

**Patient Survey**  
**Annual Quality Report 2012**  
Stafford Skincare, Rowley Hospital  
Dr. Anne Ward  
April 2012

**Introduction**

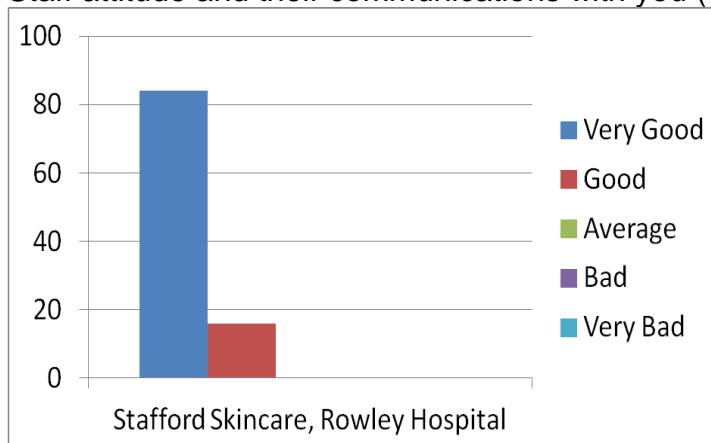
During April 2012, all patients (both NHS and Private) attending Stafford Skincare were asked to fill out an anonymous questionnaire

The questionnaire asked patients a variety of questions based on recently published guidance from NICE (CG 138, Feb 2012)

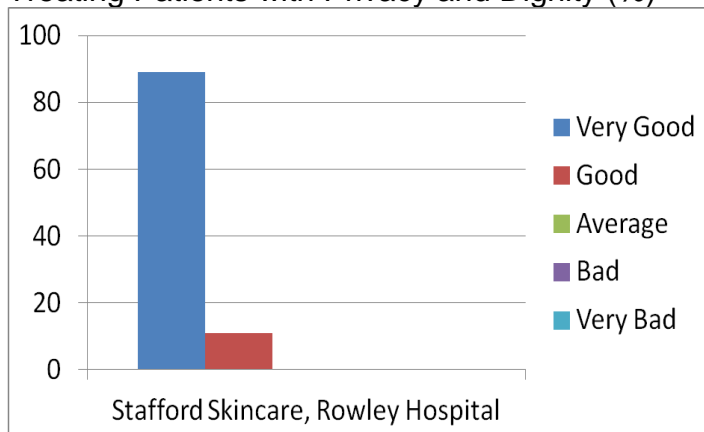
**Results**

The results are shown in table form over the next few slides. All results are given as percentages

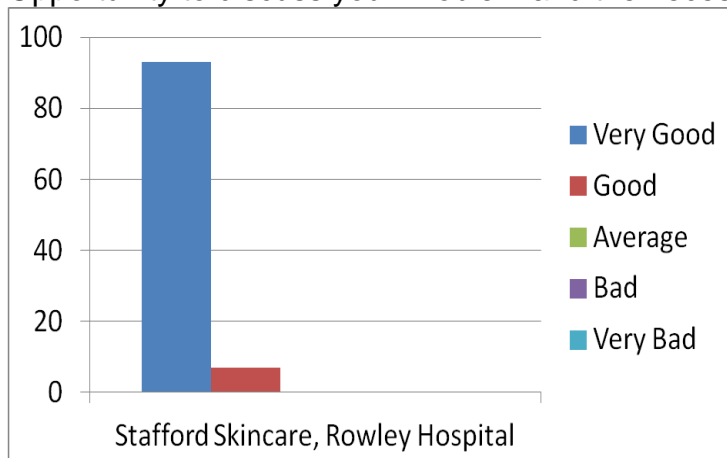
Staff attitude and their communications with you (%)



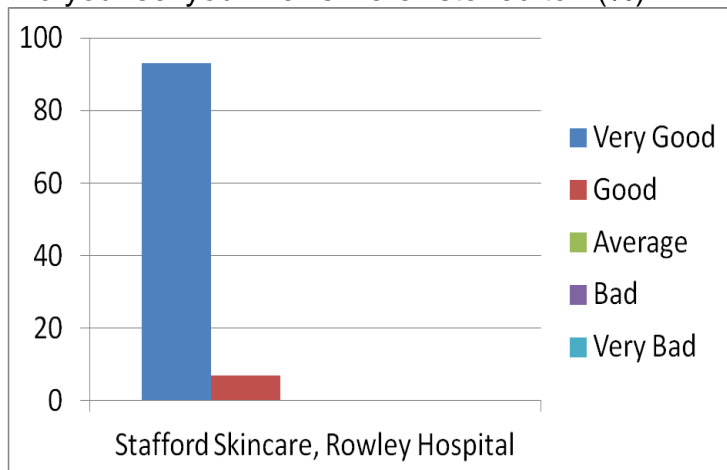
Treating Patients with Privacy and Dignity (%)



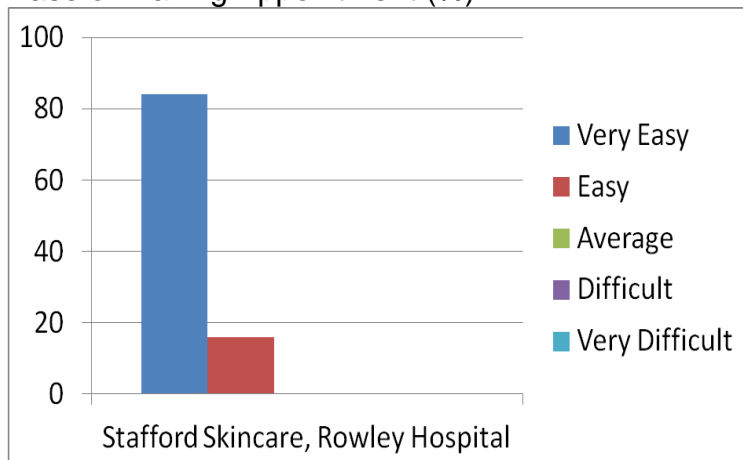
### Opportunity to discuss your Problem and the necessary Treatments? (%)



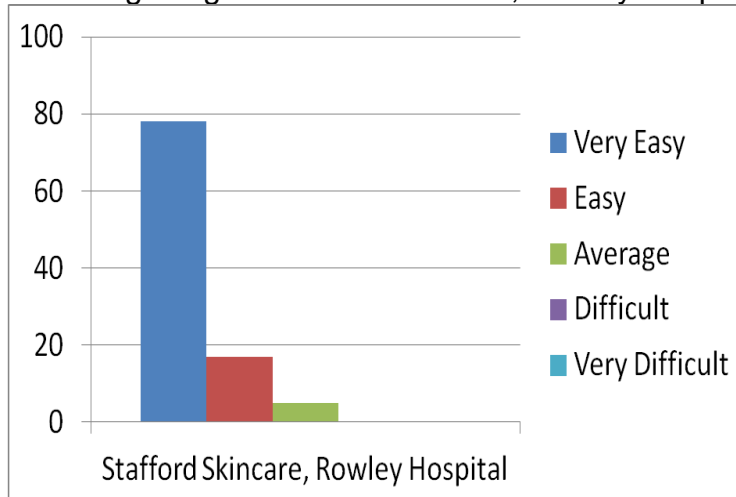
### Did you feel your views were listened to? (%)



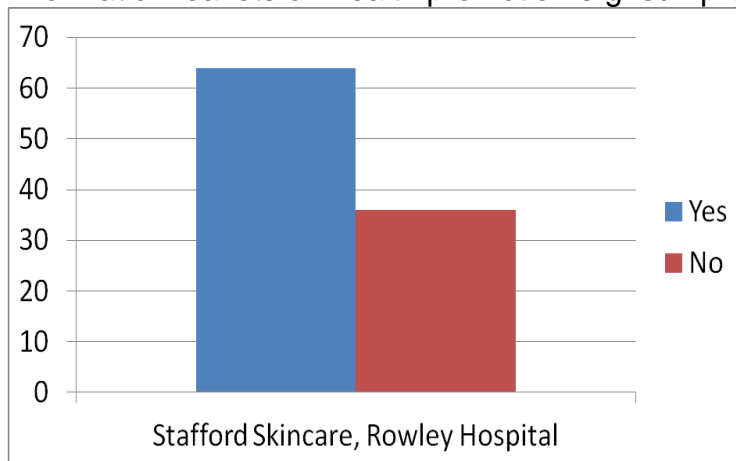
### Ease of making Appointment (%)



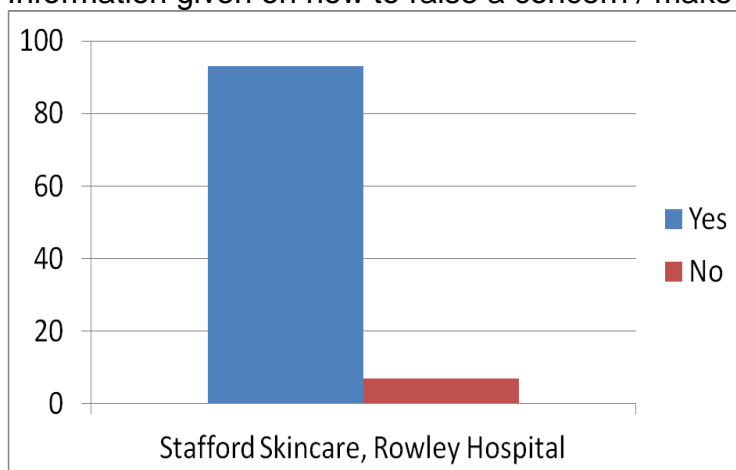
Ease of getting to Stafford Skincare, Rowley Hospital (%)



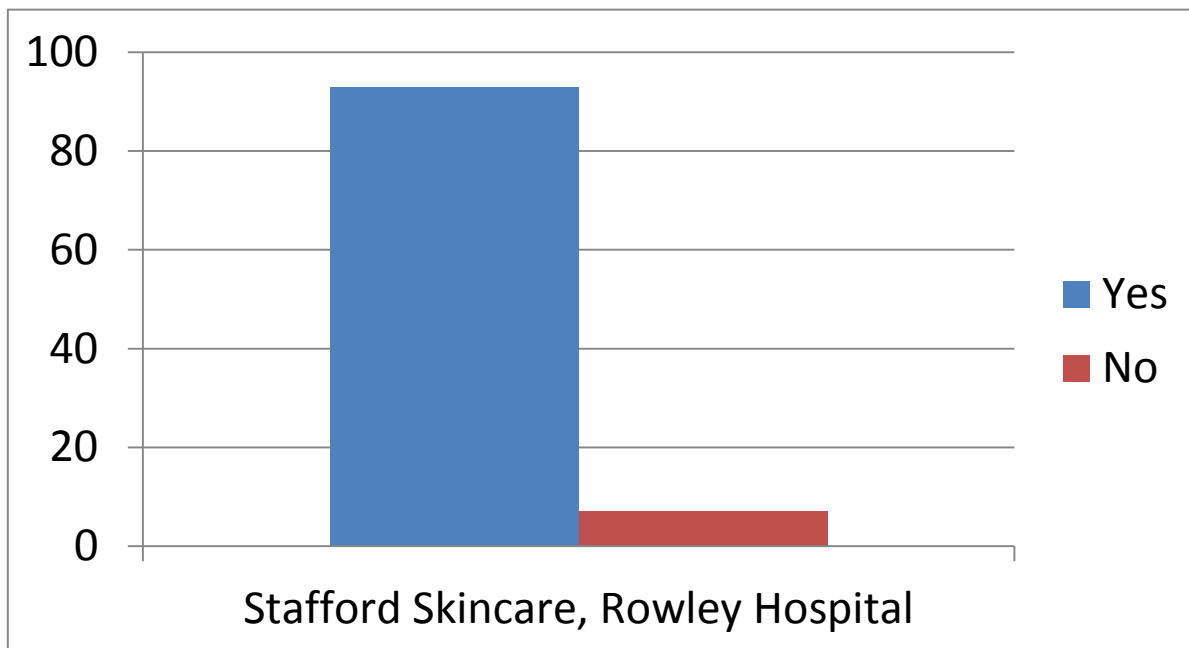
Information leaflets on health promotion e.g. sun protection leaflets (%)



Information given on how to raise a concern / make a complaint (%)



Information given about the dermatology service (includes information on PALS, PA)



### Conclusions

Most patients seemed happy with the dermatology service provided by Stafford Skincare, rating it “Very Good” or “Good”

The worst scoring area was health promotion which specifically asked about advice given on sun protection ..... April 2012 was recorded as the wettest April since records began!

### Action Points

Provide more information on health promotion. Possible examples would include: sun protection advice, care of the elderly skin, advice on signs and symptoms of skin cancer, guidance on Vitamin D intake. This could be either in written or verbal forms during the course of the consultation

Raise awareness of the external organisations and agencies who provide help to private or NHS patients eg Patients Association, Patient Advice and Liaison Service (PALS), Independent Mental Capacity Advocacy (IMCA) Service by publishing the information on Stafford Skincare website

Repeat the Patient Survey to see if the introduced changes have had an impact