

Patient Satisfaction Audit 2018

Sussex Community Dermatology Service

Horsham and Mid Sussex CCG
Surrey Heath CCG
Crawley CCG
Coastal West Sussex CCG
Guildford and Waverley CCG (ASPH)

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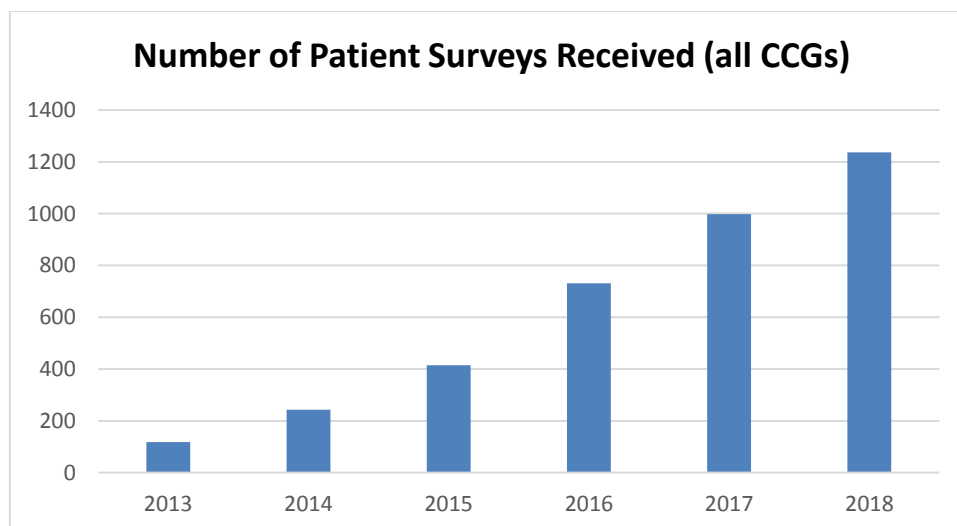
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1.0 Introduction

Throughout 2018 (Jan-Dec 2018) Sussex Community Dermatology Service (SCDS) presented patients with the opportunity to complete a patient satisfaction survey at one of our 20 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 2018 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.

Since 2013 when we commenced this annual audit, there has been a continual drive to increase the number of surveys received and since 2016, there has been a 35% increase in the number of surveys received from SCDS patients since 2016 (802 in 2016, 998 in 2017 and 1237 in 2018).



1.1 Action Points from 2017

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

- **Target clinic locations that run less frequent clinics such as: Hurstpierpoint, Steyning Health Centre, Witterings and Arundel Surgery and post outpatient satisfaction questionnaires to patients seen at these locations to encourage responses from patients, in addition to handing questionnaires out during clinic.** SCDS posted surveys out to each location and encouraged responses from patients by sending out surveys retrospectively following clinic. Across all the above sites we received 114 in 2017 and SCDS are pleased to say they received 166 in 2018 (31% increase).
- **Attempt to receive over 1000 surveys to increase feedback across all sites.** SCDS met this target and received 1237 responses.

2.0 Key Points from 2018

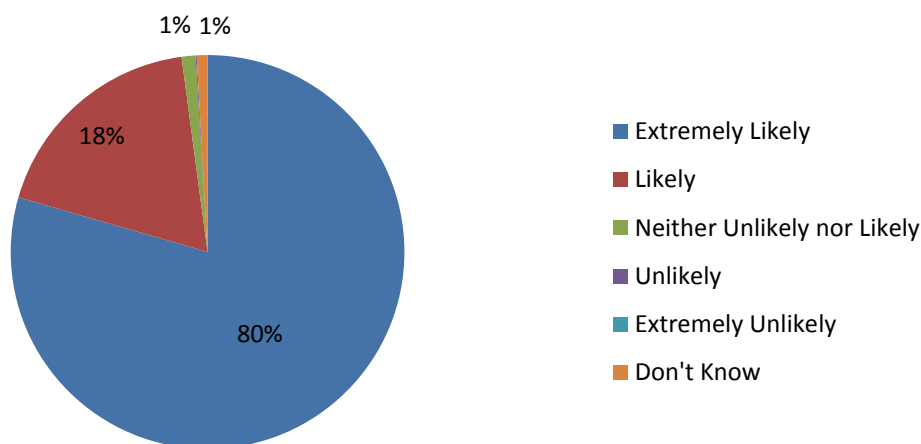
- The overall service satisfaction average in 2018 has been maintained at **9.6/10** since 2017. SCDS collected 19% more surveys (1237) than 2017 which demonstrates that the satisfaction of patients did not differ across a larger audit.
- 86% of patients reported being seen within 4 weeks of referral, 100% within 6 weeks – **2% increase** in comparison to 2017 results.
- 99% of patients were happy with the level of privacy provided.

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?

1135 patients responded to this question, with 1111 patients responding that they were extremely likely or likely to recommend SCDS to their family and friends. 13 more patients answered this question in comparison to last year. This is a very positive response and indicates that a high majority of patients are happy to be seen by the service.

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



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

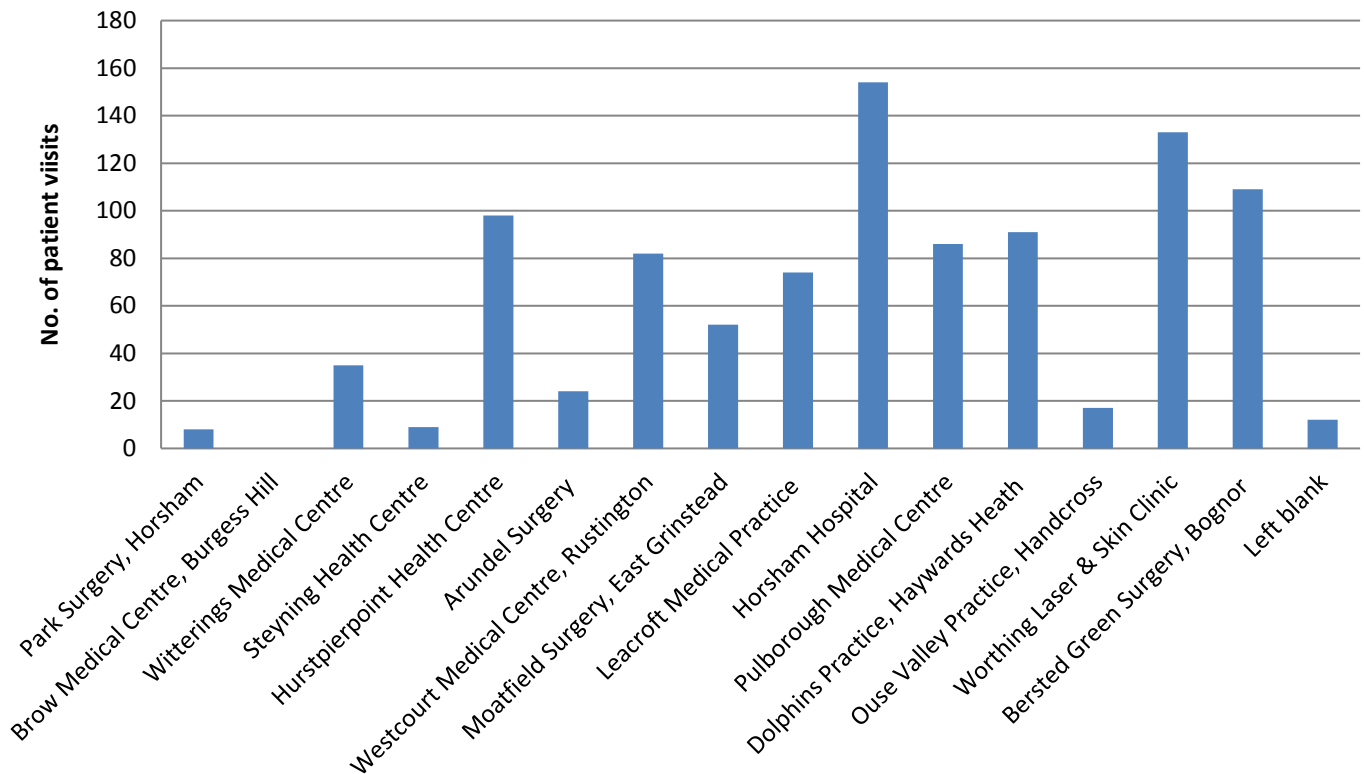
SCDS offers patients an appointment at a location closest to their address on the GP referral letter. In some cases, patients call our Patient Helpline and choose to change this location to one of their preference, e.g. closest to their workplace. Patients may also select a different location if they 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 remain under the care of the same doctor. All our services are also listed on ERS which allows GPs/CCG RAS services to choose the nearest clinic location to the patient's postcode.

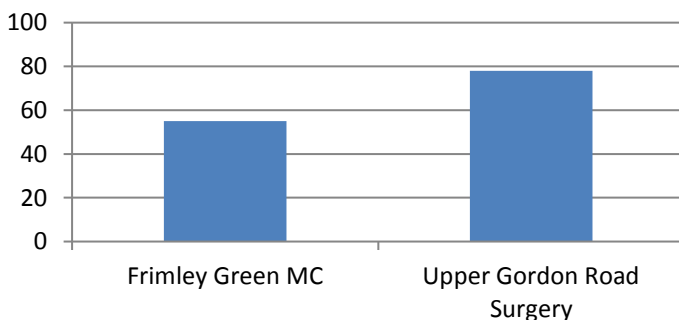
The largest number of surveys received from Sussex clinics were from our larger clinic locations where we see the highest volume of patients: Horsham Hospital, Worthing Laser and Skin Clinic and Bersted Green Surgery. Since April 2018, SCDS moved sites from Bognor War Memorial Hospital to Bersted Green Surgery due to the hospital requiring use of the clinical space we accommodated, therefore no surveys were received from the hospital site as part of this survey.

From Jan 2019 we also commenced seeing patient in Cranleigh and Send due to entering into a subcontract with Ashford and St Peter’s Hospital to see their 2WW, Urgent and Routine cases outside of the hospital trust setting. 120 surveys were received from these locations.

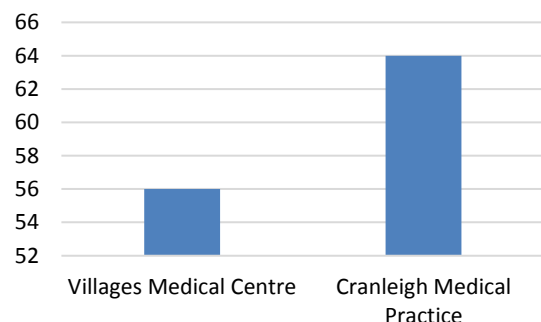
1. SCDS Clinics - At which clinic were you last seen? (West Sussex)



1. SDS Clinics - At which clinic were you last seen? (Surrey Heath CCG)

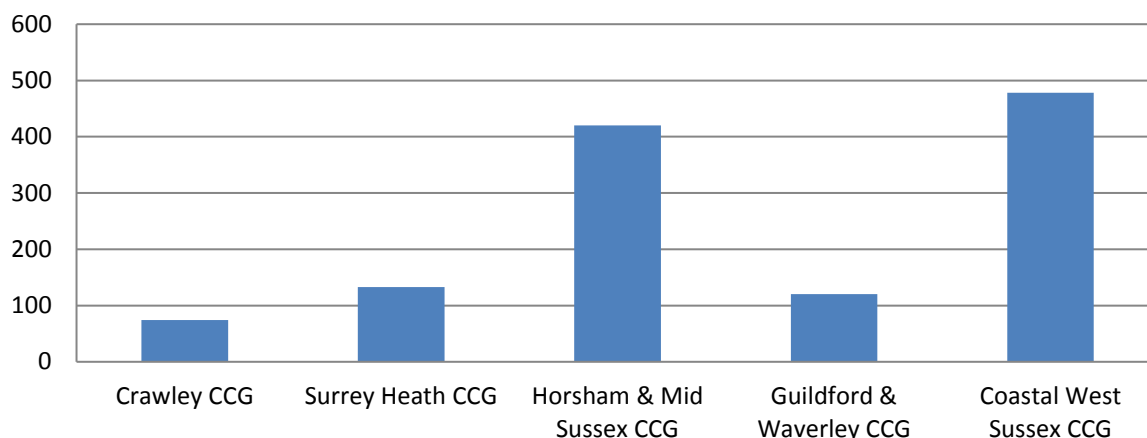


1. ASPH Clinics - At which clinic were you last seen? (Guildford and Waverley CCG)



We received the largest number of responses from our larger CCG providers – Coastal West Sussex and Horsham & Mid Sussex which would be expected and in line with the number of patients we see for each area.

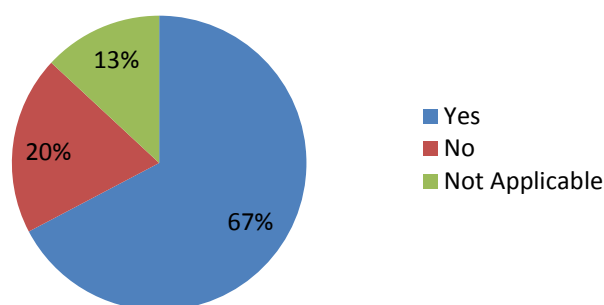
No. of Patient Responses per CCG (2018)



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

Most of our clinic location maps that are sent out to all new patients include information on parking and 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 since back in 2016 are relatively level. Unfortunately, as SCDS do not manage the parking at each clinic location, this is a difficult area for SCDS to improve on. SCDS have not received any written complaints regarding any patient parking issue.

2. If you came by car, was parking easy?



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 1214 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. Since 2017 – the % of patients seen within 0-2 weeks has increased by 6% and 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.

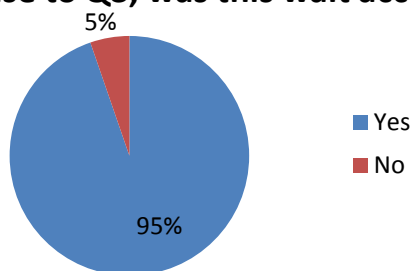
3. From seeing your GP, how long did you have to wait to be seen?



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

95% of a sample of 1211 responses answered that their waiting time was acceptable, between being referred by their GP and being seen by SCDS. This has increased by 1% since 2017. 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.

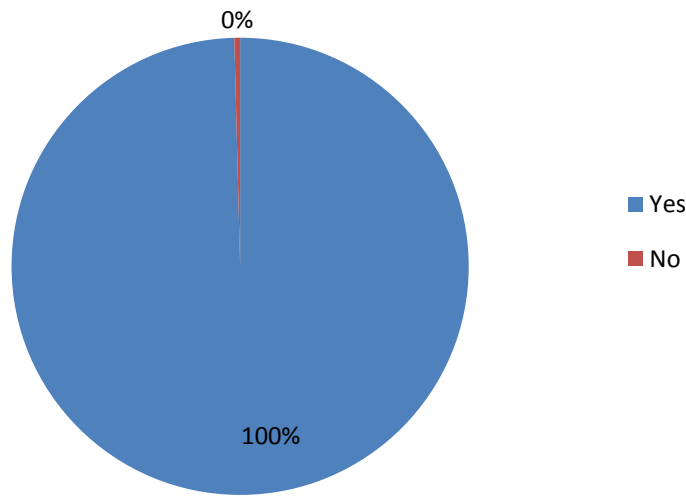
4. In response to Q3, was this wait acceptable?



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 1220 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. This has improved from the result of 99% last year. 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.

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



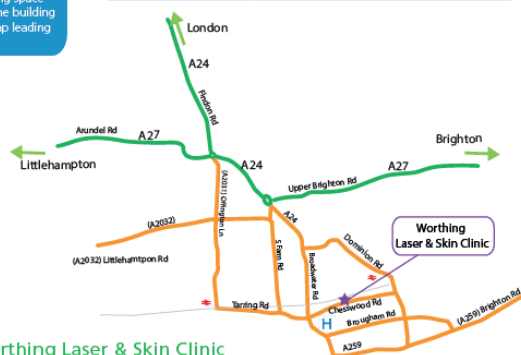
All maps are professionally printed in colour, to make sure they are as clear and informative as they could be for each patient. An example of a map is below:

Map & Directions

Worthing Laser & Skin Clinic

Practice Address
 51 Chesswood Road
 Worthing
 West Sussex
 BN11 2AA

Please note
 There is limited on-site parking at the back of the building but otherwise there is free on street parking on King Edward Avenue and Meredith Road. Both of these are a 5-8 minute walk away from the clinic.
Disabled Access:
 We have a disabled parking space available at the front of the building and a disabled access ramp leading up to the front door.



Directions to Worthing Laser & Skin Clinic

From the A27 Upper Brighton Rd, take the first exit onto Broadwater Rd to the A24 sign-posted Worthing town centre. Go straight over the next roundabout and take the 1st exit and stay on Broadwater Rd for 1 mile following signs to the town centre. At the roundabout, take the 1st exit onto Newland Rd, passing Morrisons on the left. Go straight ahead for 0.4 miles, and Worthing Laser & Clinic is on the left next to Chesswood Junior School.

From the A27 Arundel Rd, take the 2nd exit onto Warren Rd to the A24 sign-posted Worthing. Go straight over the next roundabout for 1 mile and take the 3rd exit onto Broadwater Rd. At the next roundabout take the 1st exit and stay on Broadwater Rd for 1 mile. At the roundabout take the first exit onto Newland Rd, the Morrisons is on the left. Go straight ahead for 0.4 miles and Worthing Laser & Clinic is on the left.

From the A24 Findon Rd, take the 1st exit onto Warren Rd to the A24 sign-posted Worthing town centre. Continue on Broadwater Rd, and at the next roundabout, take the 3rd exit onto Broadwater Rd. At the next roundabout take the 1st exit and stay on Broadwater Rd for 1 mile. At the roundabout take the first exit onto Newland Rd, Morrisons is on the left. Go straight ahead for 0.4 miles, and Worthing Laser & Clinic is on the left.

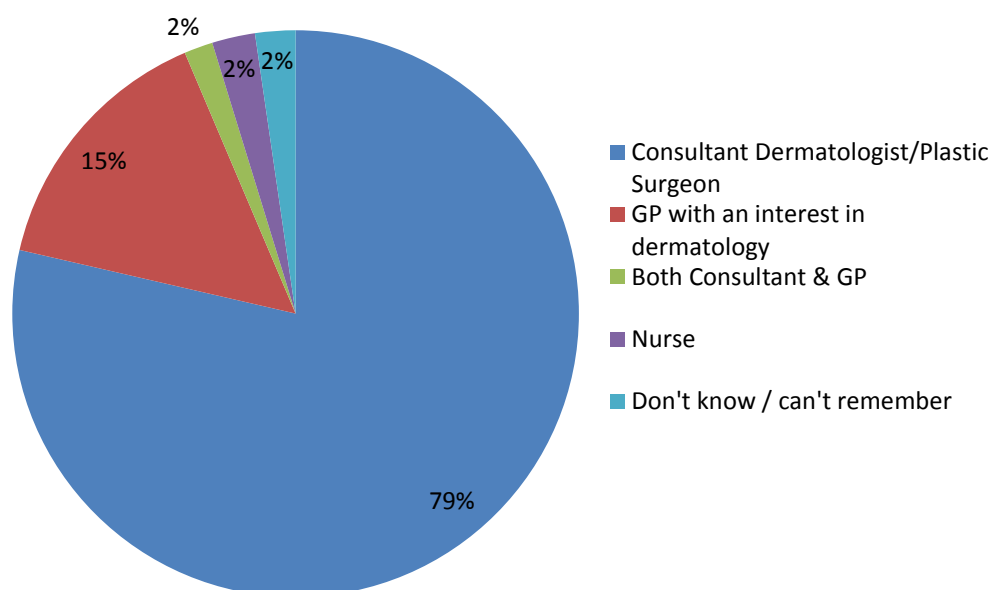
3.7 - Question 6: Who did you see today?

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 (same percentage as last year). For those patients that were seen by a GP with Specialist Interest in Dermatology (GPwSPI), the clinician also has access to a consultant, whether onsite or by telephone, instant message via the service electronic patient record system or email.

30 patients (2%) stated that they were seen by a nurse only and this relates to the phototherapy clinics run at Worthing Laser and Skin Clinic or the photodynamic therapy and patch test clinics that are held at Bersted Green Surgery, Dolphins Practice in Haywards Heath or at Worthing Laser & Skin Clinic.

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.

6. Who did you see today?

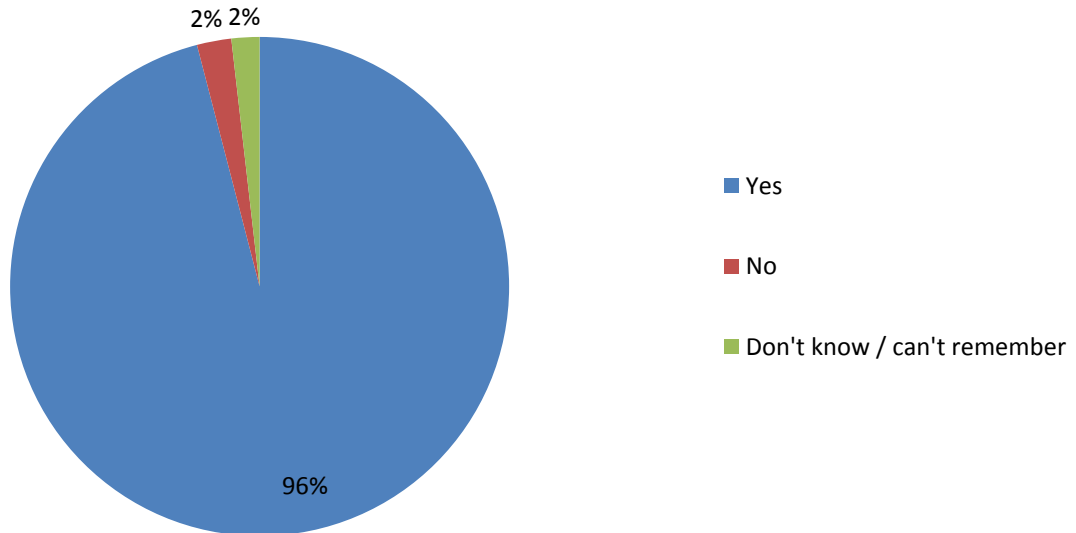


3.8 - Question 7: Did the clinician/nurse introduce themselves to you?

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 way. 96% of a sample of 1213 patients felt that the SCDS clinical staff successfully introduced themselves. The percentage of surveys that stated that a clinician/nurse did not introduce themselves reduced by 1% since 2017 which means all our clinical team are improving this vital part of making the patient

comfortable in a clinical surrounding. All nurses also wear name badges as part of their uniform to make sure they are easily identifiable.

7. Did the clinicians/nurse introduce themselves to you?

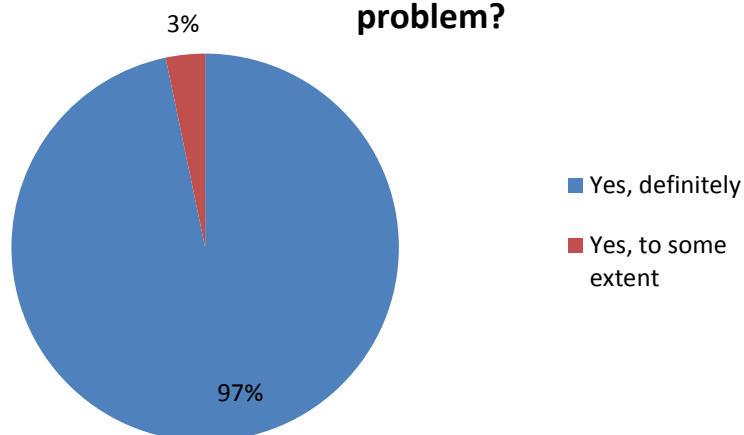


3.9 - Question 8: Did you have enough time to discuss your health or medical problem?

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 or transport issues, they will record this on the patient's record and they may decide to book the patient in for a longer appointment in the morning 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.

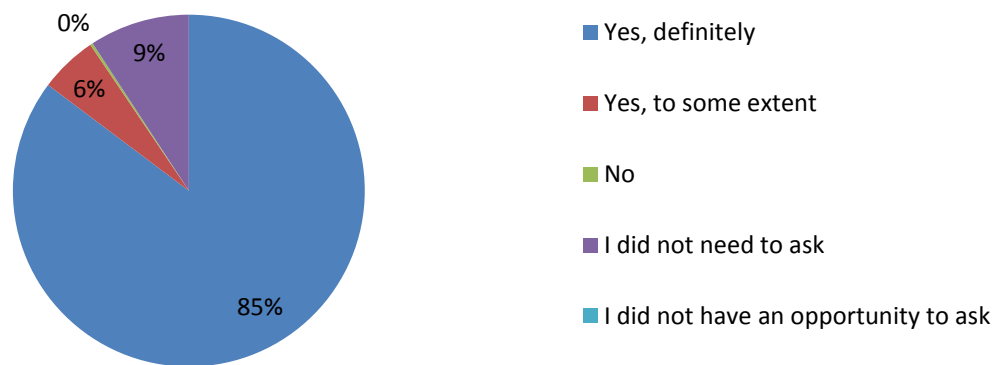
8. Did you have enough time to discuss your health or medical problem?



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

Every patient should have the time to be able to ask questions about their condition and be involved with deciding which treatment is offered to them by the doctor. This is part of an initiative SCDS are part of for shared decision making. This survey has demonstrated that 1111 patients (90% of a sample of 1227) felt that their questions were answered clearly and in a manner they could understand. A further 9% felt they did not need to ask a question. 100% felt that they had an opportunity to ask any important questions they felt they needed to ask which shows that all staff are happy to listen to patients during their consultation with the doctor or nurse.

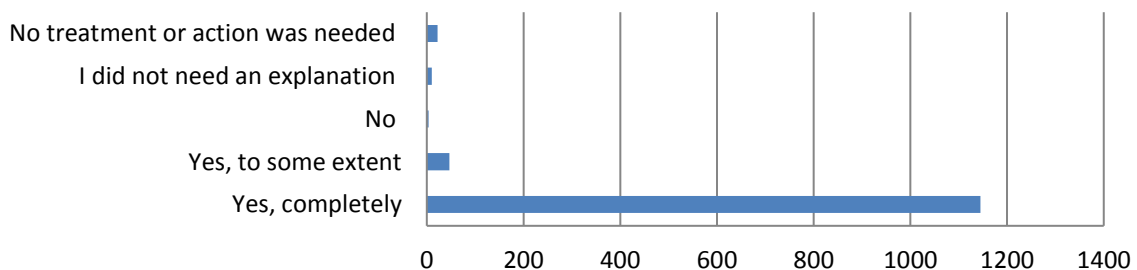
9. If you had important questions to ask, did you get answers that you could understand?



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

In addition to comment above, 97% of patients (1192 out of 1228) 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. These are all available on our website also.

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



	Yes, completely	Yes, to some extent	No	I did not need an explanation	No treatment or action was needed
Total	1145	47	4	10	22

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

All consultations take place within enclosed rooms and 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 SystmOne), 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 / GPs 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, sign a confidentiality agreement and they must have their ID badge visible in case it is requested by the patient. In 2016 and 2017, 100% patients felt they were given enough privacy during their appointment. 2018 results show the same high 100% satisfaction rate.

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



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. The results for 2018 show the same high percentage of satisfaction – 99%.

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?

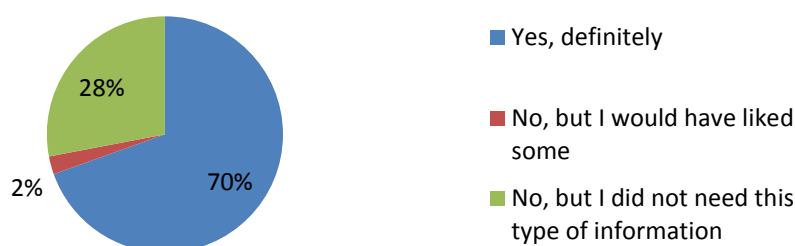


3.14 - Question 13: Were you given any written or printed information about condition or treatment?

1218 responses were received for this question and 98% of patients felt they received the all the written information they needed or chose not to receive any information as it wasn't required. 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/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.

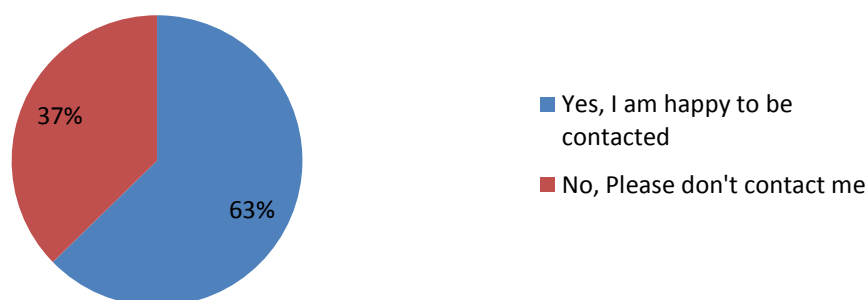
13. Were you given any written or printed information about your condition or treatment?



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

63% of patients (757/1207) stated that they were happy to be contacted by the service if required for further comment.

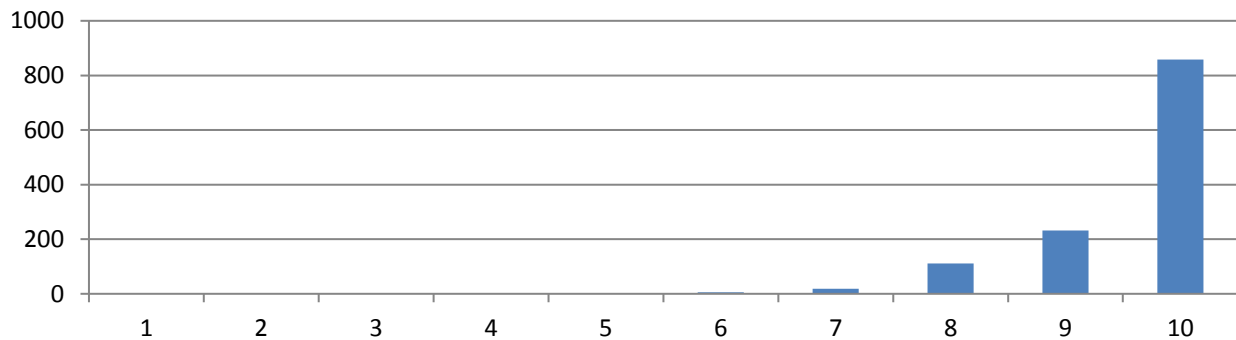
14. Do you mind being contacted by somebody from your relevant clinical commissioning group to discuss these comments?



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, considering all responses, was 9.6 out of 10. This is a 0.1 increase on 2016’s data. For 2018 data we have maintained a 9.6 out of 10 across a larger volume of patients which is a big achievement. 89% of the patients answered 9 and 10 out of 10, which indicated an ‘excellent’ service on the scale.

15. How would you rate your experience overall? (1=poor, 10=excellent)

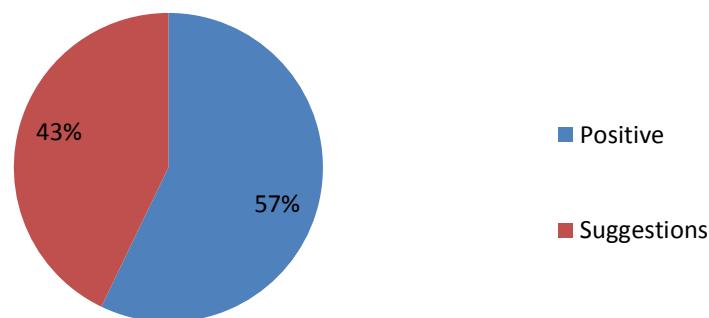


4.0 General Comments/Feedback

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

Of the 308 patients who left comments, 176 comments were positive feedback about the service (57%). 132 patients responded with suggestions relating to parking and timekeeping (43%). However, these 132 people who responded with suggestions, all gave SCDS a 9/10 rating on question 16 ‘How would you rate your experience overall?’.

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



4.2 Breakdown of suggestions and improvements:

As part of this satisfaction survey, we provide the patient with an opportunity to write free text comments and a breakdown of these is provided below.

4.2.1 Parking

Of the 308 patients that commented with suggestions, 56 patients commented on car parking. The car parks at all locations are not managed by SCDS therefore it is difficult to make any improvements on this; SCDS can only improve the directions on the maps provided with the clinic letters and have a patient helpline to help with directions when a patient calls us prior to an appointment. We also have details information regarding pay and display parking only and information relating to incorrect Satnav directions. All 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:

- *Parking was the only issue, very limited*
- *Need more parking*
- *Busy car park*
- *Parking could have been easier*

4.2.2 Waiting time in clinic

Of the 308 patients that commented with suggestions, 20 patients (6%) were concerned about the waiting time to be seen. 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:

- *Wait time over 40mins, if running behind a text or call would help those at work*
- *Waiting times (late appointments)*
- *Long wait for appointment, over 20mins late*
- *Time waiting for appointment, 30mins late*

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 required reading material, drinks provision, room temperature and lockable bike stands, see examples below:

Suggestions included:

- *Lockable bike stand*
- *Extra seating needed in waiting room*
- *Needs magazines available*
- *Water cooler needed in the waiting room*
- *Cooler waiting room*

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 in response to Q.16 “Was there anything about your visit that could be improved?”:

- ❖ *Dr was very efficient & kind*
- ❖ *Nothing very happy*
- ❖ *No, all very good*
- ❖ *Smiley Face*
- ❖ *Everything went well*
- ❖ *No, as the team was very polite & welcoming & assured me that my problem was all good.*
- ❖ *No, it ticks the boxes*
- ❖ *No, professional, swift & friendly treatment. Many thanks*
- ❖ *The visit on both occasions have been great-from the welcome at reception to the nurses (so lovely) to the procedure itself. Thank you*
- ❖ *Nothing, everyone V pleasant, helpful & good!*
- ❖ *Staff were really friendly*
- ❖ *No, excellent*
- ❖ *I think it was great*
- ❖ *No, overall very good*
- ❖ *Friendly, efficient, professional-perfect thank you*
- ❖ *No, everything good!*
- ❖ *Everything was to the highest standard*
- ❖ *Excellent service*
- ❖ *It was 100%, thank you*
- ❖ *So far so good, I felt well looked after*
- ❖ *No, it was easy & felt at ease as I hate needles*
- ❖ *Very friendly staff including all*
- ❖ *Nothing at all, everything was excellent*
- ❖ *Thank you*
- ❖ *Nothing I had a brilliant experience. Kind and professional. Thank you so much.*
- ❖ *No, Very happy*
- ❖ *The admin team were very helpful & changed my appt for me*
- ❖ *All OK. Ros the nurse was v nice & so was the Dr.*
- ❖ *Definitely not*
- ❖ *Fantastic service*
- ❖ *Nurse Tracey was delightful*
- ❖ *No, doctor & nurse were great*
- ❖ *No, thank you*
- ❖ *Nothing, my care was positively brilliant. Thanks to all*
- ❖ *Excellent thank you*
- ❖ *No, superb service, thank you*
- ❖ *No, excellent service, extremely polite staff :)*
- ❖ *Thank you, Dr Dimitrova for your excellent professionalism*
- ❖ *Very good visit*

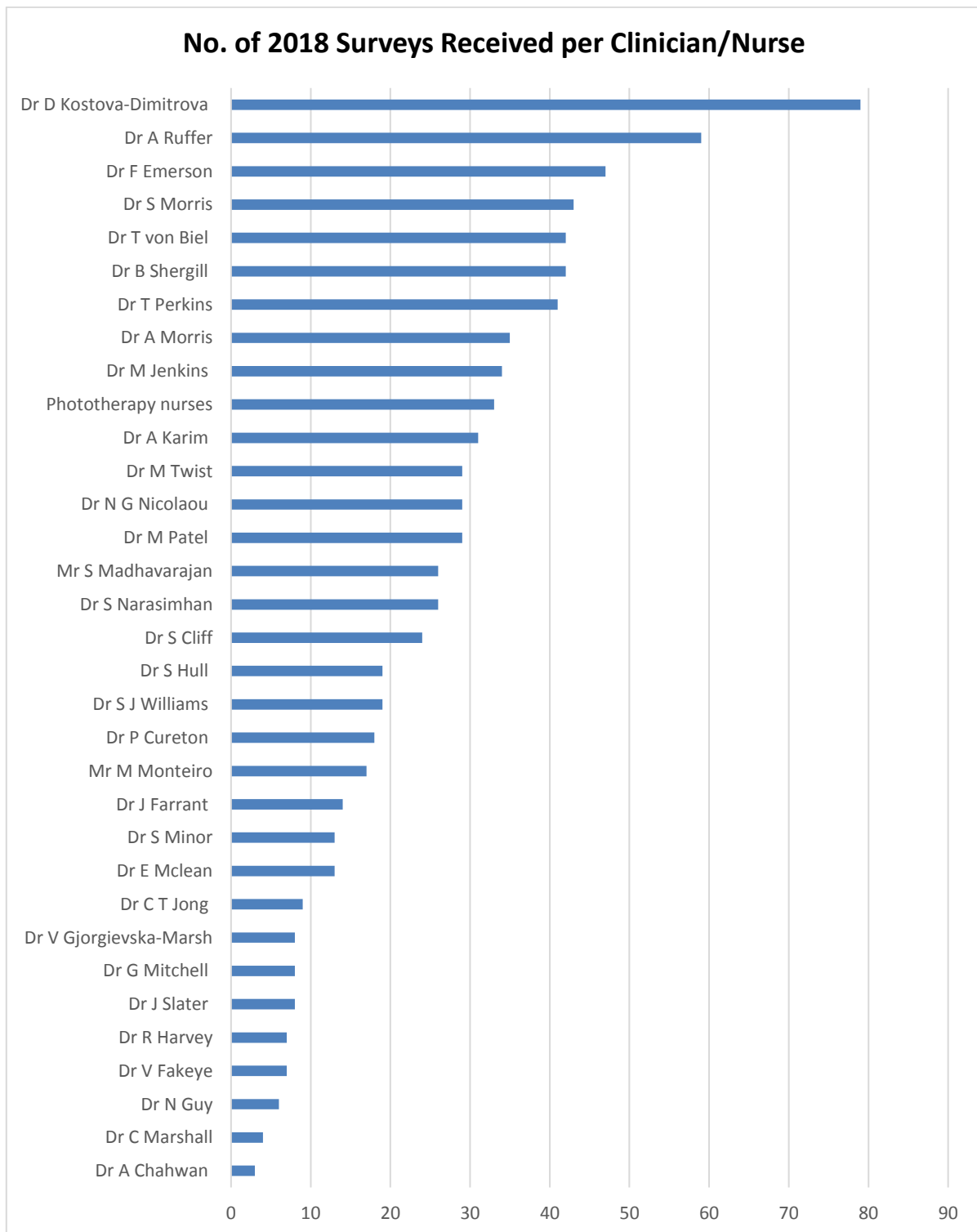
- ❖ *No, great experience*
- ❖ *No, very good. Thank you.*
- ❖ *Not really - the doctor was very helpful*
- ❖ *No, it was great*
- ❖ *No - the whole service from booking the appointment to having treatment & follow up was extremely efficient & excellent*
- ❖ *Thank you*
- ❖ *Everything was excellent*
- ❖ *Nothing*
- ❖ *Really Good Service*
- ❖ *No, as usual with NHS in my area I am extremely happy*
- ❖ *Nothing-exceptional treatment*
- ❖ *Extremely pleased. Reluctant to come but 10/10*
- ❖ *Very good and advantageous*
- ❖ *Nothing, all was first class from entering the building to leaving*
- ❖ *Everyone very kind and clinic very efficient & friendly*
- ❖ *No, all very good & very informative*
- ❖ *No thank you*
- ❖ *All good*
- ❖ *No-all good!*
- ❖ *No, am quite happy about the care provided*
- ❖ *Just wanted to say the nurses are lovely*
- ❖ *Closer to home would have been better, however the service at Worthing is exceptional*
- ❖ *No-all my questions were answered, or information given before I asked*
- ❖ *No, excellent*
- ❖ *No excellent from all points of contact*
- ❖ *Very happy with it all*
- ❖ *Dr Shergill & the nurse were fantastic- thank you*
- ❖ *Better experience than expected*
- ❖ *Knew my diagnosis straight away after many Dr/Hospital appointments*
- ❖ *Having the appointment at my local surgery was brilliant. A short referral time and Dr Fiona Emerson was very efficient, caring & professional.*
- ❖ *No, most impressed, at last after a year a Dr that seemed to know about my problem. So, thank you Dr Chahwan & Dr Morris.*
- ❖ *No, Dr Fakeye was excellent*
- ❖ *No, all very good, friendly & made me feel relaxes & at ease.*

5.0 Summary and Action Plan

SCDS offer every patient that attends clinic the opportunity to fill in a questionnaire. Considering the number of responses from the 2017 patient satisfaction survey, SCDS has increased the number of responses to over 1200 which is an achievement and a lot of resource from the clinical staff has gone into encouraging patients to provide feedback. Since 2017 – SCDS has achieved the goal of receiving over 1000 surveys in 2018 and will attempt to achieve over 1300 for 2019.

As part of this year's audit we have also looked at the number of surveys collected by different team members and we ask that the staff initial the questionnaire if it's feedback from someone they have seen.

SCDS’s main action point for next year will be to encourage our doctors/nurses to collect as many questionnaires as a percentage of patients seen, to encourage participation from patients as much as possible. Please note that from the 1237 surveys collected in 2018, a third of the surveys (415) were not initialled, therefore the graph below isn’t an exact representation of how many surveys were received per member of staff. SCDS will aim to increase the number of initialled surveys in 2019 to ensure a more accurate representation of this data.



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	902	79%
Likely	209	18%
Neither Unlikely nor Likely	13	1%
Unlikely	1	0%
Extremely Unlikely	0	0%
Don't Know	10	1%
Number of Responses	1135	100%

Question 1: At which clinic were you last seen?

SCDS Clinics		
Answer	Total	Percentage
Park Surgery, Horsham	8	1%
Brow Medical Centre, Burgess Hill	0	0%
Witterings Medical Centre	35	4%
Steyning Health Centre	9	1%
Hurstpierpoint Health Centre	98	10%
Arundel Surgery	24	2%
Westcourt Medical Centre, Rustington	82	8%
Moatfield Surgery, East Grinstead	52	5%
Leacroft Medical Practice	74	8%
Horsham Hospital	154	16%
Pulborough Medical Centre	86	9%
Dolphins Practice, Haywards Heath	91	9%
Ouse Valley Practice, Handcross	17	2%
Worthing Laser & Skin Clinic	133	14%
Bersted Green Surgery, Bognor	109	11%
Left blank	12	1%
Number of Responses	984	100%

SDS (Surrey Heath) Clinics		
Answer	Total	Percentage
Frimley Green MC	55	41%
Upper Gordon Road Surgery	78	59%
Number of Responses	133	100%

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

ASPH GW Clinics		
Answer	Total	Percentage
Villages Medical Centre	56	47%
Cranleigh Medical Practice	64	53%
Number of Responses	120	100%

CCG Breakdown		
Answer	Total	Percentage
Crawley CCG	74	6%
Surrey Heath CCG	133	11%
Horsham & Mid Sussex CCG	420	34%
Guildford & Waverley CCG	120	10%
Coastal West Sussex CCG	478	39%
Number of Responses	1225	100%

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

Answer	Total	Percentage
Yes	823	67%
No	240	20%
Not Applicable	160	13%
Number of Responses	1223	100%

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

Answer	Total	Percentage
0-2 Weeks	430	35%
2-4 Weeks	621	51%
Over 4 Weeks	163	13%
Number of Responses	1214	100%

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

Answer	Total	Percentage
Yes	1147	95%
No	64	5%
Number of Responses	1211	100%

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

Answer	Total	Percentage
Yes	1215	100%
No	5	0%
Number of Responses	1220	100%

Question 6: Who did you see today?

Answer	Total	Percentage
Consultant Dermatologist/Plastic Surgeon	959	79%
GP with an interest in dermatology	183	15%
Both Consultant & GP	20	2%
Nurse	30	2%
Don't know / can't remember	28	2%
Number of Responses	1220	100%

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

Answer	Total	Percentage
Yes	1164	96%
No	27	2%
Don't know / can't remember	22	2%
Number of Responses	1213	100%

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

Answer	Total	Percentage
Yes, definitely	1182	97%
Yes, to some extent	40	3%
No	0	0%
Number of Responses	1222	100%

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

Answer	Total	Percentage
Yes, definitely	1046	85%
Yes, to some extent	65	5%
No	3	0%
I did not need to ask	113	9%
I did not have an opportunity to ask	0	0%
Number of Responses	1227	100%

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

Answer	Total	Percentage
Yes, completely	1145	93%
Yes, to some extent	47	4%
No	4	0%
I did not need an explanation	10	1%
No treatment or action was needed	22	2%
Number of Responses	1228	100%

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

Answer	Total	Percentage
Yes, definitely	1209	98%
Yes, to some extent	20	2%
No	1	0%
Number of Responses	1230	100%

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	847	70%
No, but I would have liked some	30	2%
No, but I did not need this type of information	341	28%
Number of Responses	1218	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	757	63%
No, please don't contact me	450	37%
Number of Responses	1207	100%

Question 15: How would you rate your experience overall?

Rating	Total number of responses	Percentage
1	1	0%
2	0	0%
3	0	0%
4	0	0%
5	1	0%
6	6	0%
7	18	1%
8	111	9%
9	232	19%
10	858	70%
Number of Responses		1227
Average		9.6

Question 16: How would you rate your experience overall?

Answer	Total	Percentage
Positive	176	57%
Suggestions	132	43%
Number of Responses		308