



Patient Satisfaction Audit 2019

Holly Hellstrom
January 2020

CONTENTS

INTRODUCTION
ACTION POINTS FROM PREVIOUS YEAR
PATIENT SATISFACTION SURVEY RESULTS
GENERAL COMMENTS AND FEEDBACK
ACTION PLAN

INTRODUCTION

Throughout 2019 (January-December 2019) 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 and also via our postal communications. Patients were asked 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 six multiple choice closed questions. The common factor of all the patients is that they were referred via our telemedicine pathway during 2019, 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 2018 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:

- Attempt to receive over 100 surveys to increase feedback across all areas.
- Aim at a 30% of the patient base per quarter.

PATIENT SATISFACTION SURVEY RESULTS

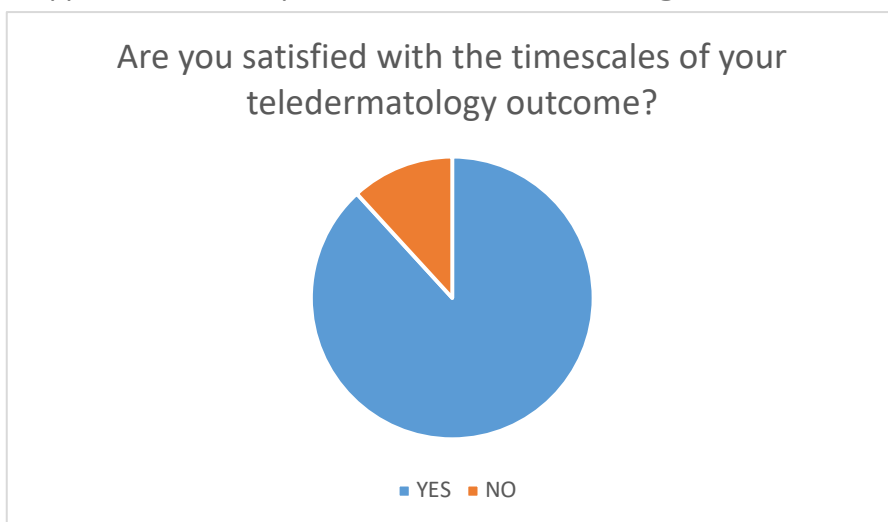
Have you been satisfied with the tele-dermatology consultation?

161 patients responded to this question, with 149 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. This gives us a positive response of 92%.



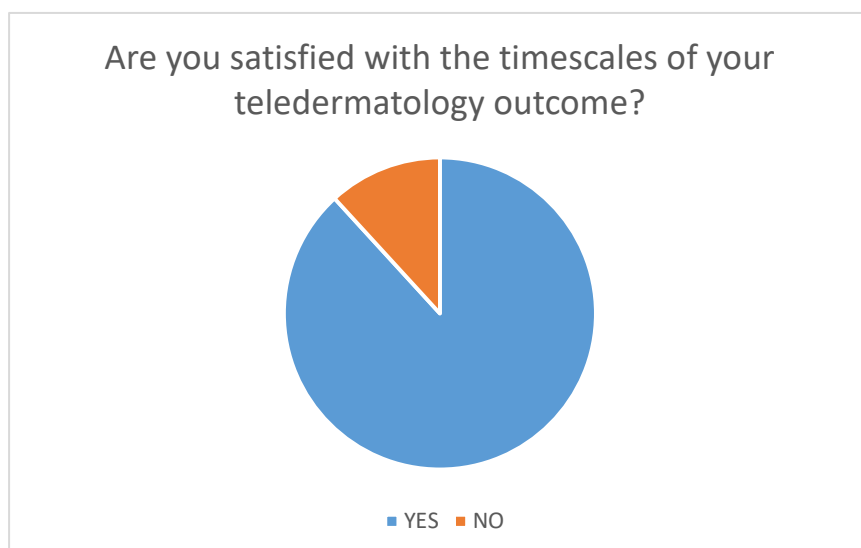
Are you satisfied with the timescales of your tele-dermatology outcome?

161 patients responded to this question, with 142 patients responding yes, they were satisfied with the timescales of the tele-dermatology outcome. A note for this question is that those that stated they were not happy with the timescales talked about the whole service from start to finish not just the tele-dermatology outcome timescales, which are outside our control as a company. This covered areas such as had to wait to long for appointment after pre-assessment, took too long for results of biopsy.



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

Of the 161 above patients 144 patients felt this wait was acceptable. As with the above question many patients answered about the whole care pathway which included waiting for histology results, which is out of our company control.



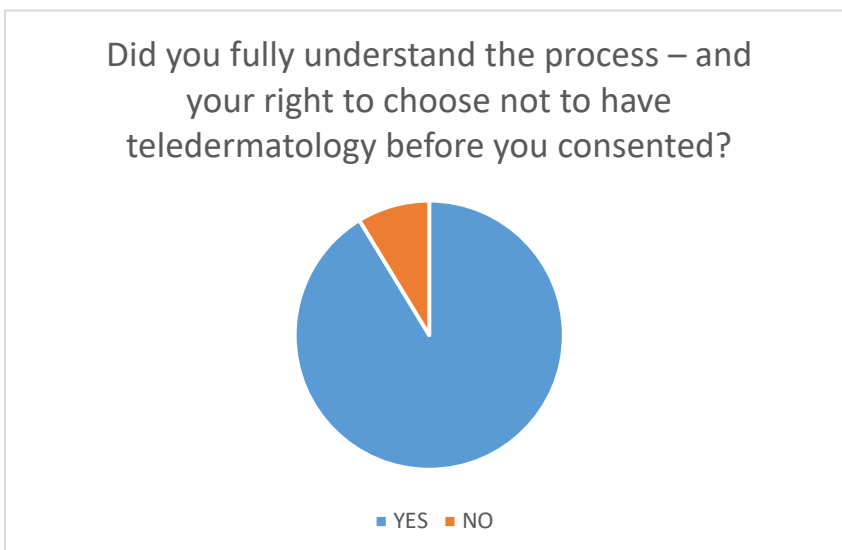
During the photography session did you feel you were treated with dignity and your privacy was respected?

94% patients felt that they were treated with dignity and their privacy was respected. All images are taken by one of the practice team, we appreciate that this can be difficult in rural practices as private space is reduced.



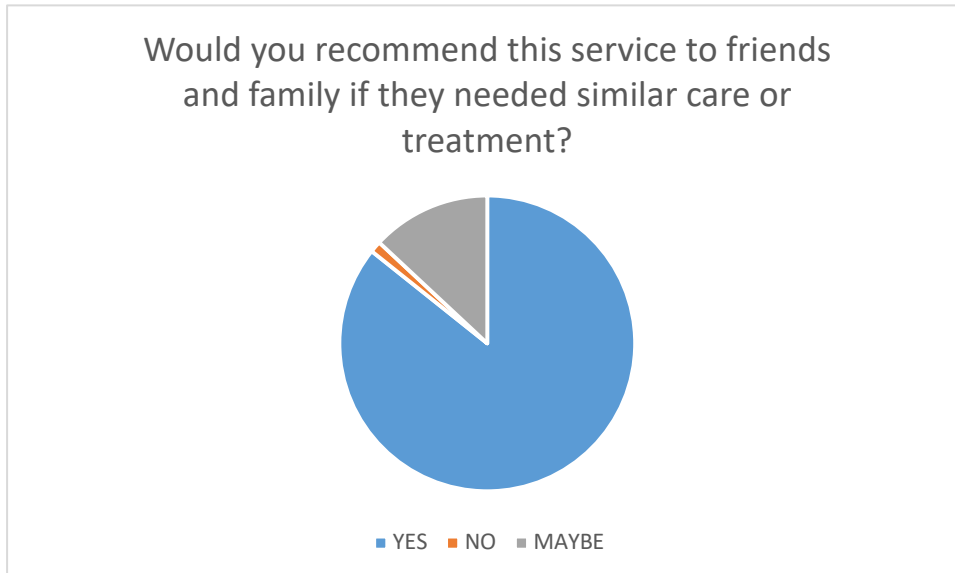
Did you fully understand the process – and your right to choose not to have tele-dermatology before you consented?

147 of the 161 patients felt they understood the process and their rights to choose not to have tele dermatology before they consented. Our consent policy is available on our website and at registration stage on our software platform. As the clinicians in the practice make the consent with the patient it is very difficult for Clinical Partnership to ensure that the patient understands their rights.



Would you recommend this service to friends and family if they needed similar care or treatment?

138 of the 161 patients would recommend the service to their family and friends and 21 maybe.



GENERAL COMMENTS AND FEEDBACK

54 patients felt so pleased by the service they left additional comments which is optional. Here are just a few highlights:

I was blown away by the speed of the response. The process itself was fascinating and painless.

Evidence of NHS moving into the 21st century

Very professional and caring throughout the procedure and afterwards

Very informative and professional

excellent time scales- I was seen very quickly.

efficient triage service that led to an ongoing consultation and treatment

I was treated with care and respect

had not heard of this service before but was delighted it was available

really pleased with result and good timescale

it was very quick from having the photo to one week later seeing the dermatologist.

very professional process and good service

just can't fault the service/whole procedure- thanks.

very caring nurse explained everything- I need the best care possible at my age.

fantastic swift and friendly service. the doctor was very professional and put me at ease.

Good service, hardly any waiting time. Everything was fully explained to me

I think it is so much better than having to go for a hospital appointment

the service is excellent, no need to go to the hospital. Saves time and money, no parking fee and in and out in no time

absolutely amazed that this technique is available. I was seen 5 minutes after my doctor's appointment and

amazing technology.

rapid response that reassured me that I had no cause to worry. Thanks

prompt service regards to the photos being taken, pleased with creams prescribed as cleared up my daughters skin fairly quick

10 out of 10 for this visit

excellent treatment- I was made to feel most at ease- thank you

I was very happy with the communications and the treatment given. The staff were marvellous

ACTION PLAN

Taking into account the number of responses from the 2019 patient satisfaction survey, Clinical Partnership has identified the following actions points to be implemented in 2020 to encourage more patients to participate in the survey across the service:

- Work with the practices and the community dermatology providers to ensure an all-round excellent service to help increase positive responses to over 95% in all areas.
- Look at automating the service questionnaire to make it easier for patients to respond