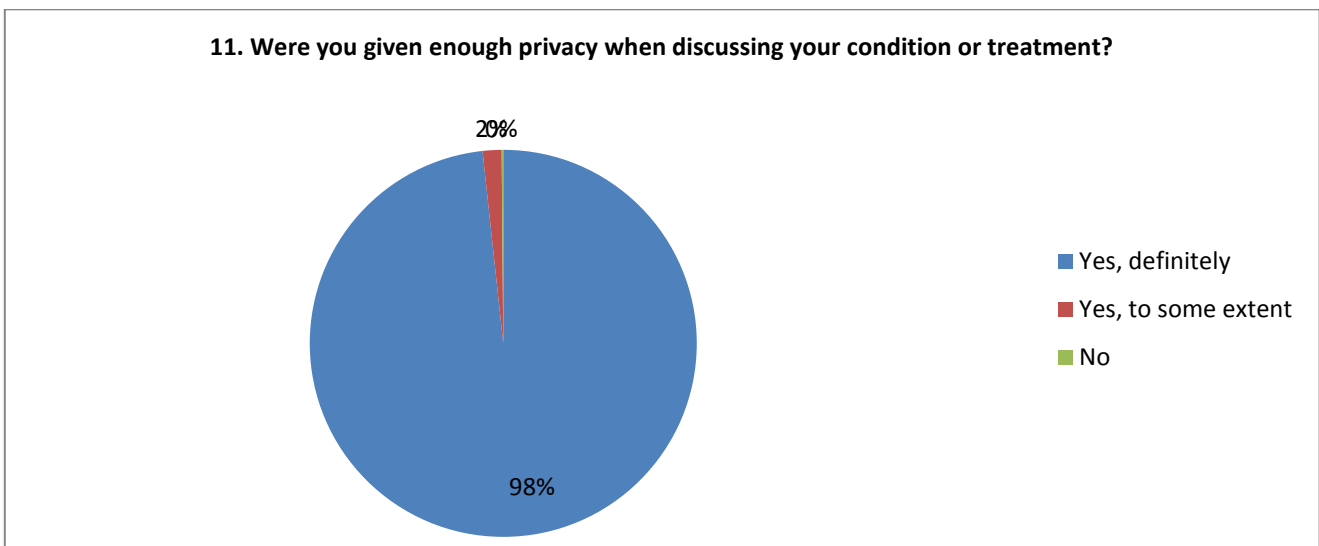
In addition to this, the patient is copied into all clinic and results letters sent from SCDS to their GP and these are also written using non-clinical terms and phrases.



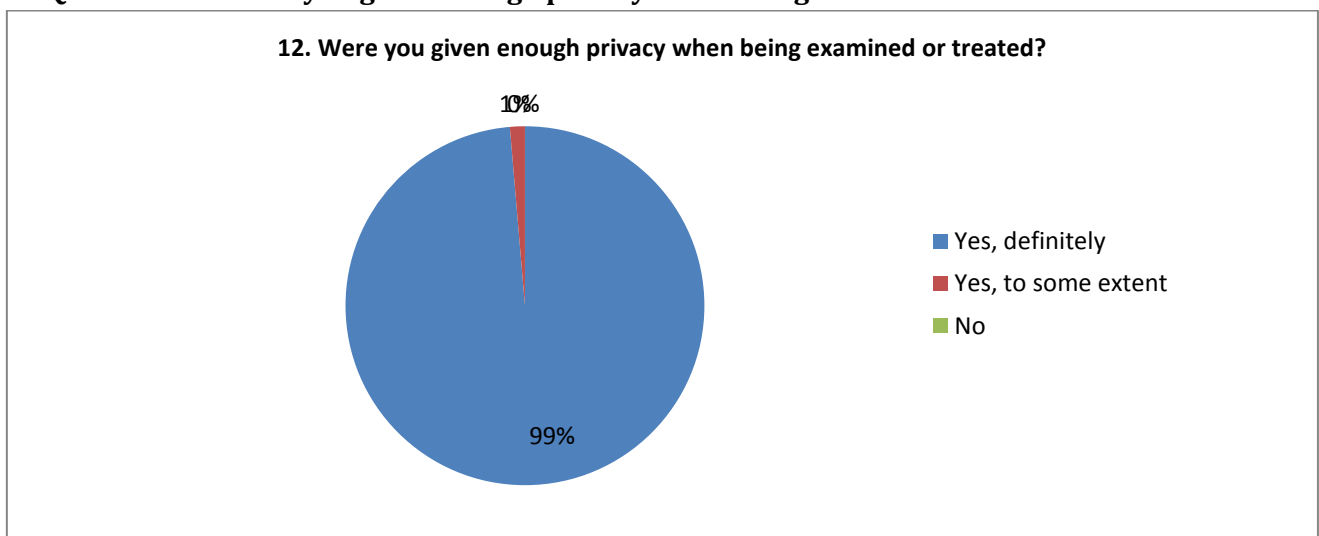
3.12 - Question 11: Were you given enough privacy when discussing your condition or treatment?

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, via email or the member of staff will look at the main appointments page of SystmOne 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.



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

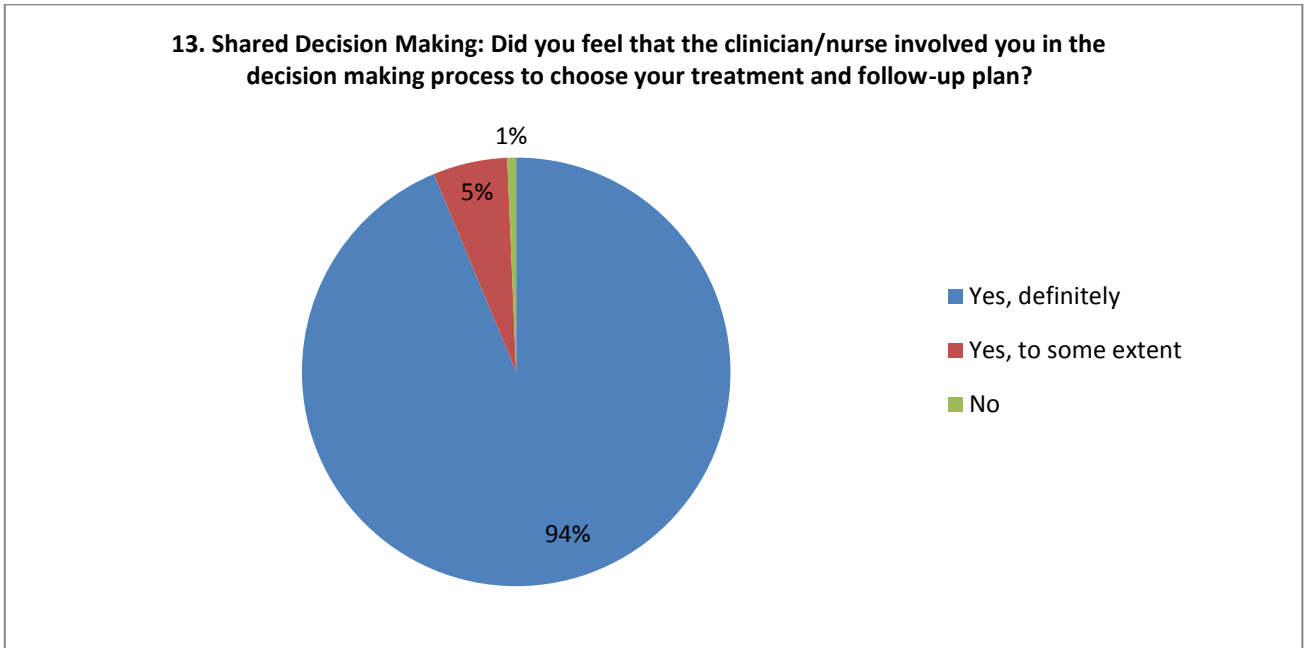


3.14 - Question 13: Shared Decision Making: Did you feel that the clinician/nurse involved you in the decision making process to choose your treatment and follow-up plan?

This question relates to the Coastal West Sussex CCG's 2015/2016 CQUIN on Shared Decision Making.

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.

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

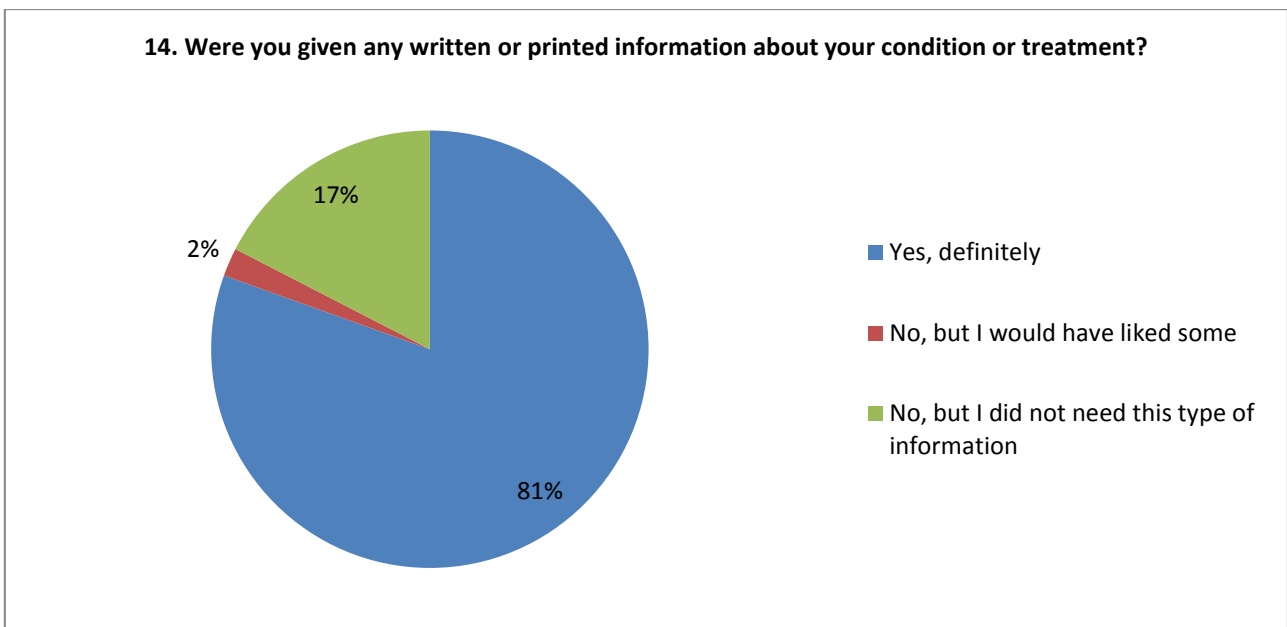


3.15 - Question 14: Were you given any written or printed information about condition or treatment?

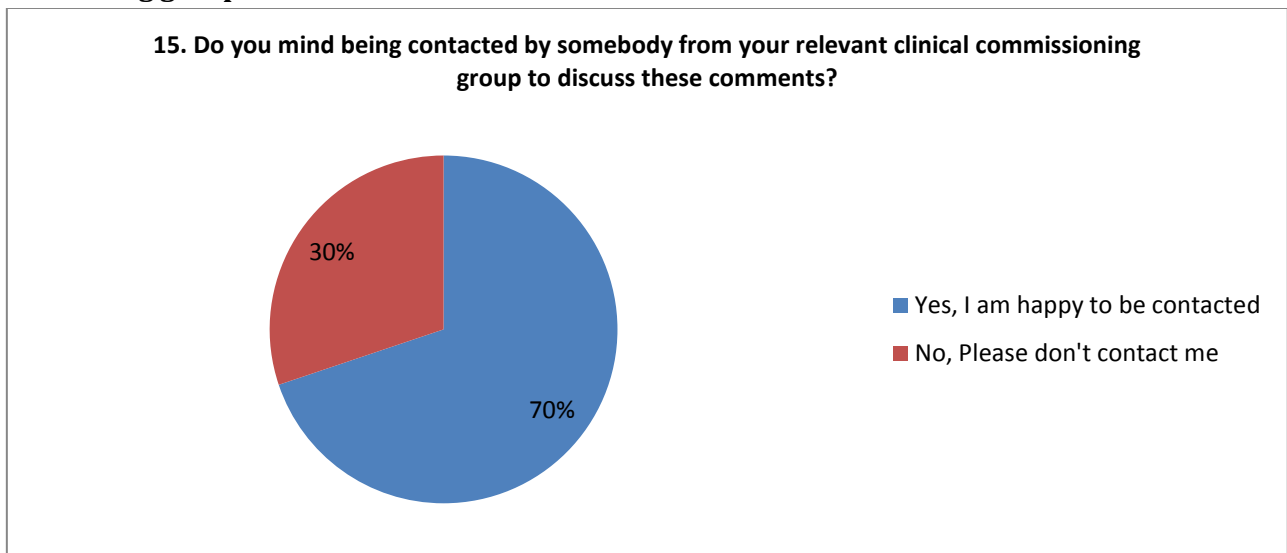
All clinicians, patients and staff members have access to our tailored patient information leaflets through our websites – www.sussexcds.co.uk and www.laserandskinclinics.co.uk. The link is also provided within our electronic patient record system for easy access during the patient’s appointment.

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.



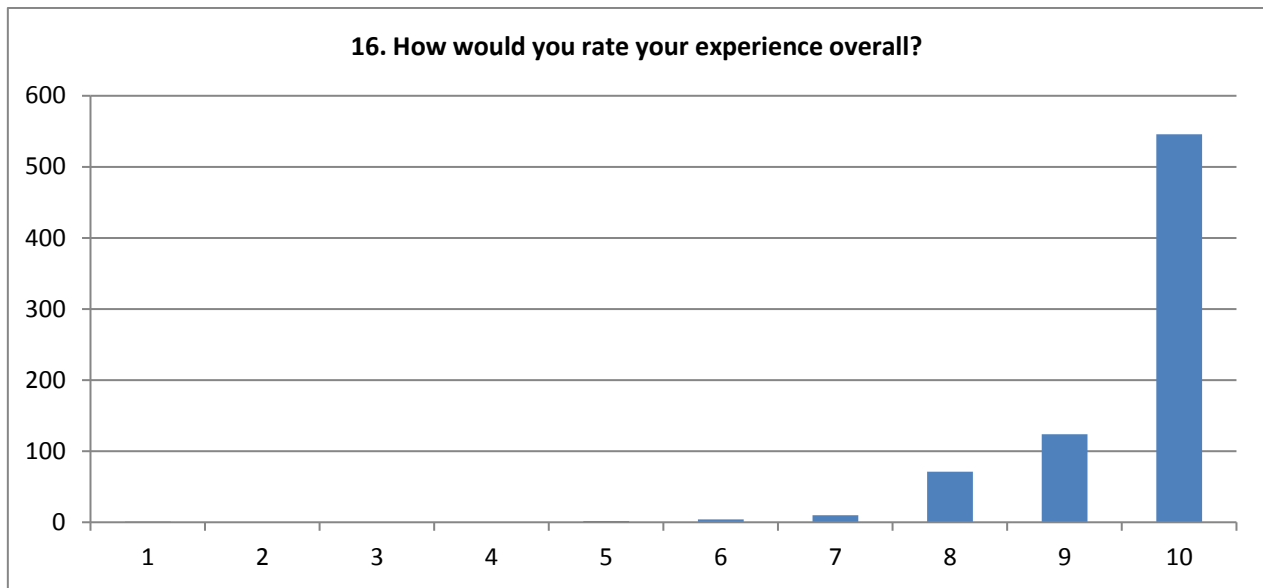
3.16 - Question 15: Do you mind being contacted by somebody from your relevant clinical commissioning group to discuss these comments?



3.17 - 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?’ 758 patients answered this question and the average response, taking into account all responses, was nine out of ten. 72% of the patients answered ten out of ten which indicated an ‘excellent’ service on the scale.

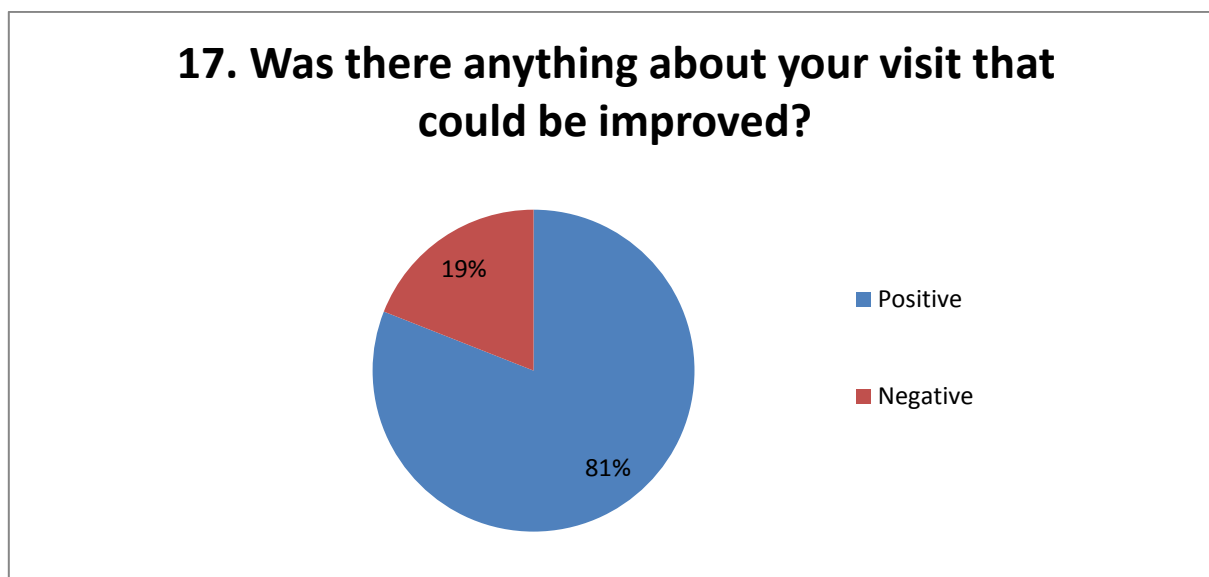
One of the comments from the 2015 patient satisfaction survey stated that it was not clear whether choosing 1 or 10 indicated a poor service, therefore the 2016 survey indicated that 1 meant a poor service and 10 meant an excellent service. None of the patients in the 2016 survey commented on the clarity of this question which suggests that no further improvements to this question need to be made.



4.0 General Comments/Feedback

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

Of the 347 patients who left comments, 281 comments were positive feedback about the service. 66 patients responded with suggestions relating to parking, timekeeping and referral waiting times. Of the 66 people who responded with suggestions, 31 people gave SCDS a ten out of ten rating on question 16 'How would you rate your experience overall?'.



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.

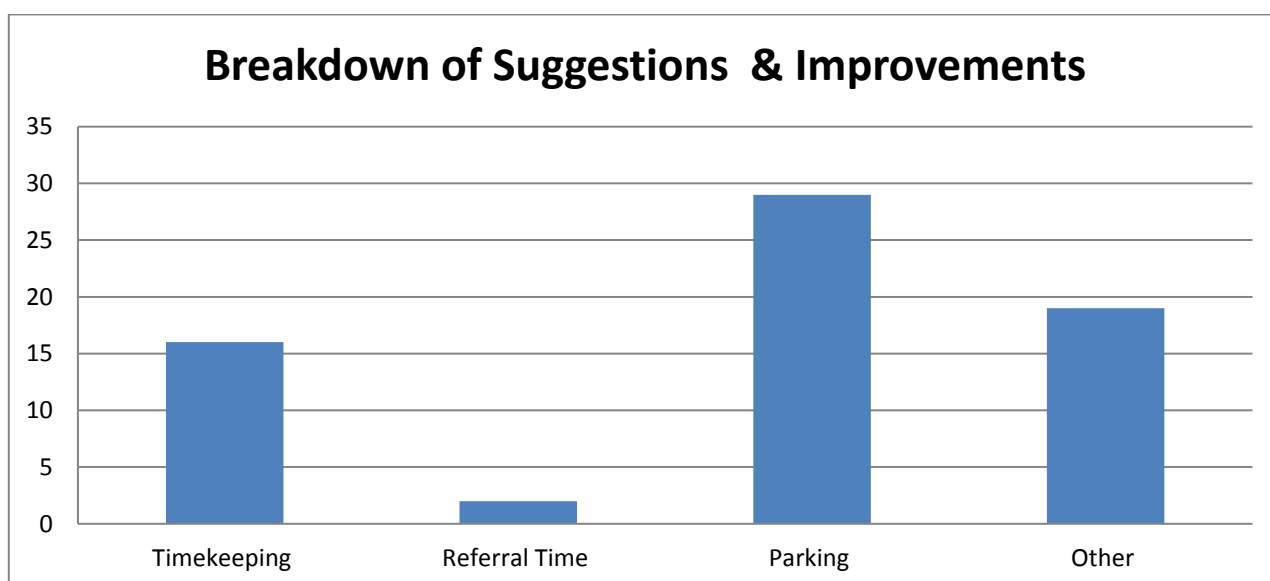
4.2.2 Referral Time

The referral time also relates to the amount of time it takes for the patient's GP to refer the patient to SCDS. For some GP surgeries this can be a quick process but for others it can take slightly longer. In the event that a patient contacts SCDS to chase their referral the administration team offer to call the GP surgery to chase the referral and give them the direct email address or fax number, in some cases the patient may prefer to call their GP surgery themselves. In any case, all GPs are encouraged by SCDS that if the patient has not heard from SCDS within four weeks of them sending the referral letter, then it is more than likely that SCDS has not received the GP referral letter and it will need to be resent.

4.2.3 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.



Comments included:

- *Fantastic caring staff!*
- *First class treatment*
- *I think it is an excellent service*
- *Quick, convenient and both consultant and nurse were fantastic!*
- *Seen within five days – excellent!*
- *Very impressed with the clinical staff and the treatment*
- *It is difficult to improve on perfection, I was very impressed!*
- *Excellent – I was put at ease and reassured as I was very worried*

Other comments included that did not apply to our service:

- *Coffee machine*
- *Check-in screens malfunctioning*
- *Radio in the waiting area*

5.0 Action Plan

Taking into account the responses from the 2016 patient satisfaction survey, SCDS has identified the following actions points to be implemented in 2017:

- 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.
- Target Steyning Health Centre, Moatfield Surgery and Brow Medical Centre as SCDS received less than 10 surveys from each of these locations.
- To obtain more completed surveys through the electronic survey available on Survey Monkey.

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	596	83%
Likely	122	17%
Neither Unlikely nor Likely	1	0%
Unlikely	0	0%
Extremely Unlikely	0	0%
Don't Know	3	0%
Number of Responses	722	100%

Question 1: At which clinic were you last seen?

SCDS Clinics

Answer	Total	Percentage
Leacroft Medical Practice	111	16%
Park Surgery, Horsham	14	2%
Horsham Hospital	69	10%
Moatfield Surgery, East Grinstead	3	0%
Steyning Health Centre	1	0%
Dolphins Practice, Haywards Heath	70	10%
Pulborough Medical Centre	52	8%
Bognor War Memorial Hospital	107	16%
Witterings Medical Centre	50	7%
Arundel Surgery	31	5%
Brow Medical Centre, Burgess Hill	3	0%
Hurstpierpoint Health Centre	19	3%
St Lawrence Surgery, Worthing	34	5%
Westcourt Medical Centre, Rustington	58	8%
Northbourne Medical Centre, Shoreham	34	5%
Worthing Laser & Skin Clinic	31	5%
Number of Responses	687	95%

SDS Clinics

Answer	Total	Percentage
Villages Medical Centre	11	15%
Cranleigh Medical Centre	3	4%
Upper Gordon Road Surgery	51	72%
Glazier's Lane Surgery	6	8%
Number of Responses	71	100%

Answer	Total	Percentage
Horsham & Mid Sussex CCG	178	23%
Coastal West Sussex CCG	398	53%
Crawley CCG	111	15%
Surrey Heath CCG	51	7%
Guildford & Waverley CCG	20	3%
Number of Responses	758	100%

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

Answer	Total	Percentage
Yes	510	71%
No	116	16%
Not Applicable	88	12%
Number of Responses	714	100%

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

Answer	Total	Percentage
0-2 Weeks	272	36%
2-4 Weeks	370	49%
Over 4 Weeks	116	15%
Number of Responses	758	100%

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

Answer	Total	Percentage
Yes	726	96%
No	30	4%
Number of Responses	756	100%

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

Answer	Total	Percentage
Yes	750	100%
No	2	0%
Number of Responses	752	100%

Question 6: Who did you see today?

Answer	Total	Percentage
Consultant Dermatologist	615	82%
GP with an interest in dermatology	99	13%
Both Consultant & GP	16	2%
Nurse	16	2%
Don't know / can't remember	16	2%
Number of Responses	746	102%

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

Answer	Total	Percentage
Yes	728	98%
No	14	2%
Don't know / can't remember	15	2%
Number of Responses	742	102%

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

Answer	Total	Percentage
Yes, definitely	725	95%
Yes, to some extent	34	4%
No	1	0%
Number of Responses	760	100%

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

Answer	Total	Percentage
Yes, definitely	669	88%
Yes, to some extent	36	5%
No	1	0%
I did not need to ask	55	7%
I did not have an opportunity to ask	2	0%
Number of Responses	763	100%

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

Answer	Total	Percentage
Yes, completely	721	94%
Yes, to some extent	23	3%
No	3	0%
I did not need an explanation	5	1%
No treatment or action was needed	11	1%
Number of Responses	763	100%

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

Answer	Total	Percentage
Yes, definitely	746	98%
Yes, to some extent	12	2%
No	1	0%
Number of Responses	759	100%

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

Answer	Total	Percentage
Yes, definitely	734	99%
Yes, to some extent	10	1%
No	0	0%
Number of Responses	744	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	701	94%
Yes, to some extent	42	6%
No	5	1%
Number of Responses	748	100%

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

Answer	Total	Percentage
Yes, definitely	614	80%
No, but I would have liked some	16	2%
No, but I did not need this type of information	133	17%
Number of Responses	763	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	528	70%
No, Please don't contact me	228	30%
Number of Responses	756	100%

Question 16: How would you rate your experience overall?

Answer	Total	Percentage
1	1	0%
2	0	0%
3	0	0%
4	0	0%
5	2	0%
6	4	1%
7	10	1%
8	71	9%
9	124	16%
10	546	72%
Number of Responses	758	100%
Average	9.51	