

Adult Congenital Heart Disease Service Summary and action points from second patient survey 2010

Methods

Following on from the first patient satisfaction survey in 2009 we carried out a second survey at the end of 2010. Questionnaires (based on the validated Picker NHS outpatient survey and with the previously agreed amendments) were handed out to patients between November-December 2010 at the time of their clinic visit with a stamped addressed envelope for them to return their completed survey. There was a 37% response rate (n=26).

Key findings

The majority of patients who returned a completed questionnaire were over the age of 30 (73% were born before 1980) compared to the respondents in 2009 (48% born before 1980).

The appointment and outpatient department:

A greater percentage of patients were given a choice of appointment time (54% vs 22%), Q5. Of those not given a choice 40% would have liked to have had one. There was an increase in the percentage who found the outpatient department very clean (62% vs 46%), Q10.

As before, the vast majority of patients had investigations prior to their consultation. Over 95% of patients were told which tests they would be having and why, Q12. There was an improvement in those waiting less than 20 minutes for these (76% vs 61%), Q13. 68% were not told the length of the expected wait (Q14), but the majority did not mind this.

Medical and Nursing Staff:

The high level of satisfaction with the medical consultation found in 2009 continued into 2010. More than 90% of patients felt that they were definitely given adequate time and privacy, were listened to and had confidence and trust in their doctor. Moreover, over 90% felt they had been given reasons for treatment or action and in that these were provided in a way that they could understand. 100% felt they were treated with respect and dignity throughout (Q16-23).

A greater proportion of patients were sure they had seen a clinical nurse specialist (88% vs 32%). 100% of patient had confidence and trust in the nurse specialist and the majority felt that their questions were well answered, 24-26.

Only 3 patients were started on new medication, but the level of information given on how to take it and potential side effects could be improved, Q 28-30.

Aftercare:

76% of patients thought that they had received copies of previous clinic letters. 64% were not sure how to make a complaint or comment about the care they had received, but most felt they did not need to complain or comment, Q 31-32.

Over 90% of patients knew how to contact a specialist nurse and all of those that did contact a nurse felt that they got the help and support they needed, Q33-34.

Overall Impression:

96% of patients felt the care they received in outpatients was very good or excellent and that they were treated with respect and dignity at all times, Q36-37.

Comments on action points from 2009:

- 1. To improve identification of the nurse specialist role** – most patients remembered seeing a specialist nurse and knew how to contact them. As outlined above the level of satisfaction was high
- 2. To inform patients of estimated waiting time for investigations** - the percentage of patients informed has improved (37% vs 10%). Interestingly only 23% of those not told would have liked to know.

Action points for 2011:

- 1. To continue improving communication with patients in the waiting area**
- 2. To improve communication about new medication with patients**

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