

Gloucestershire Hospitals

NHS Foundation Trust



Diabetes Inpatient Service

Patient Satisfaction Survey

During June – August 2005 and February – April 2006

Prepared by Patient & Public Involvement
Department
May 2006

Diabetes Inpatient Service - Patient Satisfaction Survey 2005/2006

Introduction

This report provides a summary of the results of the Diabetes Inpatient Patient Satisfaction Survey which took place during June – August 2005 and February – April 2006 at Gloucestershire Royal Hospital.

This survey was carried out to identify the patients' view of the value of the Diabetes Inpatient Service which has been available since April 2005. A patient satisfaction survey was also carried out during June – August 2005 when the facilitator was new in post and a comparison has been made against these results.

Patients were given the opportunity to provide free text comments within the questionnaire on their experience and also how the service could be improved. Surveys were distributed to patients and returned to the Patient and Public Involvement Department using pre-paid envelopes.

Summary of Results

A higher response rate was achieved in the 2006 (60%) patient survey compared with the 2005 survey (25%); an increase of 35%. This may be because the Diabetes Inpatient Facilitator helped complete the surveys with the patient. Please note that the number of respondents for each question is acknowledged within the graphs (*n*).

The majority of respondents for both surveys were seen for the first time by the diabetes inpatient nurse (2006 88%/2005 88%). Although there has been an increase in satisfaction levels amongst respondents, they remain close to 100% in the following areas:

- Verbal information given (99% 2006/99% 2005)
- Written information given (99% 2006/97% 2005)
- The nurse listened to patient (99% 2006/98% 2005)
- Receiving understandable answers to questions (99% 2006/97% 2005)

Only a small number of respondents had questions to ask the nurse about their care and treatment but didn't (3 respondents 2006/4 respondents 2005). This was mainly due to the respondent forgetting to ask, but the nurse was able to answer the questions at a later stage.

100% of respondents in 2006 were given the name of someone to contact if they had any further questions; an increase of 12% since 2005. There is still room for improvement within the service for providing the contact number for this person. (65 respondents not given/couldn't remember in 2006/10 respondents not given/couldn't remember in 2005).

Overall respondents remain satisfied with the care they received from the diabetes inpatient nurse (95% 2006/94% 2005) and feel that they were treated with respect and dignity (99% 2006/99% 2005). The majority of respondents were white with a variety of age ranges.

In 2005 respondents felt that the nurse was able to re-engage patients with the diabetes nurses; especially if communication had been lost. The diabetes inpatient

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facilitator was able to provide advice, understanding and reassurance to patients. Patients felt that the opportunity of being provided with new and up-to-date information was also a benefit of having this service. Respondents stated that practical demonstrations have been provided in a caring and easily understandable way.

In 2006 respondents felt that the service provides a quick follow-up and some respondents wished this service was available sooner, when patient was first diagnosed.

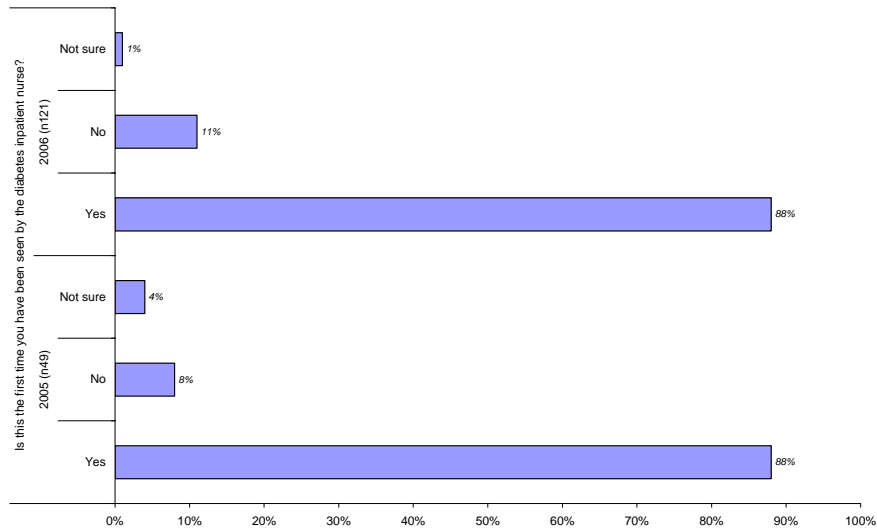
This Report was prepared by Tracey Thomas
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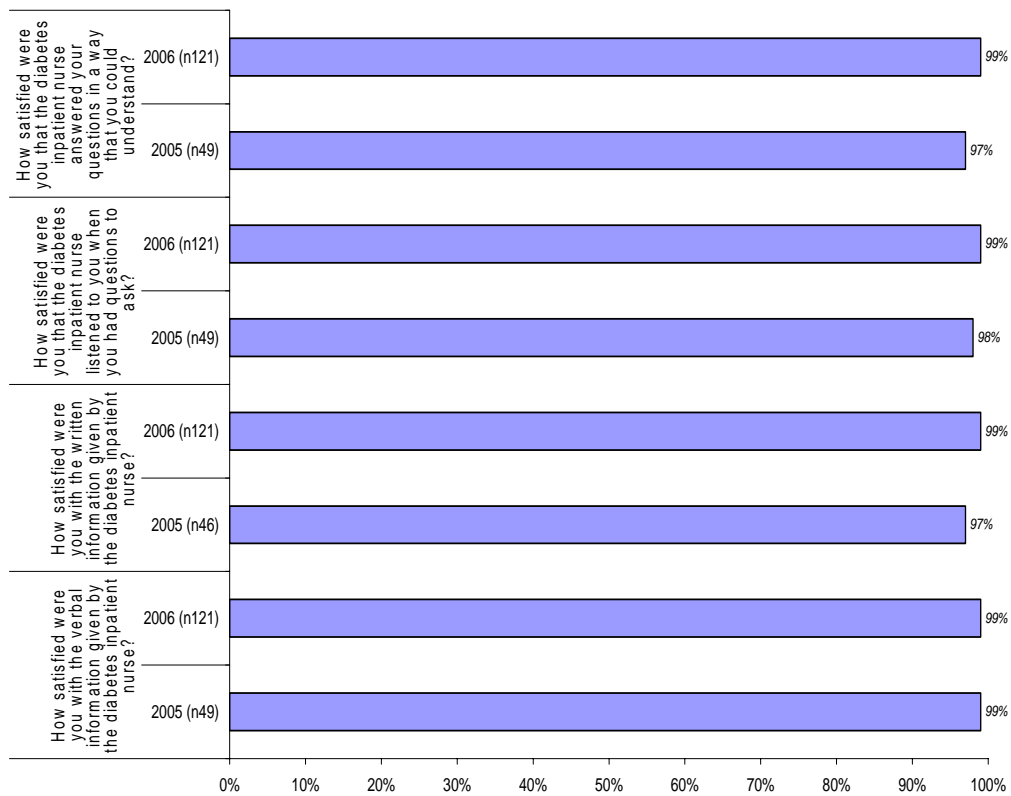
Appendix One – Response Rate

2005		2006	
Volume Distributed	Response Rate	Volume Distributed	Response Rate
200	25%	200	60%

Appendix Two – Graph illustrating percentage of patient respondents



Appendix Three - Graph illustrating percentage of patient respondents

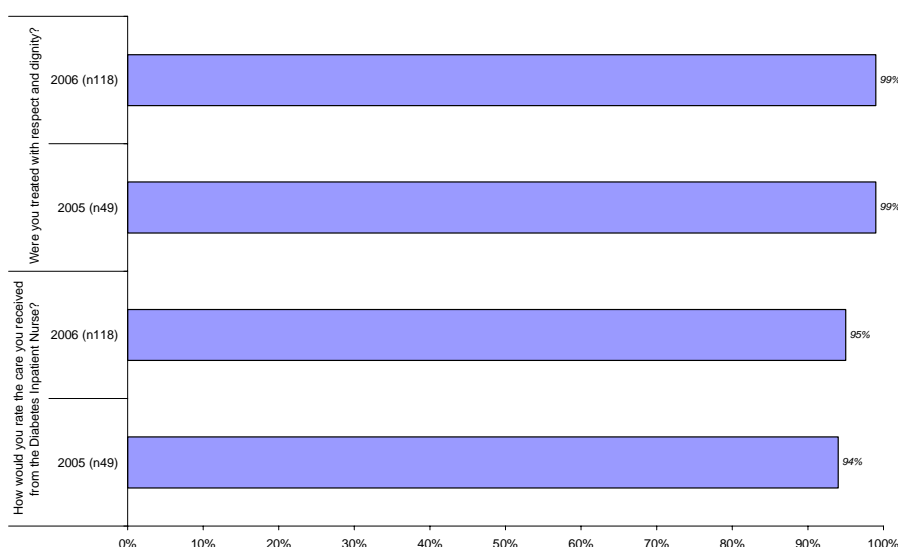


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Appendix Four – Table containing patient's comments

If you had any questions about your care and treatment you wanted to ask but didn't, why did you not ask?	
2005	2006
Forgot	But she came back to see that I understood everything
Nurse came back the next day to answer the question	Forgot, but when filling this out I asked the question (filled out by Annemarie)
	I forgot to ask it

Appendix Five - Graph illustrating percentage of patient respondents



Appendix Six – Additional Comments

Was there anything about the service you found particularly helpful?	
2005 (25 comments)	2006 (27 comments)
Helped make me a new appointment with diabetes nurses who I hadn't seen for a long time	Leaflets on feet out of date
She helped me get back in touch with the diabetes nurses again	Quick follow up
Was converting from human insulin. I was not comfortable with using the vial and syringe. The diabetic nurse got me back onto a pen which I was very happy about.	Kept coming back to make sure I was ok
Helpful advice regarding hypo's and how to treat	Each ward should have one
Someone that understands	General advice on diabetes
Where to get future help from and how long to leave it to get help	Lovely lady
Used words I could understand and made me a lot less nervous about what I had to face	someone who understood and could advise me regarding diabetes - ward nurses didn't know much about diabetes, the diabetes nurse was fab
Updated me on various aspects of BM testing	General diabetes advice
Information update on diet	Friendly face who seemed to know what to do to help with my diabetes

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Coming back to visit when my wife was present and showing us a new pen device	Getting the diabetes team involved early helped
New what she was saying	Helping me with up to date pens and a new meter
Able to bridge the gap from hospital to outpatients	Calmed my nerves and knew what she was talking about
Someone who understood	Helping me keep in contact with outpatients
Lovely lady felt in right hands	Choice of treatment
Finding someone who knew what they were talking about - finally	General update of diabetes
Advice given in friendly and easy to understand way. Listened to us and answered any questions. Very pleasant.	Just nice the first time I saw her
Nice to have someone who knew what they are talking about with regard to diabetes as the ward nurses didn't! very friendly	The leaflets very informative
The leaflets given to me	just as helpful this time around
advice	The staff on the ward were marvellous - Thank you
Someone who cared	If you had any concerns or questions she was easily available and always willing to see you
It was nice to be treated in a kind and courteous manner each time the nurse came	Update on diabetes diet
The gap between outpatients dept is filled in a very effective way between outpatients and inpatient	Very positive about treatment
Practical demonstration of new type of insulin pen (as I was finding my previous one difficult to use)	Kind, understood my fears
The advice and education	Yet again fab service
Yes told about when to take my sugar levels. Different everyday.	Leaflets and advice
	leaflets, felt I was really out of date
	Came back when she said she would

Do you have any suggestions on how Diabetes Inpatient Nurse could improve the service?	
2005 (6 comments)	2006 (4 comments)
No – its about time the hospital had someone on the wards who knows what they are talking about	Shame its taken so long - much needed service
It is a very important service. As long as the patients are made aware that there is a diabetic nurse on the ward they can see that is all that is required. The nurse I saw was extremely helpful dealt with my questions and was very approachable.	Wish she was around when I was a newly diagnosed diabetic
Should have been available ages ago	Make it more known to patients that she is available to see whilst you are in hospital and explain her role more clearly
Shame its taken so long	Shame its taken too long
No – seems very good	
No she was very helpful	

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Appendix Seven - Graph illustrating demographics of respondents

