

Stafford Skincare

Patient Experience Survey

Dr Anne Ward, Consultant Dermatologist
04.04.2019

Introduction

Each year, consecutive Patients attending Stafford Skincare are asked to complete a Patient Experience Survey which provides feedback on the Clinics and their experience of the service. The Survey includes The Friends and Family Test, and gathers demographic data such as age, gender, disability status and ethnicity.

This year, a total of 44 consecutive patients attending the Cannock Clinic (17 patients) or the Lichfield Clinic (27 patients) during January 2019 were invited to complete a questionnaire and return it in a stamped addressed envelope. The questionnaire is anonymous and cannot be linked back to individual patients.

The Patient Experience Survey is based on the guidance published by NICE in February 2012 – “Patient Experience in adult NHS services: improving the experience of care for people using adult NHS services” (NICE CG138). It also incorporates the updated guidance on information sharing from the Caldicott Review: information governance in the health and care system (2013).

This year, **2 new questions** were added to try to determine what was the worst part; and the best part of the service to see where improvements could be made.

Results – Demographic Information

The demographic data was completed by 38 Patients; Cannock (15) and Lichfield (23) Clinics.

Age Range: 0 – 89+ years

The majority of people attending the Clinics were in the age range 40 – 69 years old.

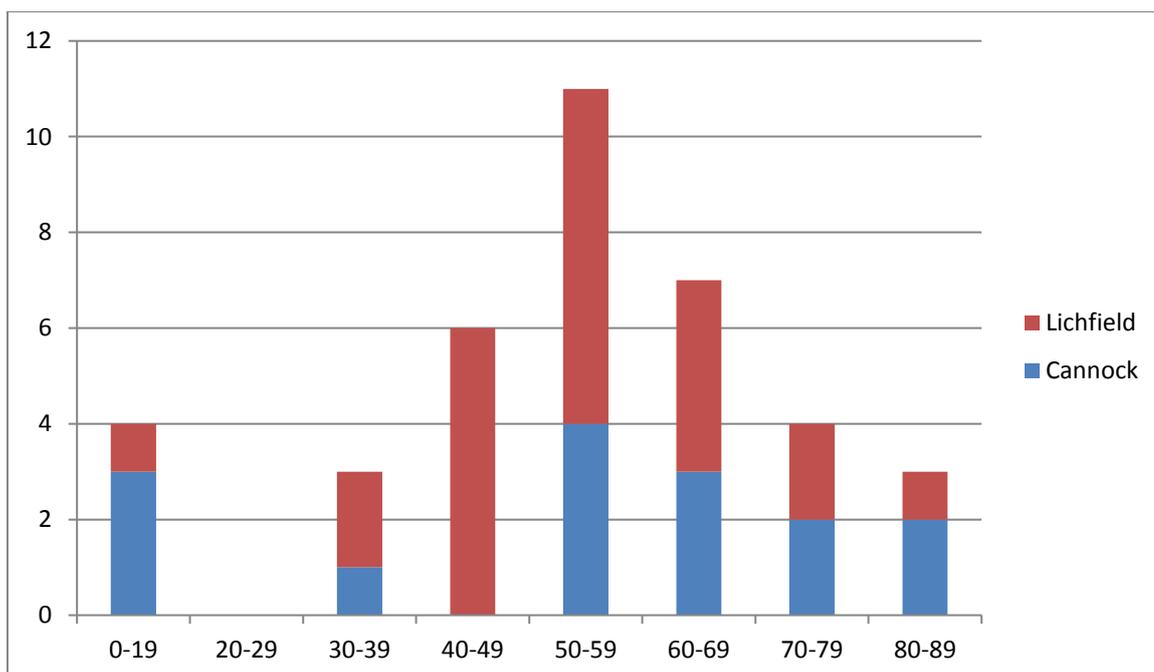


Figure 1 Age of person (in years) attending the Cannock and Lichfield Clinics

Gender: Thirty-eight patients answered the question, including 23 females and 15 males. Fewer males attended the Cannock clinic in this small sample of people.

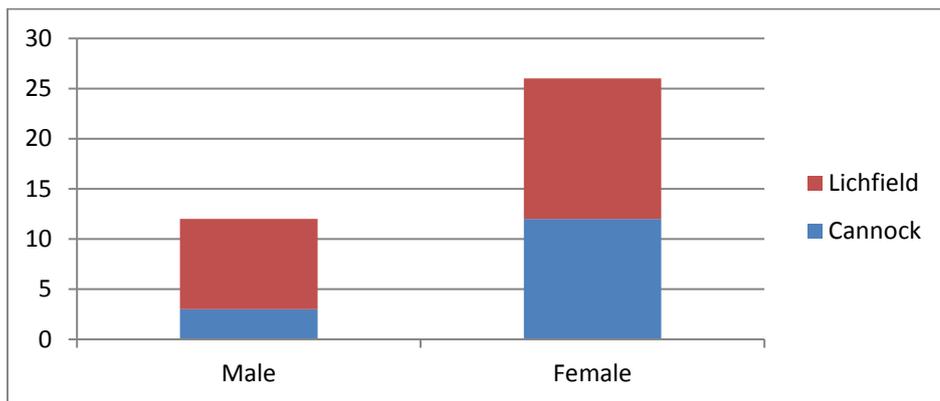


Figure 2 Gender of Person attending the Cannock and Lichfield Clinics.

Disability status: Registered as Disabled (1); Able-bodied (35); not answered (2)

Ethnicity: Most patients described themselves as “British or mixed British” (36). One patient described themselves as Pakistani or British Pakistani. One patient didn’t answer the question.

Patient Experience Survey

This Year’s Survey looked at 4 areas, similar to last year:

1. Patient Experience (Standards as in NICE CG138)
2. Information Sharing (Caldicott Review)
3. Raising Concerns
4. Friends and Family Test

This year, an additional 2 questions were asked:

1. What was the easiest / best part of the whole experience?
2. What was the hardest / worst part of the whole experience?

The reason for these questions was to see what areas needed improving, and what we did well.

1. Patient Experience: NICE CG138

NICE guidance (2012) and the Francis Report (2013) emphasise the importance of the “Experience of Care”, and patient involvement throughout the “Patient Care Pathway”. This Patient Experience Survey specifically asks patients to comment on these aspects of patient care.

| Patient Experience: NICE CG138 | Good or Easy | Very Good or Very Easy |
|--|-------------------------|------------------------|
| What do you think of the Staff attitude & their communications with you? | 1 | 43 (98%) |
| Were you treated with Privacy & Dignity? | 0 | 44 (100%) |
| Were you given the opportunity to discuss your skin problem & the treatment options? | 0 (1 not applicable) | 43 (100%) |
| Did you feel your views were listened to? | 1 (1 not applicable) | 42 (98%) |

2. Information Sharing / Caldicott Review

If you came to clinic with another person (e.g. a Family member / Carer / Friend), would you be happy for information about your skin condition to be shared with that person?

| | Cannock | Lichfield | Both Clinics | % of 30 people attending with another person |
|----------------|---------|-----------|--------------|---|
| Not Applicable | 5 | 9 | 14 | - |
| Yes | 10 | 17 | 27 | 93% would be happy to share information with that person |
| No | 2 | 0 | 2 | 7% would NOT be happy to share information with that person |
| Not answered | 0 | 1 | 1 | |

Of the 29 people who came to Clinic with another person, and who answered the question – 27 (93%) would be happy for information to be shared with that other person. Two patients (7%) did not wish information to be shared with the person attending clinic with them.

3. Raising Concerns

Forty-three patients (98%) stated that they had received information about what to do / who to contact if they had questions or concerns about their treatment. The remaining one patient answered: “Not Applicable”.

4. Friends and Family Test

All patients (100%) would recommend Stafford Skincare to Friends and Family. Forty-two (98%) would be “Very Likely” to recommend; 2 would be “Likely” to recommend.

5. Service Improvements

What we do well, and what we need to improve on. The 2 questions asked patients to list the best and worst part of their experience, from when they decided to book an appointment until they were seen in Stafford Skincare. There was also a free text box for any additional comments.

Cannock Clinic: *What was the easiest / best part of the whole experience?*

- First class excellent service. Very satisfied.
- Booking appointment.
- Every detail of my skin complaint was explained very thoroughly and with ease.
- Excellent informative phone call prior to booking.
- Being about to see Dr Ward at Cannock.
- Having been on a previous occasion which was very good and rewarding I had the same experience this time. Excellent
- Fast friendly efficient service.
- From making appt till seeing Dr Ward everything flowed nicely
- Being seen very quickly.
- Made appointment, was seen within 2 days. When seen had a few queries which resulted in a full and comprehensive reply. Did not feel that I was “on a conveyor belt”.
- Everything was easy.

- Whole experience was easy, no problems throughout process.
- Fast appointment. Clear treatment plan.
- All good.
- Just to be seen and listened to.
- The whole experience was very informative and I look forward to the end results.

Cannock Clinic: *What was the hardest / worst part of the whole experience?*

- N/A
- Nothing
- There wasn't one!!
- The M5 😊
- None
- None
- None
- None
- None
- Trying to remember the information going forward
- N/A had a very positive experience
- Non of it was difficult
- Nothing hard about experience
- N/A
- N/A I have been on several occasions.
- /
- -

Cannock Clinic: *Free text*

- Excellent friendly service. Thank you
- Thank you
- A very happy experience. Dr Ward was lovely and made me feel so much better. Gave me several helpful tips to deal with my condition. Thank you!!
- Made to feel very relaxed by Dr Ward and so thorough and had no hesitation in understanding her reasons and diagnosis.
- Excellent, professional service as always
- I have seen Dr Ward on a few occasions. I have always found her very kind and helpful. I feel that I can talk quite easily to her regarding any concerns that I have.
- Overall good experience, lovely staff.
- Thanks!

Lichfield Clinic: *What was the easiest / best part of the whole experience?*

- Being able to discuss my concerns and talking them through. Arranging an appointment- it's always easy to contact Anne. Regarding seeing her short notice even. Listens to my worries regarding my skin and I come away happy every time and keep going back.
- Easy to contact. good communication. Everything explained
- All ok
- Easy, professional experience and friendly, put in ease
- Consultation - made to feel comfortable

- All very easy
- Contacting the clinic. Making an appointment
- Detailed examination. Feeling comfortable
- Good communication, felt as ease to ask any questions
- Everything
- All easy. Detailed explanations of condition and treatment options given
- Discussing my condition was very easy due to the empathetic approach of my consultant.
- Speed and ease of getting treatment
- The whole experience was straightforward. I was made to feel comfortable and at ease, and came away fully informed and reassured.
- The whole journey
- Booking the appointment
- The whole experience was pleasant and painless. However, the best part was seeing the spot where my HUGE mole had been!
- Communication. Dr Ward was very helpful and empathetic
- All very easy, brilliant service
- Getting an appointment extremely quickly. Confidence in the dermatologist
- The whole process was very efficient and professional from my first contact to appointment. I am very pleased and happy with the way I have been dealt with.
- It was all easy - excellent experience
- Easiest - booking the appointment. Best part - privacy and dignity
- The whole experience was easy. I've been coming for two years or more. Would recommend to all family and friends.
- All easy
- The complete process was easy
- Easy

Lichfield Clinic: *What was the hardest / worst part of the whole experience?*

- Haven't had any problems regarding this question
- None
- None
- N/A
- The procedure but not too painful
- -
- Nothing
- Nothing
- None
- N/A
- None
- I cannot think of anything that was difficult to remark on. Excellent experience
- The pain of the freezing
- None of it was hard or 'worst'
- Injections
- Nothing
- Nothing at all
- N/A

- Wasn't one
- None
- Nothing at all
- None
- None
- None
- None
- None

Lichfield Clinic: Free text

- I have been coming to see Anne Ward for many years (10+). I have never met anyone who takes time to listen and advise me regarding my skin conditions. I trust her 100% with everything she does for me. Don't know what I would without her.
- Anne is very calm and takes plenty of time to explain everything
- Very happy with the whole experience. Thank you!
- Outstanding service - Thank you.
- Very pleased with treatment
- Thank you for seeing me promptly and being honest about my condition. Also explaining my condition in a way I could understand easily. I appreciated the consultation being wrote as we spoke. This was very helpful.
- Very helpful, explained the treatment and the discomfort that would be caused. And aftercare. If I need further skincare I would definitely return.
- The setting is comfortable and relaxed, whilst also being professional. I came away relieved and thankful.
- I couldn't have wished for better treatment. Excellent throughout the whole procedure.
- Brilliant service, easy to arrange
- I would be delighted to reccomend the service to anyone I feel would need some specialist advice.
- A very helpful, informative and caring experience
- Fantastic service

Action Points

Publication of the results of the Annual Patient Experience Survey on Stafford Skincare website and inclusion in Annual Appraisal as part of ongoing clinical governance arrangements.

Continue to gather prospective Patient Experiences to inform and guide service provision.

Date of Report: 04.04.2019

Signature:

Kathleen Anne Ward
GMC: 3190085