



Patient Satisfaction Audit 2018

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INTRODUCTION

Throughout 2018 (Jan-Dec 2018) Clinical Partnership presented patients with the opportunity to complete a patient satisfaction survey at one of our partner community clinic locations across North and North East Lincolnshire. 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 4 multiple choice closed questions. The common factor of all the patients is that they were referred via our telemedicine pathway 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 referral process.

ACTION POINTS FROM PREVIOUS YEAR

Taking into account the number of responses from the 2017 patient satisfaction survey, Clinical Partnership 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 patient feedback from those patients that will need to be seen face to face as BCC/SCC possible outcome.
- Attempt to receive over 100 surveys to increase feedback across all areas.

PATIENT SATISFACTION SURVEY RESULTS

For the SCC/BCC Patients

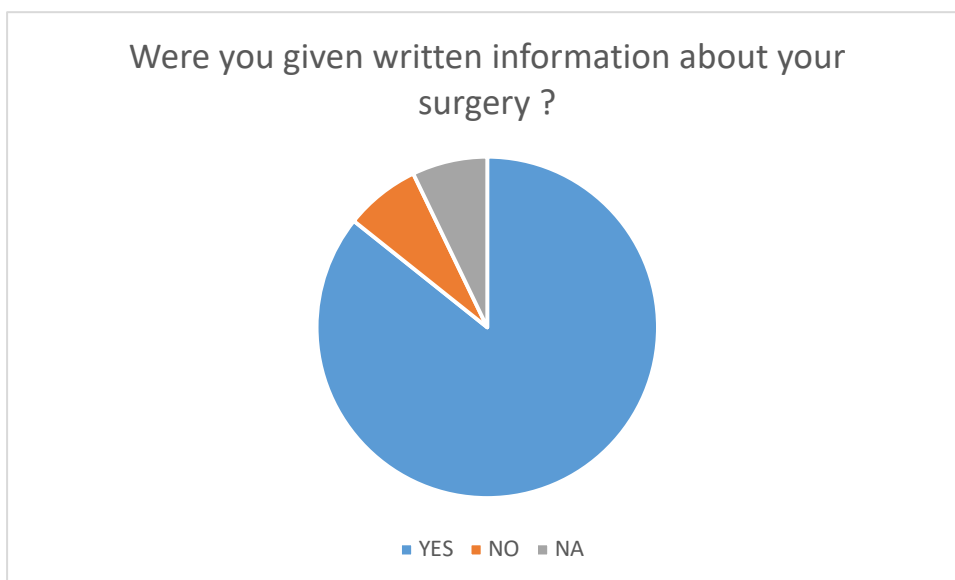
Are you satisfied with today's consultation/procedure?

42 patients responded to this question, with 42 patients responding yes they were satisfied with their consultation/procedure. This is very positive and highly important to our service to know that patients are satisfied with the service overall.



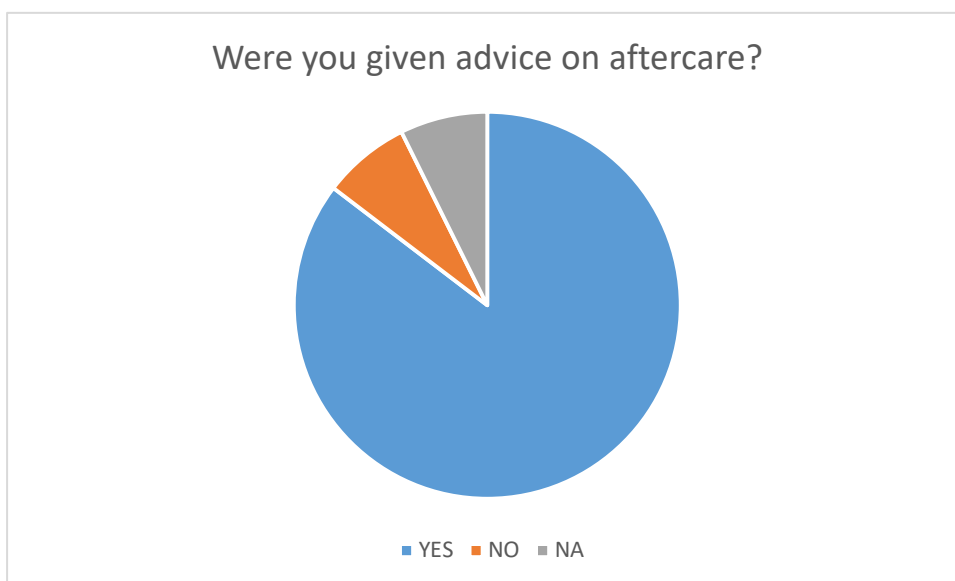
Were you given written information about your surgery ?

In addition to comment above, over 85% of patients (36 out of 42) were given written information about the surgery, these other patient could have been given a last minute appointment so wouldn't have time as service so quick to safe patient anxiety with lengthy waiting times.



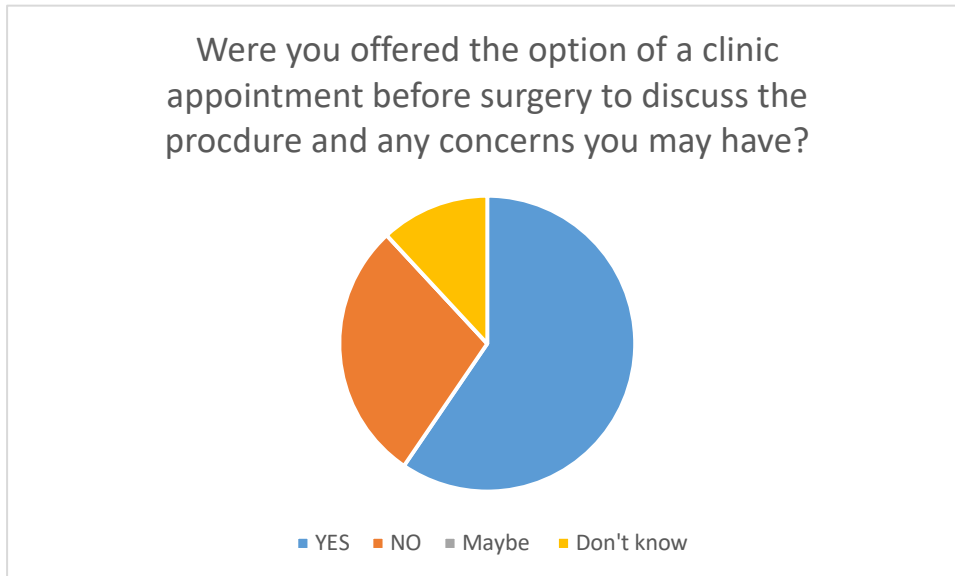
Were you given advice on aftercare?

Over 35 patients were given advice on after care. The remaining 6 could have been small biopsies. One patient did hand write that hers was just a small punch biopsy and didn't see she would need aftercare advice.



Were you offered the option of a clinic appointment before surgery to discuss the procedure and any concerns you may have?

42 patients responded to this question, with 25 patients were offered a clinic appt first, and five don't know. Many patients may not need take a valuable clinic appointment for minor biopsies.



GENERAL COMMENTS AND FEEDBACK

Of the 42 patients who left comments, 42 comments were positive feedback about the service (100%).

Breakdown of positive comments:

Last minute appt - I got a same day cancelation

No surgery - but the advice and care were excellent. Ideal location too!

My appointment with Dr was very satisfactory - she was a delight to deal with.

I had it at the doctors, my treatment was excellent ...thank you

Saw GP 31/7, Ironstone 10/8, biopsy 10/9 results 23/10 need I say more :(

Helped to put me at ease about my problem

Excellent service, fast tracking reduces patient waiting lists for you and patient stress and concerns over conditions

Why wasn't the photo taken available to the Dr at Ironstone Centre

Excellent Service

Excellent Service

The Service/attention in every way was '1st class'

Service was excellent & very quick

When I had stitches removed my practice nurse remarked on the excellence of my stitches, really fine needle used.

Good service & advice given - excellent staff

Very good care & support

ACTION PLAN

Taking into account the number of responses from the 2018 patient satisfaction survey, Clinical Partnership has identified the following actions points to be implemented in 2019 to encourage more patients to participate in the survey across the service:

- Carry on targeting clinic patient feedback from those patients that will need to be seen face to face as BCC/SCC possible outcome quarterly.
- Attempt to receive over 100 surveys to increase feedback across all areas of the service.