

Gloucestershire Hospitals
NHS Trust



RHEUMATOLOGY SPECIALIST NURSE
PATIENT SATISFACTION SURVEY
2003

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GLOUCESTERSHIRE HOSPITALS NHS TRUST

This is a summary of the results of the rheumatology specialist nurse patient satisfaction survey that was carried between April and September 2003.

The survey was carried out to gain an understanding of patients' satisfaction with the service provided by the Rheumatology Specialist Nurse. A questionnaire was given to patients visiting the clinic along with a pre-paid envelope to return to the Patient & Public Involvement Department. The survey was carried out countywide.

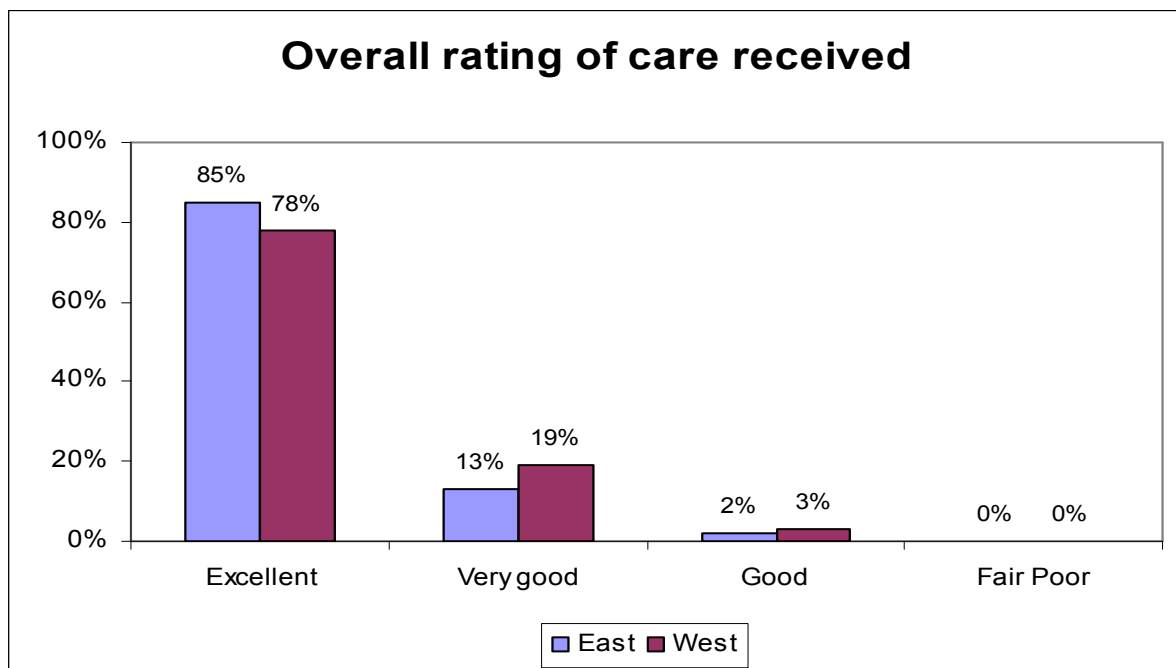
119 patients responded to the questionnaire, divided into the clinics as follows:

- Cheltenham General Hospital 50%
- Tewkesbury Hospital 2%
- Gloucestershire Royal Hospital 24%
- Stroud Hospital 14%
- The Dilke Hospital 3%
- Lydney Hospital 7%

Summary of results

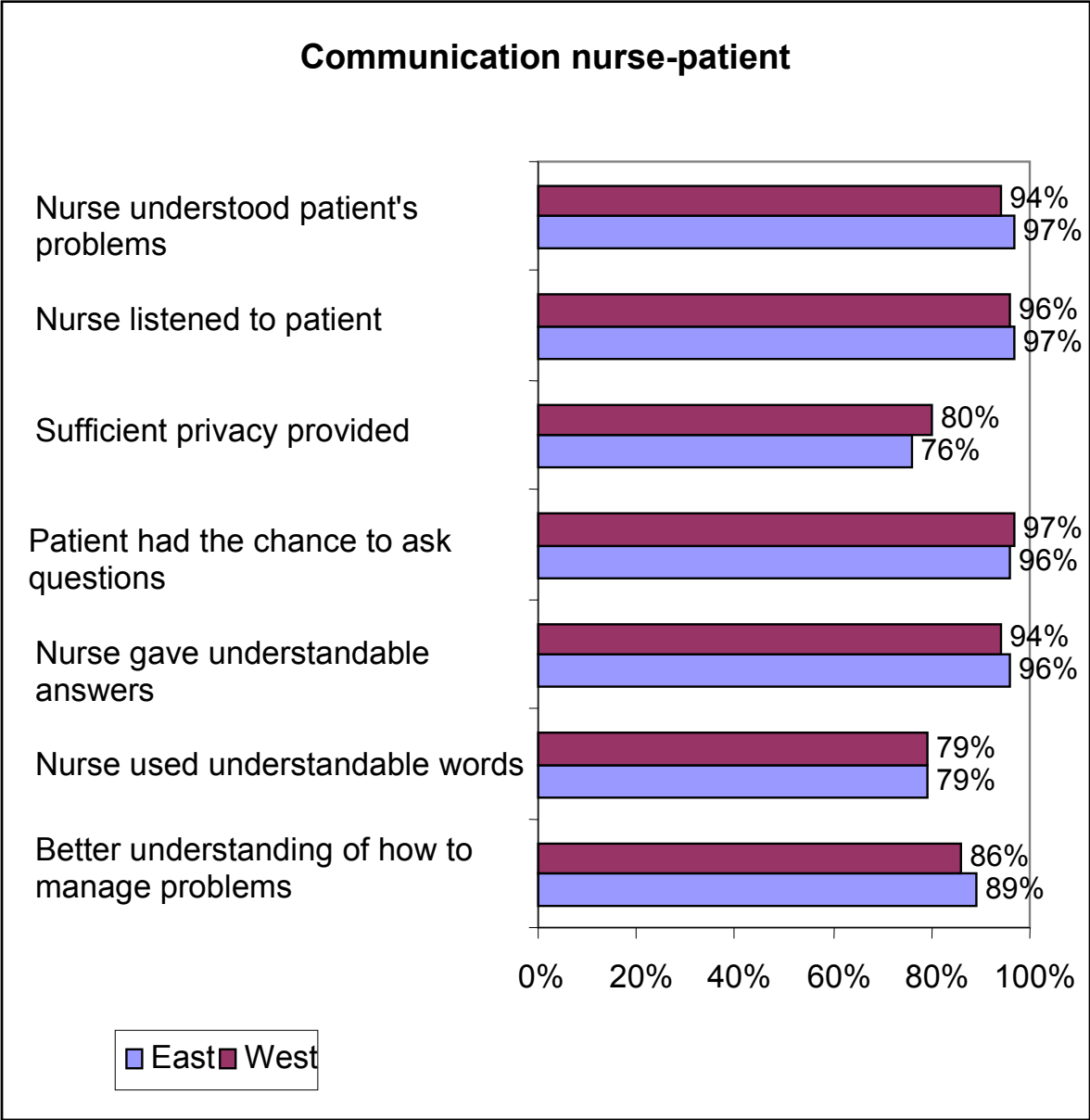
The results have been divided into East and West side of the county, with East including Cheltenham General Hospital and Tewkesbury Hospital and West including Gloucestershire Royal Hospital, Stroud Hospital, The Dilke Hospital and Lydney Hospital.

The below graph (1) illustrates how the overall care provided by the specialist nurse was perceived by the respondents:



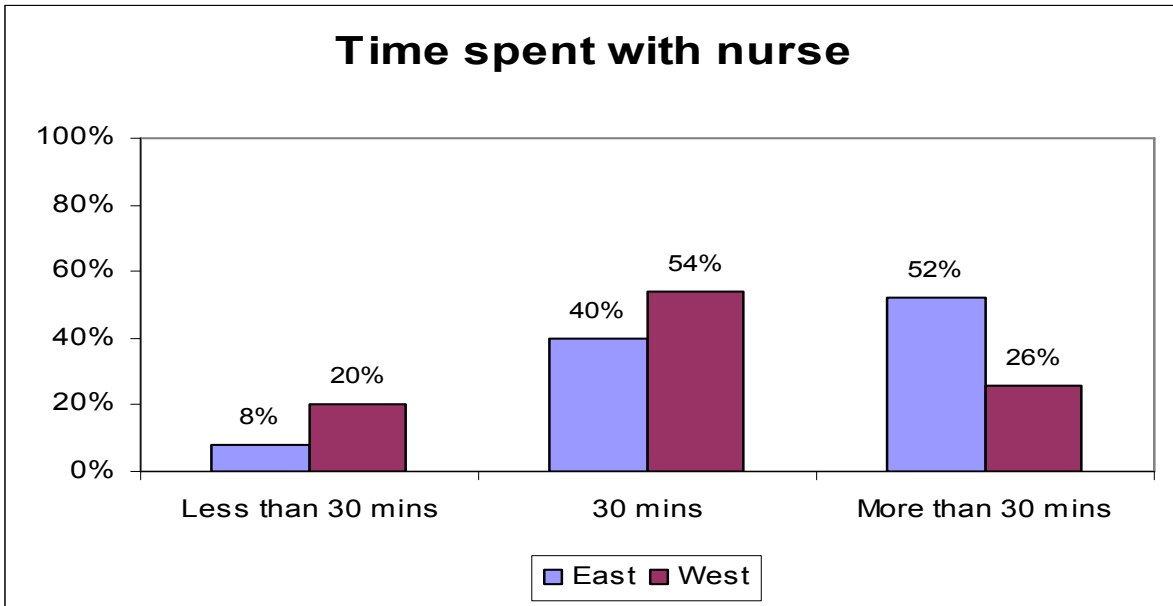
Graph 1

Respondents' were asked about the communication between them and the nurse, as illustrated in graph 2 below:



Graph 2

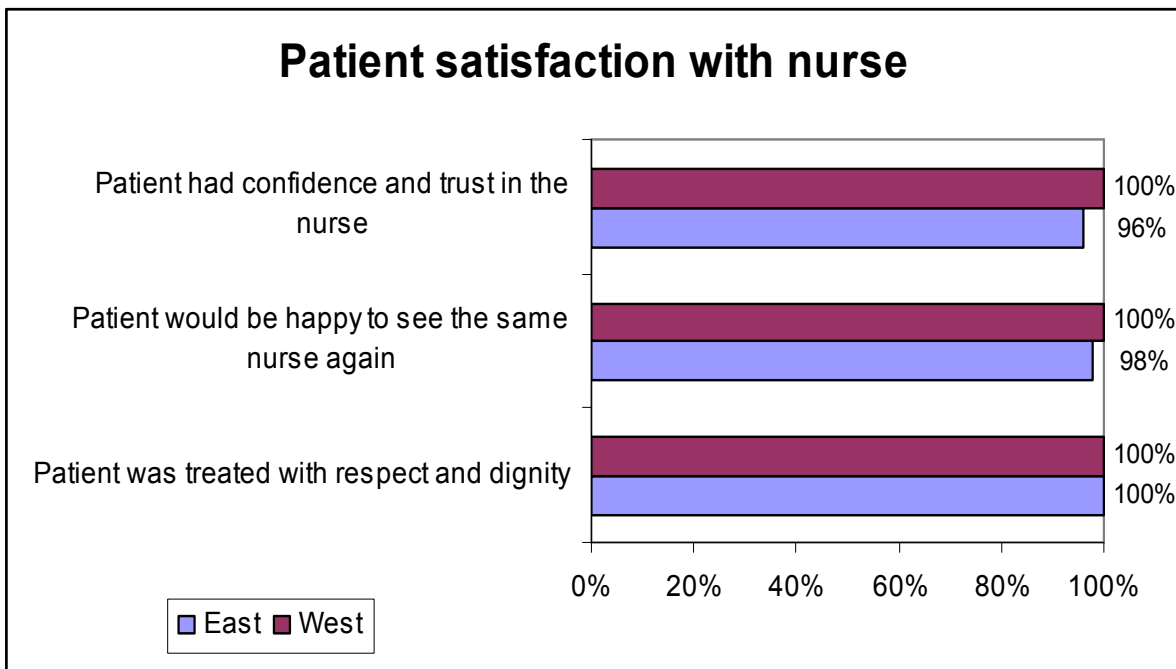
Respondents were asked how much time they spent with the nurse, as seen in graph 3 below. When asked if this amount of time was sufficient, 94% (West) and 95% (East) said it was definitely or to some extent sufficient for their needs.



Graph 3

Respondents were asked if they had had questions they had wanted to ask, but did not discuss with the nurse. 6% of the respondents said they did, and the reasons for not the discussing these questions were that they forgot to mention them (5%) or they didn't have time to mention them (1%).

Respondents were asked about their satisfaction with the nurse in relation to confidence/trust, respect/dignity and if they would see the same nurse again. Their answers are illustrated in graph 4 below:



Graph 4

Patients' comments

Respondents were asked to provide their own comments; these were divided into two separate sections:

1) Was there anything about the service you found particularly helpful?

76 patients responded to this question, examples of comments are:

- The feeling of being with a friend who just wanted to help me.
- Being able to have immediate contact with a Rheumatology Specialist Nurse when symptoms flare up, without having a long wait for an appointment.
- I always find X very helpful and an understanding nurse, she always helps me and tells me things I need to know. She is always happy & cheerful which helps as I am not always, and she cheers me up.
- Having a telephone number, to speak to the specialist nurse when I had a problem. Being recommended to see a physiotherapist to advise me about suitable exercises.
- My rheumatology nurse is always available for any questions or help that I need at any time, if she is not around a message is left on her answer machine and she always returns the calls.
- The quality and performance of my rheumatology nurse is one of the highest standards possible and far exceeds any expectations. She always makes me feel that I am her only patient and her time is at my disposal.
- I was put at ease immediately – I did not feel I was pressured by time – I was amazed by how long our discussion took, came out feeling I had every question answered fully and confident I could now cope on my own – but still had backup if problems did occur in the future.
- Wonderful service
- I have never been to a specialist nurse before but felt that the service was excellent, I felt that there was more time to discuss my feelings and problems.
- Nurse was very knowledgeable and had time to discuss issues fully, Very useful service.

All comments in this section are available in appendix 1.

2) Do you have any suggestions to how we could improve this service?

31 patients responded to this question. 14 of these were positive remarks about the service and the other 17 suggestions for improvement, of which examples can be see below.

- They were running late, they need to improve the times for appointments.
- More resources – Support for the Specialist Nurse and more consultant time, as the nurse is doing work bordering on the role (having to).
- Maybe she should have an assistant on the end of the phone so if she isn't available there is someone on hand to give advice on a one to one instead of an answer machine message.
- The department need more staff of this high quality in order to reduce the workload on individuals.
- Perhaps to see nurse more often.

All comments in this section are available in appendix 2.