

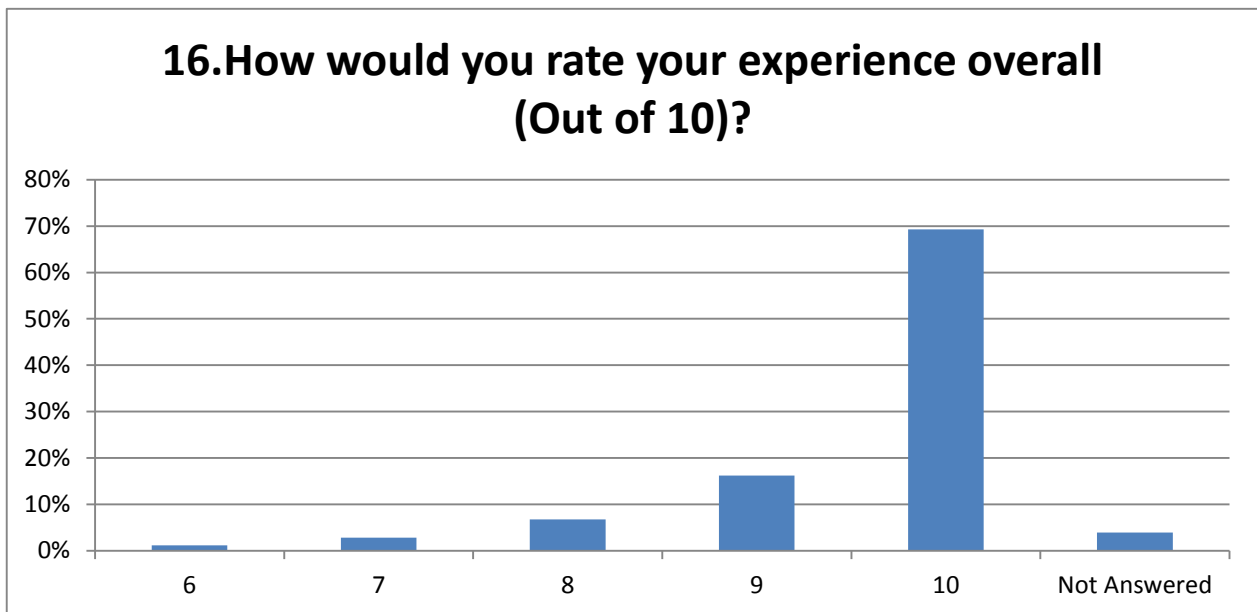
Patient Satisfaction Audit 2014

Survey results for the 2014 patient satisfaction survey

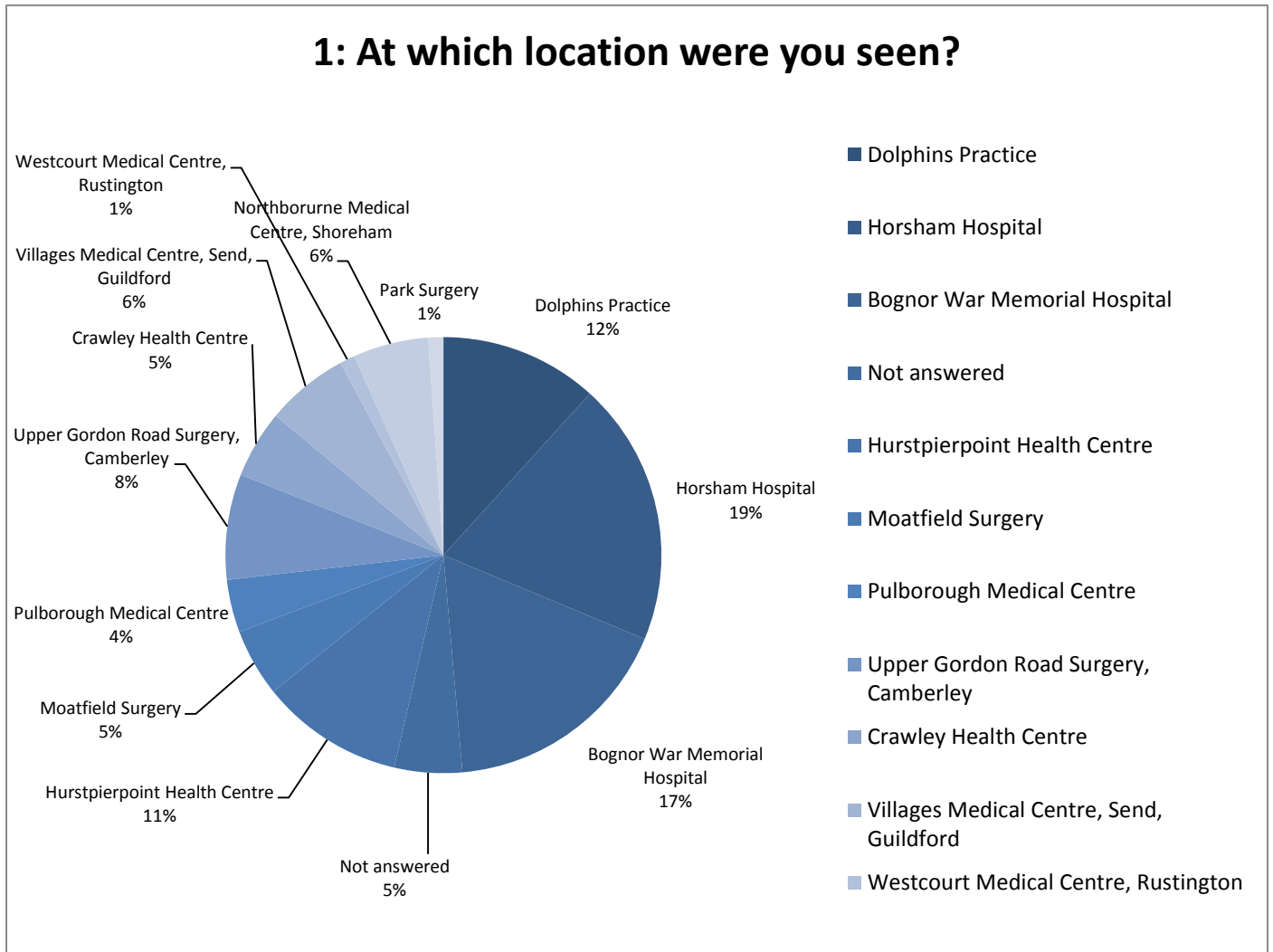
This paper presents the results of the patient satisfaction questionnaires which were filled in by Sussex Community Dermatology Service (SCDS) patients at community clinic locations. A total of 179 patients were provided with a fifteen question survey to assess how the service is performing. The results for answered questions are presented below.

Key Points:

- 91% of patients reported being seen within 4 weeks of referral, 100% within six.
- 96% of patients were happy with the waiting times from referral to treatment
- 97% of patients were happy with the level of printed information provided
- Out of a sample of 179 patients who answered the question, 96% of patients rated their overall experience within SCDS at least 8 out of 10. The lowest score for experience within the service was 6 out of 10.



Question 1: At which clinic were you last seen?



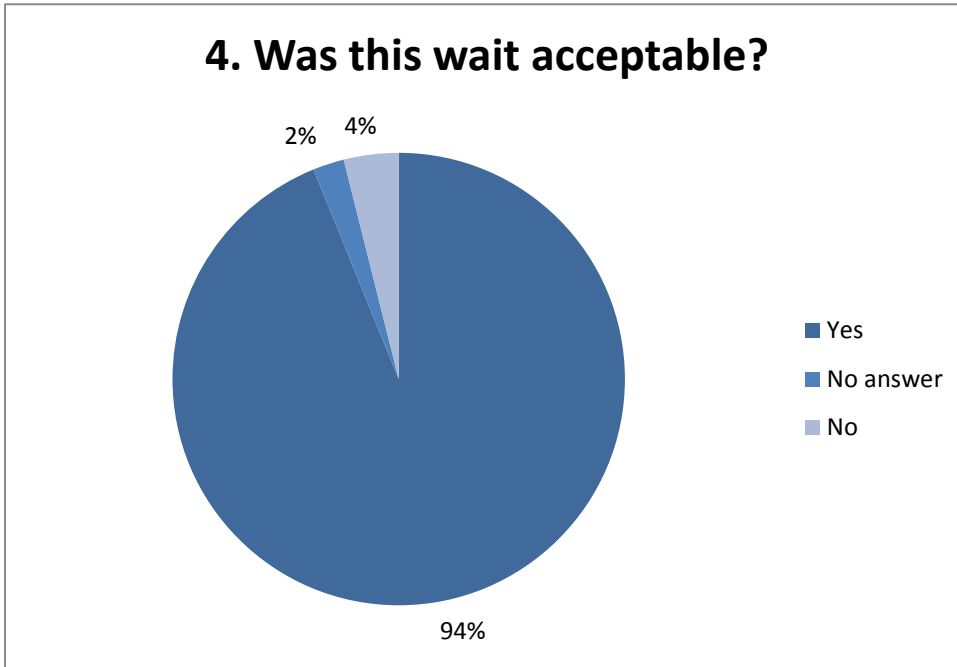
Question 2: If you came by car, was parking easy?



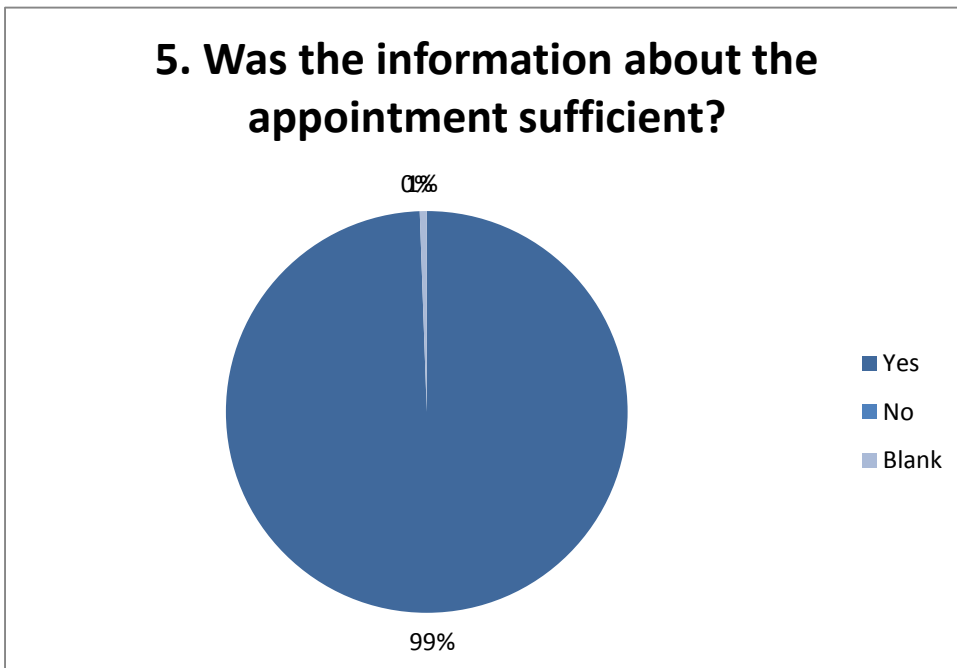
Question 3: From seeing your GP, how long did you have to wait to be seen?



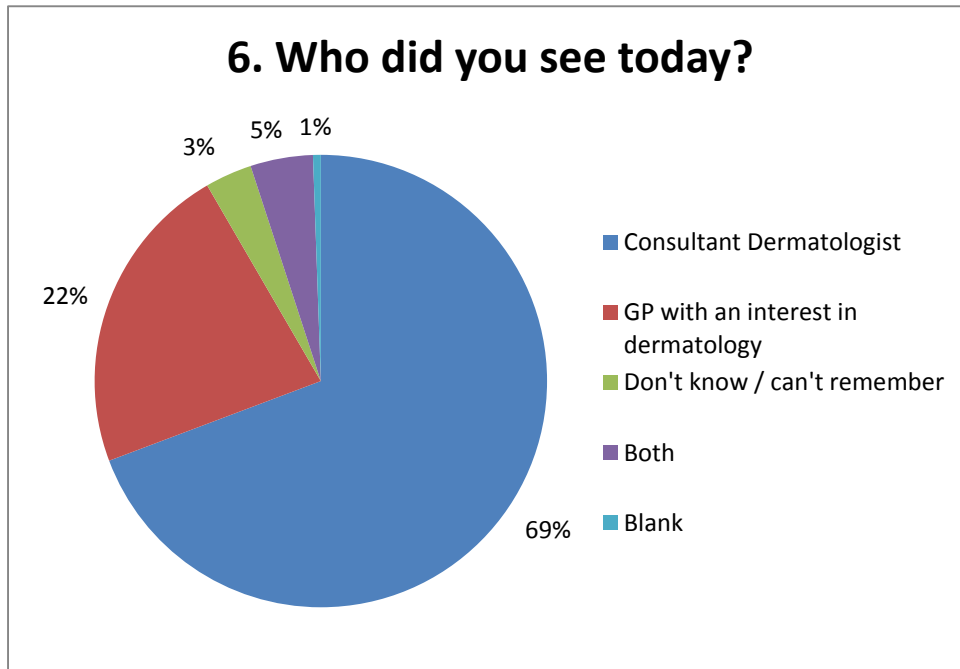
Question 4: In response to Question 3, was this wait acceptable?



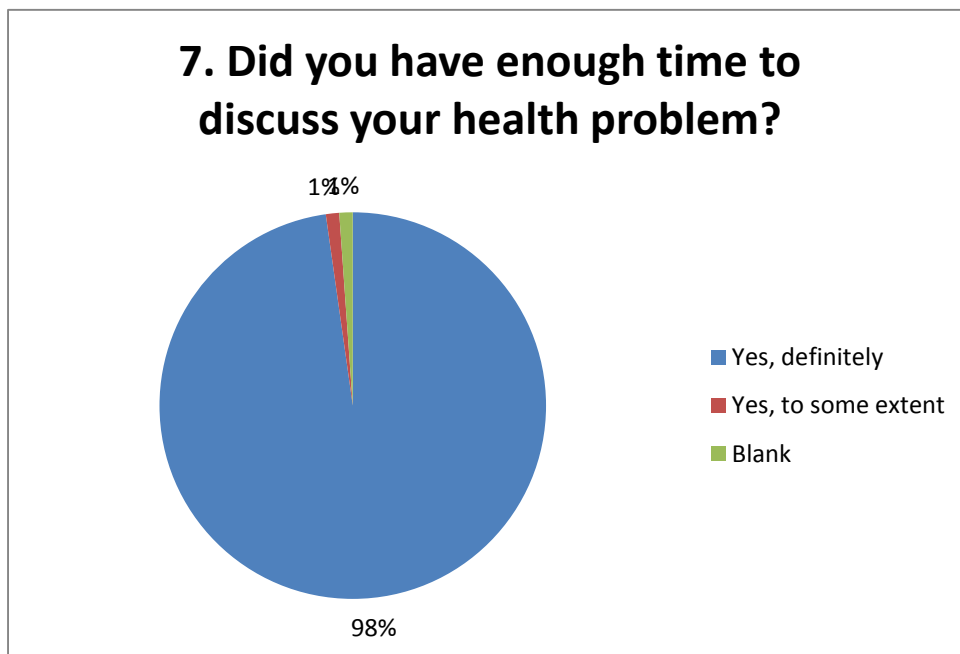
Question 5: Was the information about the date, time and place of your appointment sufficient?



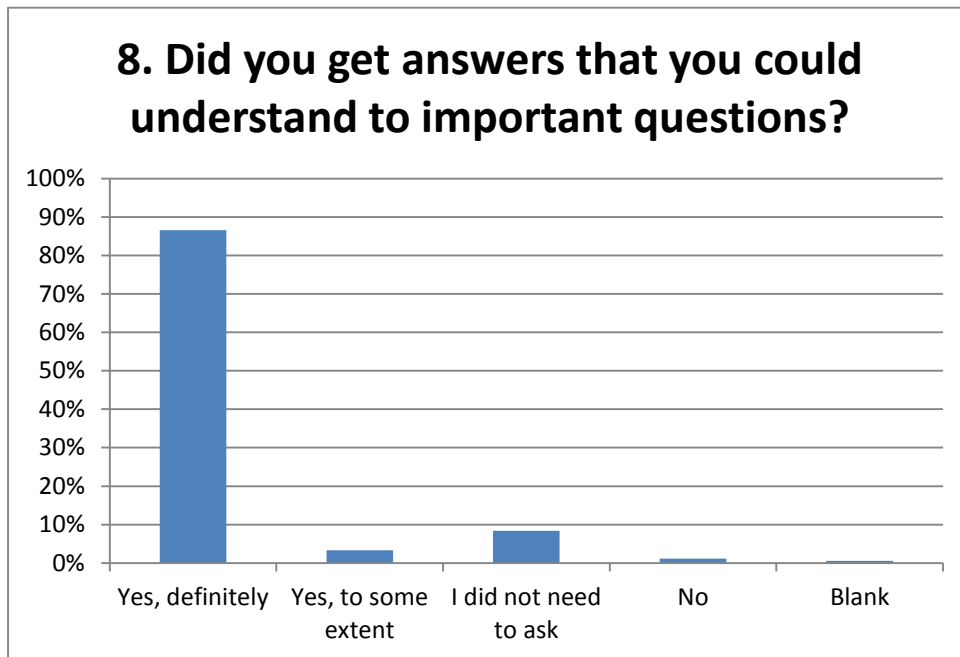
Question 6: Who did you see today? (Patient Perception)



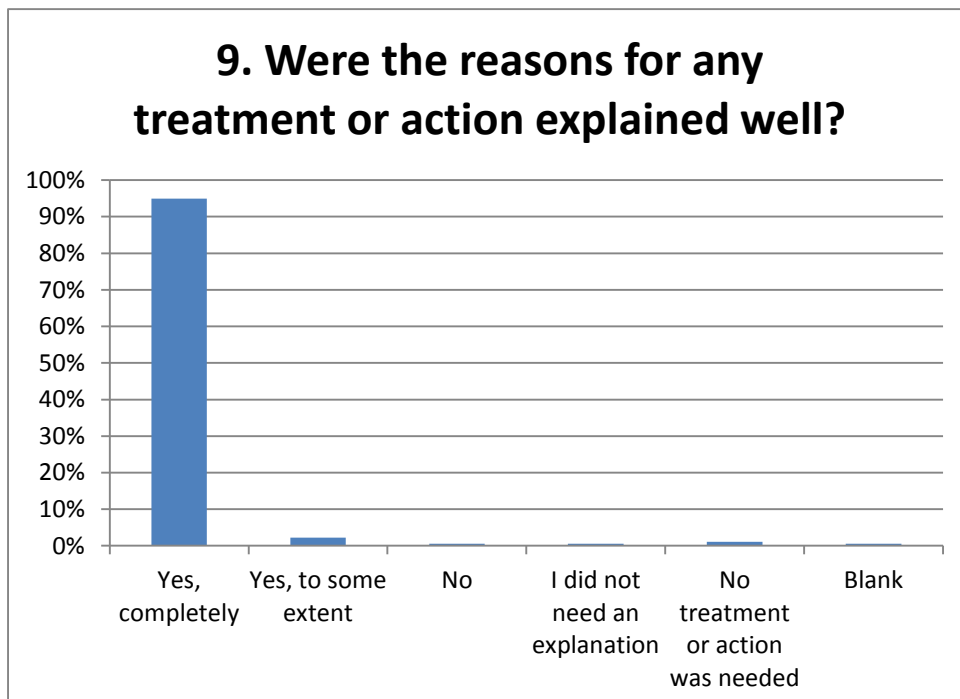
Question 7: Did you have enough time to discuss your health or medical problem?



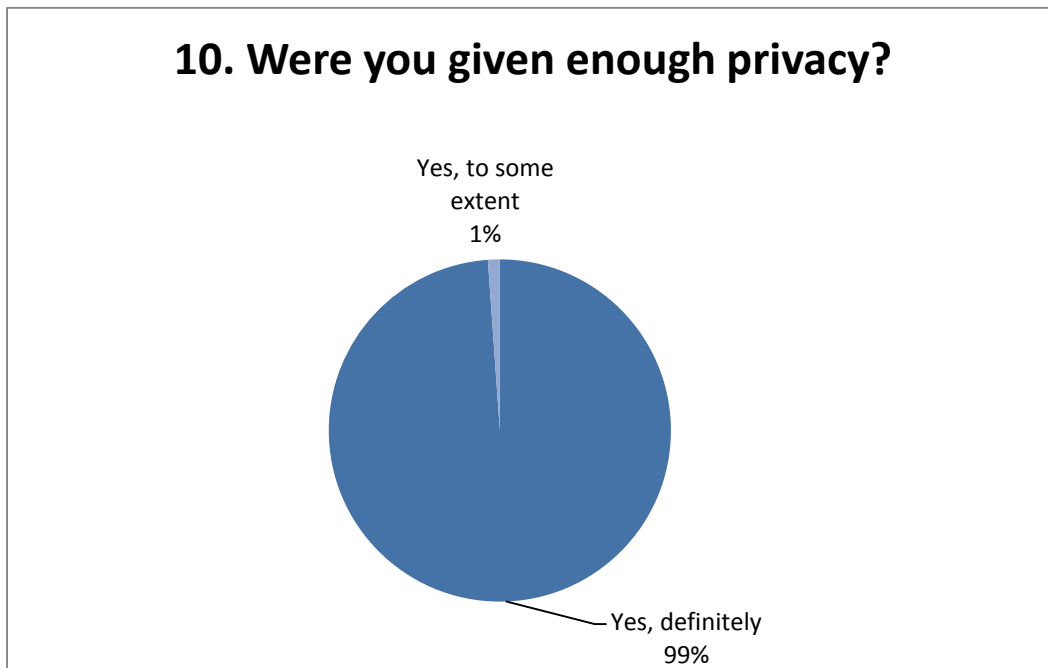
Question 8: If you had important questions to ask, did you get the answers that you could understand?



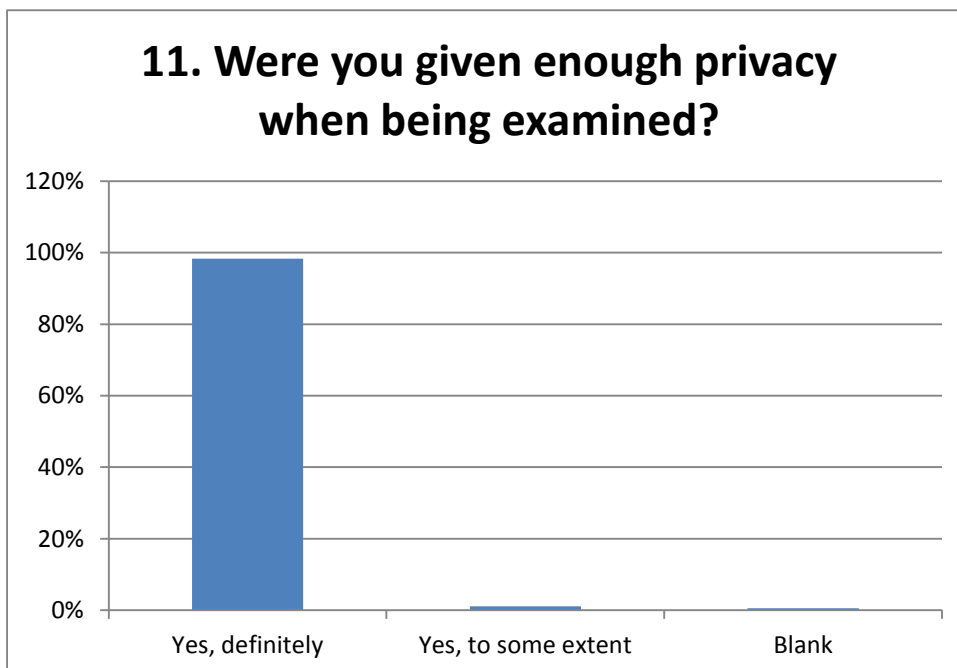
Question 9: Were the reasons for any treatment explained in a way that you could understand?



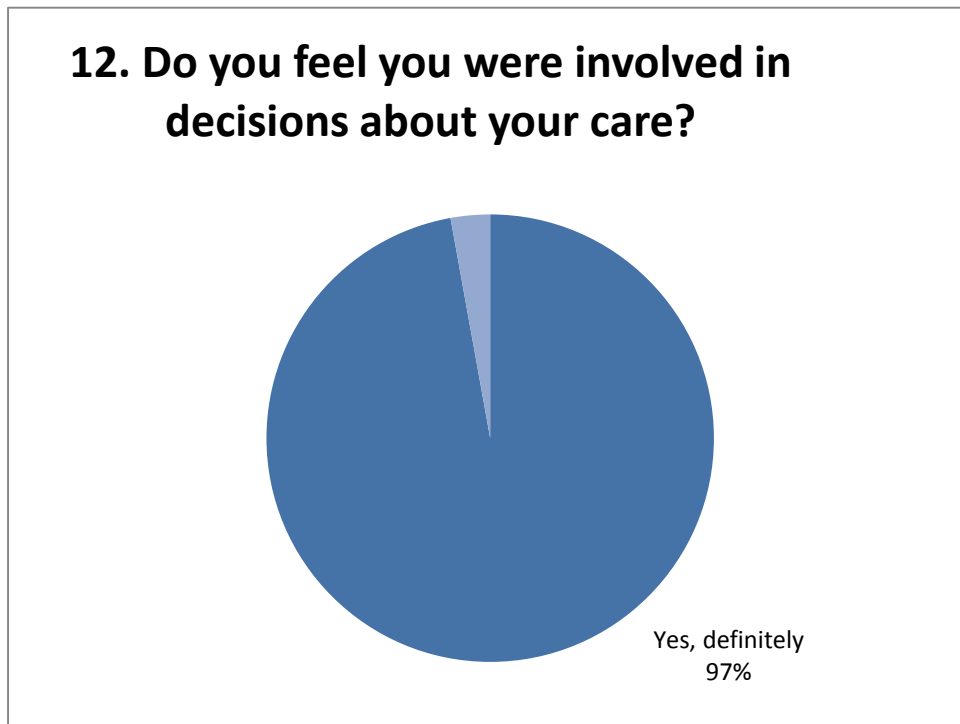
Question 10: Were you given enough privacy when discussing your condition or treatment?



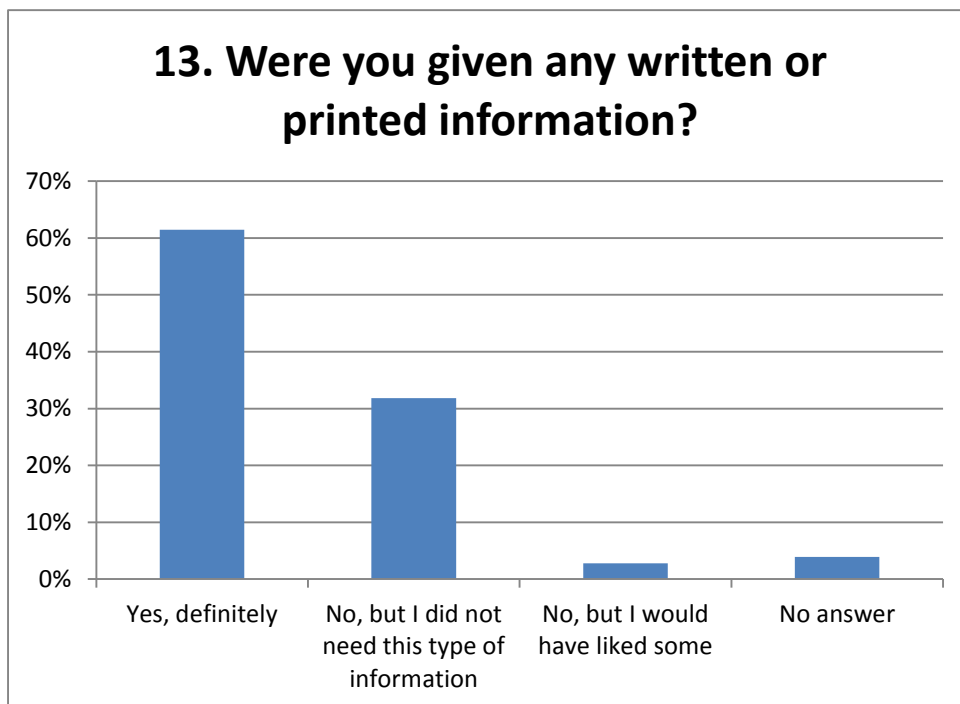
Question 11: Were you given enough privacy when being examined or treated?



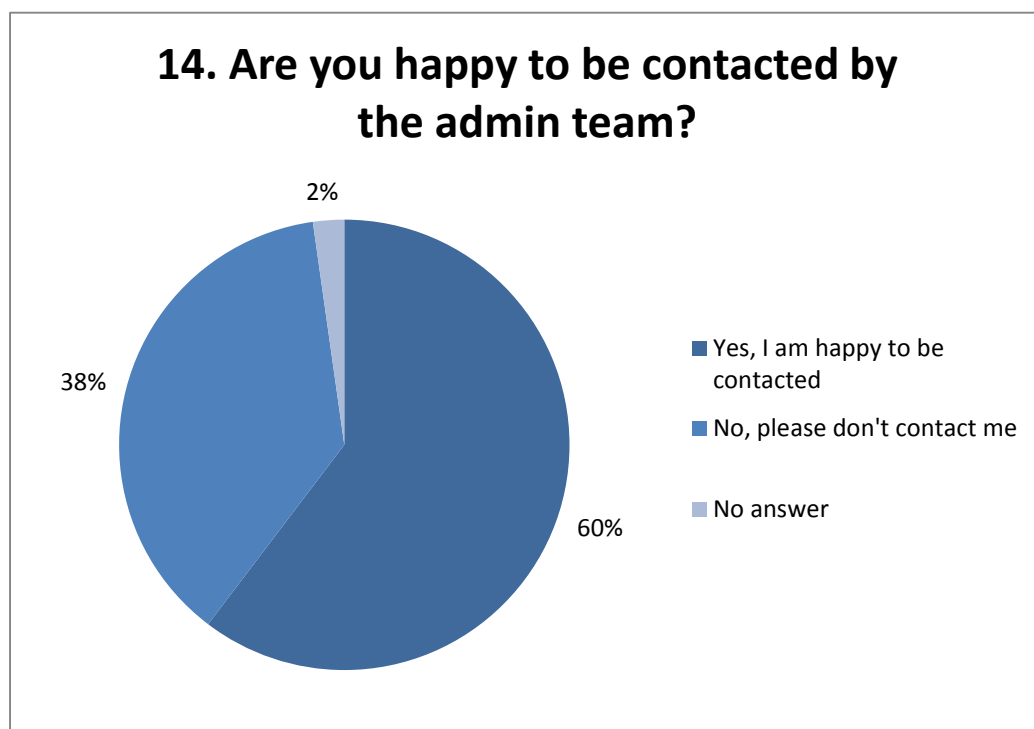
Question 12: Did you feel you were involved as much as you wanted to be in decisions about your care and treatment?



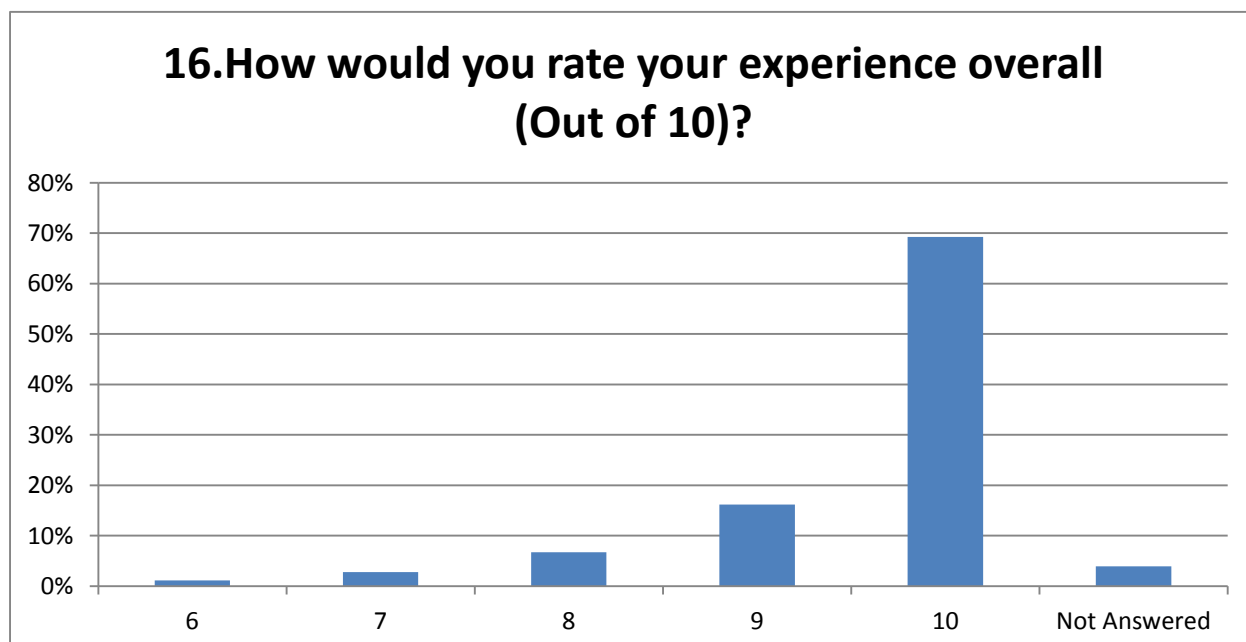
Question 13: Were you given any written or printed information about your condition or treatment?



Question 14: Do you mind being contacted by someone from the admin team to discuss your experience with the service?



Question 15: How would you rate your experience overall?



General Comments / Feedback

16. Was there anything about your visit that could be improved?

- I was very happy to meet Dr. Fiona Emerson
- Very satisfactory
- Only parking
- All fabulous thanks
- Waiting time
- Parking number of spaces. Although I appreciate that that's not an easy thing to do
- Excellent service
- Parking can be difficult. Fabulous all
- No. Team were lovely. Lovely environment
- Long wait for second appointment in waiting room
- Nothing about my visit. Everything was perfect
- Waited 25 mins for appointment
- Excellent and very human
- Everything satisfactory
- Excellent service
- It was fine
- Waiting times, and dates available
- I have a history basal cell carcinoma. I used to be and a fast track system which was much better. Now I have to go to my GP each time I need a referral. Consultant was fairly brisk approach and I was presented with a student as a fait accomplish.
- Parking
- Larger car park. Influence this rating
- I was very happy wait the consultation
- No. I was very impressed as it was the first time I had visited Moatfield Surgery
- No. Everything was perfect
- No, reception was fantastic, very helpful and friendly
- Waited a little while for appointment on arrival
- The awkward layout of examiner room - nearest that the door of curtains were opened during the treatment
- No, excellent in all areas. I felt very well looked after and pleased by the interest taken
- No, everyone was very kind and helpful
- No nothing, would recommend to my friends & family
- Length of time to obtain appointment
- No, excellent service
- I did have to wait 30min for my appointment
- parking
- Information about the different medications and their strengths
Details for alternative paky
- It is very warm in there!
- Parking but maybe just a busy day. All other aspects more excellent
- There was a trainee or someone else in the room. There was no introduction so I had no idea why they were there/ who they were.
- I think it is a fantastic service and have been delighted with my treatment
- No, fantastic service!
- No, staff were very friendly and communicated well. A second opinion was sought and treatment was immediate.

- Only that Hurst is difficult to reach without transport, and the buses are unreliable
- I was very impressed that I was sent copies of letters sent to my GP reporting on my condition and keeping me as well as my GP fully in the pi.. I wish all NHS Departments were as efficient
- Dr. Belle was very kind, and extremely nice to talk to.
- Parking
- The doctor was very friendly and helpful. She was great!
- No. Reception good. Doctor good. Everything fine.
- No. All done in one appointment which was unexpected but brilliant. Cryo + Curettage + cautery
- Someone on the first floor reception as I am bad with technology, therefore, I don't know how to self-check-in and worried I was going to miss my appointment
- The doctor, consultants + nurses were all excellent
- Receptionist there on arrival
- The condition is a minor problem. Which may have been possible to treat at the ga surgery. No complaints about the visit but wonder if it was necessary for me or the service.

Appendix A - Survey Results

Question 1: At which hospital was the clinic you visited?

Answer	Total	Column1
Dolphins Practice	21	12%
Horsham Hospital	35	20%
Bognor War Memorial Hospital	31	17%
Not answered	9	5%
Hurstpierpoint Health Centre	19	11%
Moatfield Surgery	9	5%
Pulborough Medical Centre	7	4%
Upper Gordon Road Surgery, Camberley	14	8%
Crawley Health Centre	9	5%
Villages Medical Centre, Send, Guildford	11	6%
Westcourt Medical Centre, Rustington	2	1%
Northborne Medical Centre, Shoreham	10	6%
Park Surgery	2	1%
	179	

Question 2: Was parking easy if you came by car?

Answer	Total	Column1
Yes	110	61%
No	40	22%
Not applicable	26	15%
Blank	3	2%
	179	

Question 3: How long did you wait to be seen in the service from seeing your GP?

Answer	Total	Column1
0-2 Weeks	82	46%
2-4 Weeks	78	44%
Over 4 weeks	17	9%
Blank	2	1%
	179	

Question 4: In response to your answer above – was this wait acceptable?

Answer	Total	Column1
Yes	168	94%
No answer	4	2%
No	7	4%
	179	

Question 5: Was the information about the appointment date, time and place sufficient?

Answer	Total	Column1
Yes	178	99%
No		0%
Blank	1	1%
	179	

Question 6: Who did you see today (Patient Perception)?

Answer	Total	Column1
Consultant Dermatologist	124	69%
GP with an interest in dermatology	40	22%
Don't know / can't remember	6	3%
Both	8	4%
Blank	1	1%
	179	

Question 7: Did you have enough time to discuss your health or medical problem?

Answer	Total	Column1
Yes, definitely	175	98%
Yes, to some extent	2	1%
Blank	2	1%
	179	

Question 8: If you had important questions to ask, did you get answers that you could understand?

Answer	Total	Column1
Yes, definitely	155	87%
Yes, to some extent	6	3%
I did not need to ask	15	8%
No	2	1%
Blank	1	1%
	179	

Question 9: Were the reasons for any treatment or action explained in a way that you could understand?

Answer	Total	Column1
Yes, completely	170	95%
Yes, to some extent	4	2%
No	1	1%
I did not need an explanation	1	1%
No treatment or action was needed	2	1%
Blank	1	1%
	179	

Question 10: Were you given enough privacy when discussing your condition or treatment?

Answer	Total	Column1
Yes, definitely	177	99%
Yes, to some extent	2	1%
	179	

Question 11: Were you given enough privacy when being examined or treated?

Answer	Total	Column1
Yes, definitely	176	98%
Yes, to some extent	2	1%
Blank	1	1%
	179	

Question 12: Did you feel you were involved as much as you wanted to be in decisions about your care and treatment?

Answer	Total	Column1
Yes, definitely	171	96%
Yes, to some extent	5	3%
Blank	3	2%
	179	

Question 13: Were you given any written or printed information about your condition or treatment?

Answer	Total	Column1
Yes, definitely	110	61%
No, but I did not need this type of information	57	32%
No, but I would have liked some	5	3%
No answer	7	4%
	179	

Question 14: Do you mind being contacted by somebody from the PCT to discuss these comments?

Answer	Total	Column1
Yes, I am happy to be contacted	108	60%
No, please don't contact me	67	37%
No answer	4	2%
	179	

Question 15: How would you rate your experience overall?

Answer	Total	Column1
6	2	1%
7	5	3%
8	12	7%
9	29	16%
10	124	69%
Not Answered	7	4%
	179	