

# **Patient Satisfaction Audit 2017**

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## INTRODUCTION

Throughout 2017 (Jan-Dec 2017) Clinical Partnersip 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 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 referral process.

## ACTION POINTS FROM PREVIOUS YEAR

As the patient satisfaction questionnaires were not introduced until 2017 we have no previous data to consider so no action points have been agreed for 2017, as will be for forthcoming year.

## KEY POINTS FROM 2017

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## PATIENT SATISFACTION SURVEY RESULTS

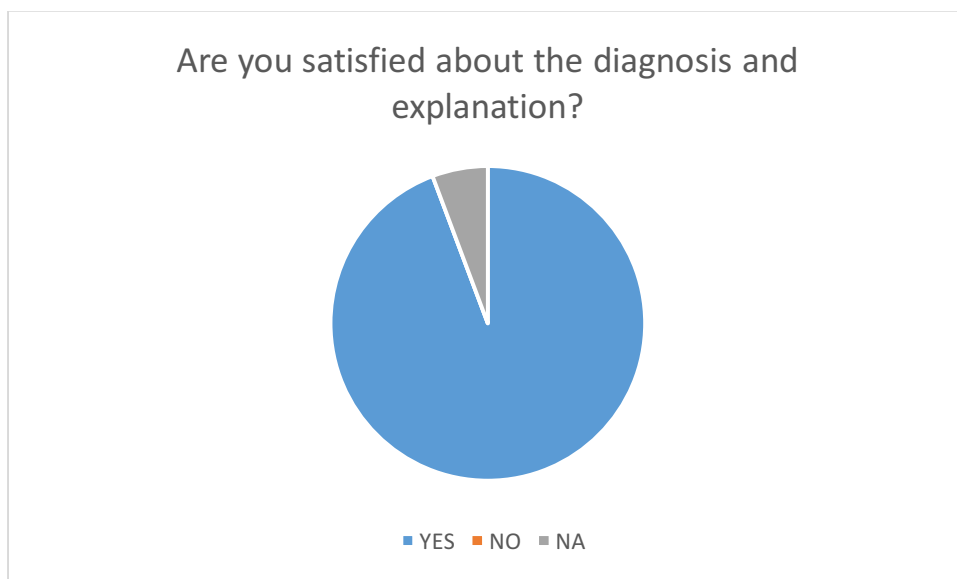
### Are you satisfied with today's consultation/procedure?

35 patients responded to this question, with 35 patients responding yes they were satisfied with their consultation/procedure. 167 more patients answered this question in comparison to last year. This is very positive and highly important to our service to know that patients are satisfied with the service overall.



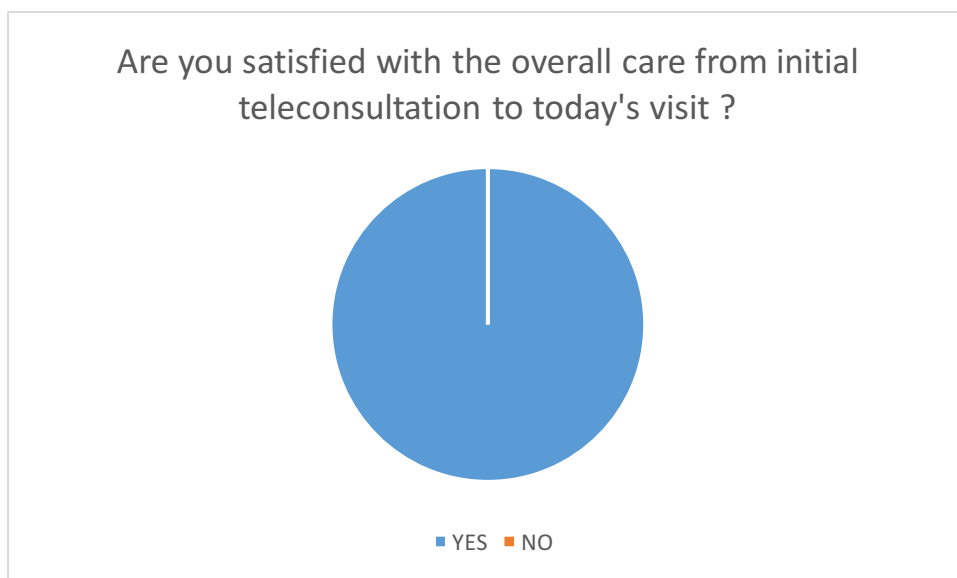
### Are you satisfied about the diagnosis and explanation?

In addition to comment above, over 94% of patients (33 out of 35) were satisfied with the clarity of the information provided to them and understand their diagnosis and treatment during their appointment.



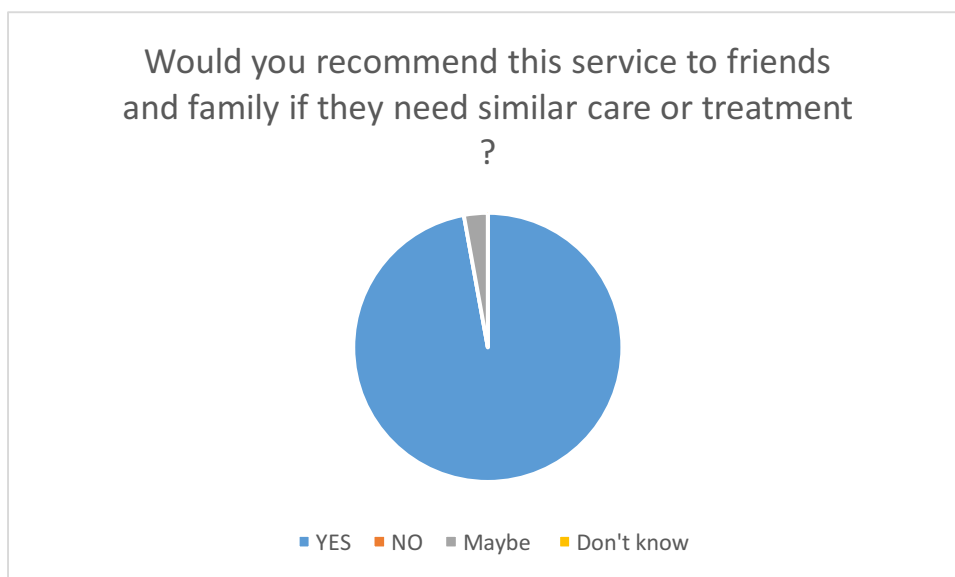
### Are you satisfied with the overall care from initial teleconsultation to today's visit ?

The chart below shows the distribution of the responses to the question Are you satisfied with the overall care from initial teleconsultation to today's visit In 2017, All 35 patients answered this question and the average response, taking into account all responses, was 10 out of 10.



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

35 patients responded to this question, with 33 patients responding that they were likely to recommend CP 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.



### GENERAL COMMENTS AND FEEDBACK

Of the 32 patients who left comments, 32 comments were positive feedback about the service (100%). However, one comment would be to send more info before attending surgery.

Breakdown of positive comments:

Impressed with service/photos/technology

This is amazing - really quick from Dr's appointment to seeing expert. Should be for everything - would save NHS a fortune

I was very impressed with the treatment I received

It was fantastic piece of technology to diagnose from that

Seemed efficient & worked well

Has led to a speed diagnosis

I feel it made my experience easier as didn't need to wait to be seen. More services need to be made like this - Excellent service.

Very effective. Very fast and saves a lot of unnecessary visits

Overall the waiting period was quick. Quite impressed

Quick referral

Very good, everything went smoothly & quick

Very clear picture, very quick with follow up appointment

Good piece of tech  
Free up specialist time if by looking at photos can diagnose  
Absolutely fantastic .. Brilliant  
Very good saves lots of time  
Very good  
Brilliant - very good  
Very happy all-round  
Very good technology & quick referral  
The advice was concise and I would recommend it  
The girls in the clinic could not of helped me anymore, very friendly  
Excellent service & communication throughout - no complaints at all!  
Excellent  
Very speedy referral system. Supportive staff throughout  
Brilliant !!  
Excellent service 5 \*\*\*\*\*  
A very quick service  
Maybe an info ahead of attending surgery - what is likely to be involve, what the effects are etc  
Brilliant and fast service  
I've respect of the app used via my local GP and speed I think it's amazing and time saving  
Fantastic and quick so impressed with it all

## ACTION PLAN

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.