

# Patient Experience Survey Stafford Skincare

10 Mill Street, Cannock WS11 0DL  
February – March 2014

## Introduction

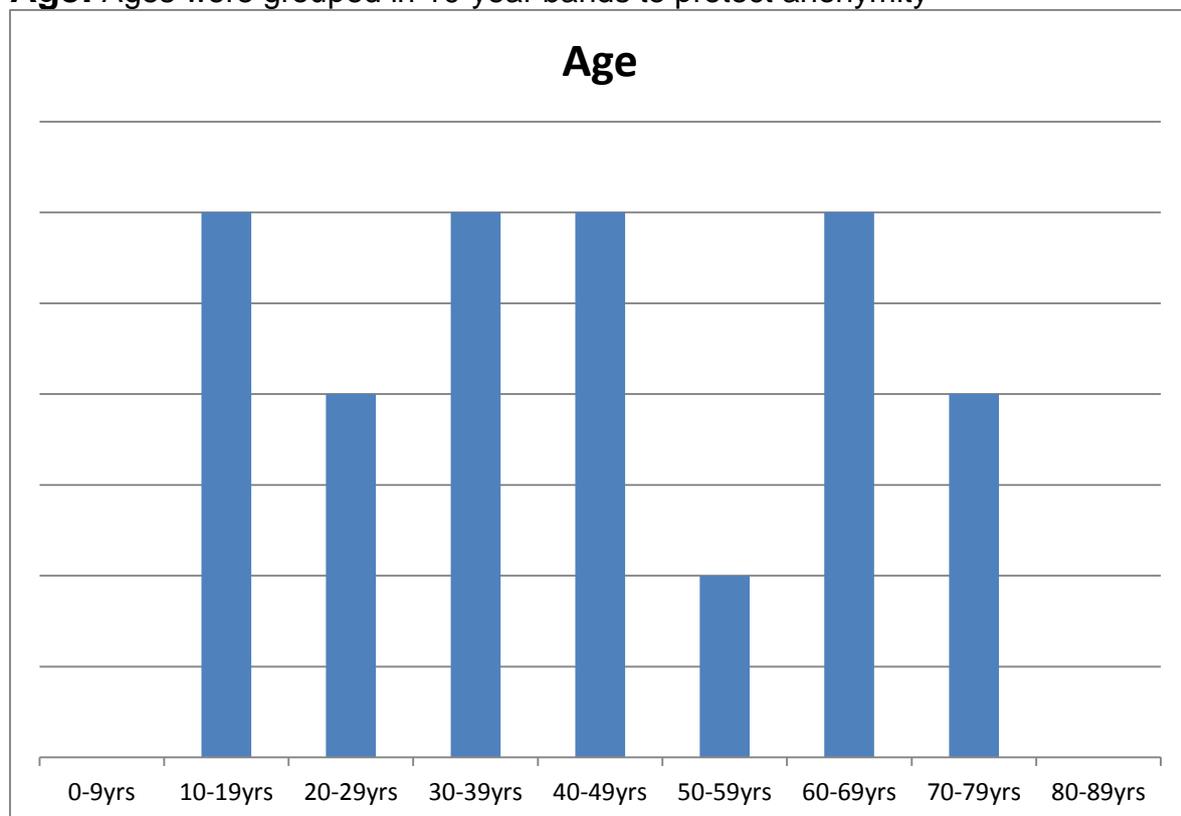
New patients attending the Dermatology Clinic at 10 Mill Street, Cannock between February and March 2014 were asked to complete a Patient Experience / Satisfaction Survey. The questionnaires were anonymous and cannot be linked back to individual patients.

The Patient Experience Survey is based on published NICE guidance (February 2012, NICE CG138).

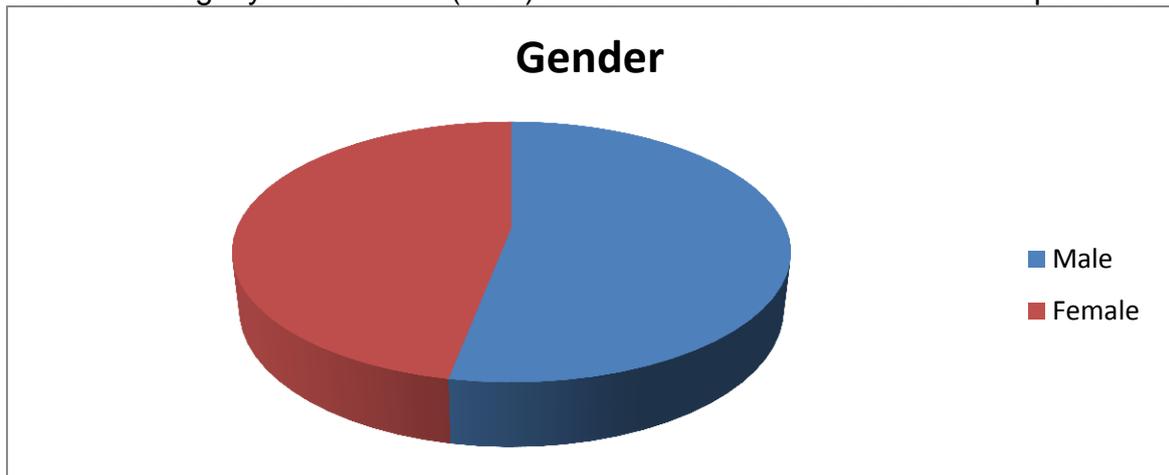
## Demographic Information

*some of the questions were not answered in the returned questionnaires*

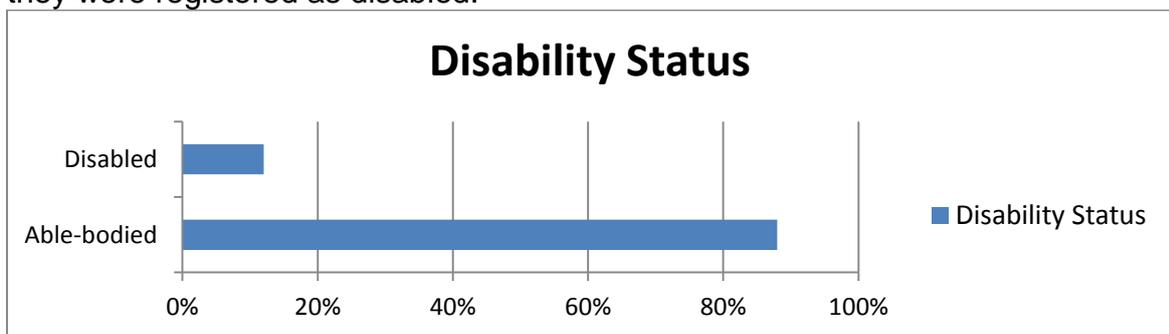
**Age:** Ages were grouped in 10-year bands to protect anonymity



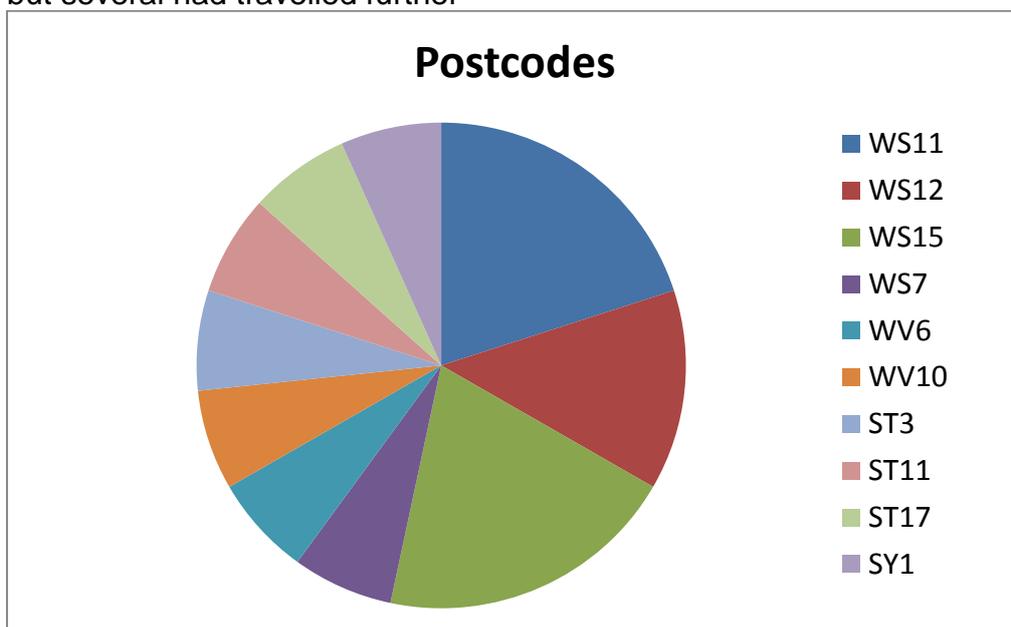
**Gender:** Slightly more males (53%) than females attended in this time period.



**Disability status:** 12% of patients who completed the questionnaire stated that they were registered as disabled.



**Post Codes:** Most people attending the clinic lived either in Cannock or Rugeley, but several had travelled further



**Ethnicity:** 100% of patients who completed the questionnaire stated that they were British or mixed British

## Patient Satisfaction Survey

The Patient Satisfaction Survey looks at 3 main elements:

1. Ease of Access to the Dermatology Clinic at 10 Mill Street, Cannock
2. Physical Environment
3. Patient Experience (Standards as in NICE CG138)

Additional questions looked at Patient Information and waiting times to be seen in clinic.

### 1. Ease of Access to the Dermatology Clinic at 10 Mill Street, Cannock

#### Making an Appointment

65% of patients reported that it was “very easy” to make an appointment

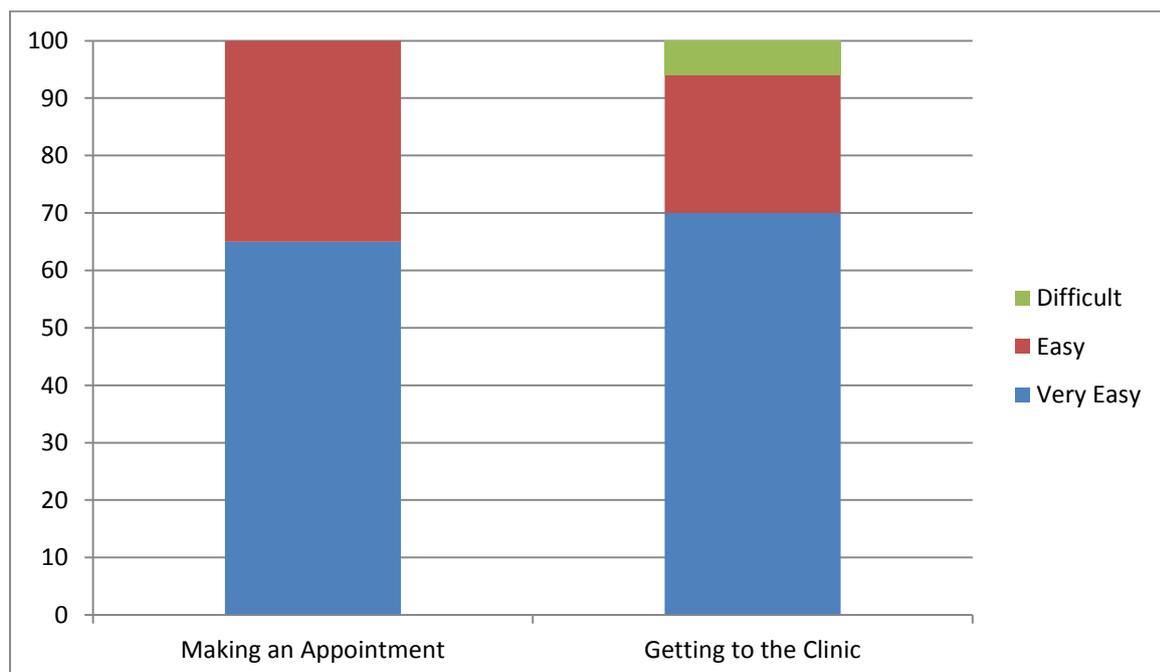
100% of patients reported that it was “easy” or “very easy” to make an appointment

#### How easy was it to get to the Clinic?

70% of patients stated that it was “very easy” to get to the clinic

94% of patients stated that it was “easy” or “very easy” to get to the clinic

6% found the Dermatology Clinic hard to find



## 2. Physical Environment

Patients were asked to rate the waiting area and the clinic room.

### Waiting area

65% of patients described the waiting area as “very good”

82% of patients described the waiting area as “very good” or “good”

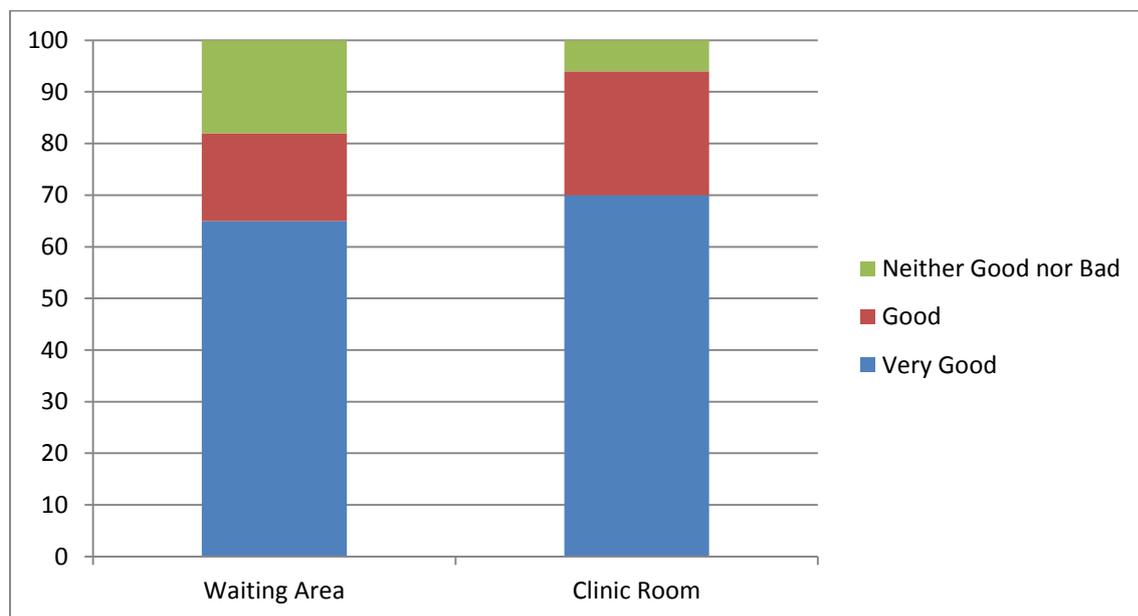
18% of patients described the waiting area as “neither good nor bad”

### Clinic room

70% of patients described the clinic room as “very good”

94% of patients described the clinic room as “good” or “very good”

6% described the clinic room as “neither good nor bad”



## 3. Patient Experience: NICE CG138

NICE guidance (2012) and the recent Francis Report (2013) emphasise the importance of the experience of care, and patient involvement throughout the “patient care pathway”. This Patient Experience Survey specifically examines these aspects of patient care.

All patients (100%) reported high levels of satisfaction, with scores of “very good” or “good” for each of the following questions:

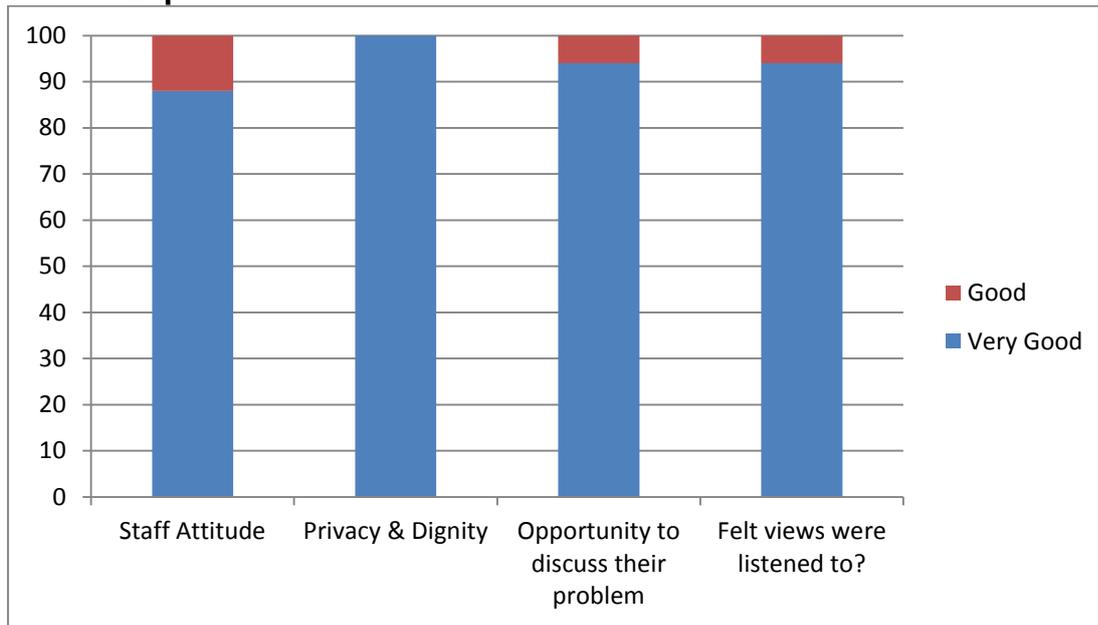
88% of patients reported that staff attitude and communication was “very good”

100% of patients felt that they were treated with Privacy and Dignity – “very good”

94% of patients felt that they were given the opportunity to discuss their problem and the treatment plan – “very good”

94% of patients felt their views were listened to – “very good”

### Patient Experience



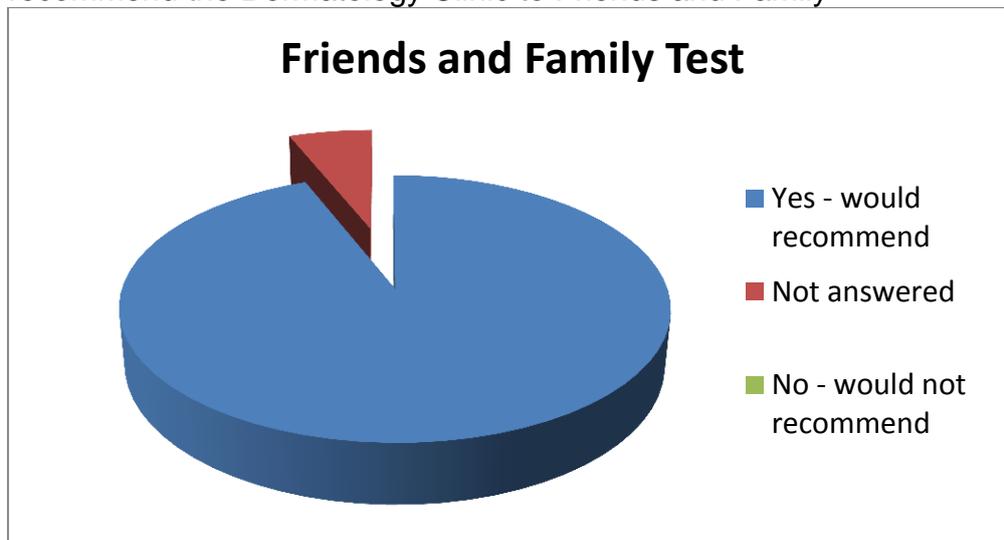
### Patient Information / Health Promotion

Of those who replied (94%), all patients reported that they had received Information on their skin condition.

### Length of wait to be seen in clinic

Of those who replied (94%), all patients reported that they were seen within 15 minutes of their booked time.

**Friends and Family Test:** Of those that replied (94%), all patients would recommend the Dermatology Clinic to Friends and Family



### **Comments received in free text box**

- Excellent care given
- I would recommend Dr Ward. She is very knowledgeable and extremely helpful.
- Very happy. The Consultant was very generous with her times.