

Gloucestershire Hospitals



NHS Foundation Trust

Sleep Apnoea Clinic

Patient Satisfaction Survey

FINAL REPORT

Patient & Public Involvement Department
September 2005

GLoucestershire Hospitals NHS Foundation Trust

Sleep Apnoea Clinic Patient Satisfaction Survey 2005

Introduction

This report provides a summary of the results of the Sleep Apnoea Clinic Patient Satisfaction Survey which took place during July 2005 at Gloucestershire Royal Hospital.

This survey was carried out to identify the patients' view of the value of the Sleep Apnoea Clinic. The sleep service for the county was initiated in Gloucestershire Royal in 1996 with a budget of 21K. Prior to this the patients were referred to a national sleep centre, generally Bristol or Oxford. In 2003 it was expanded to run at Cheltenham General within the same existing budget. By March 2007 the sleep service need to be providing diagnostic services within 13 weeks of referral and ultimately achieve the government target of 18 weeks from GP referral to patient receiving treatment by the end of 2008.

The survey asked questions relating to patient's experiences of the clinic. For example, *How satisfied were you with the information that was provided with the appointment? Did the staff listen to you when you had questions to ask? Were you given enough privacy when discussing your condition or treatment?*

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

197 surveys were distributed via post, 85 were completed and returned giving a response rate of 43%.

Where appropriate satisfaction scores have been applied to some of the questions in the survey. The satisfaction levels within this report were calculated using a five point scale:

4 point for the maximum scale, e.g., excellent or very easy; and

0 points for the lowest scale, e.g., very poor or very difficult

The satisfaction level was calculated as the ratio of the actual score to the maximum possible score, expressed as a percentage.

Summary of Results

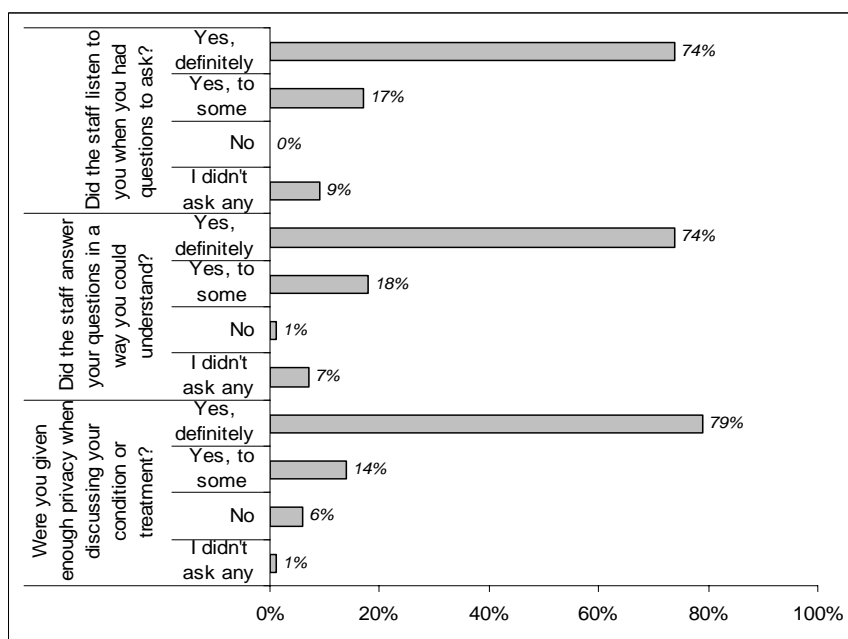
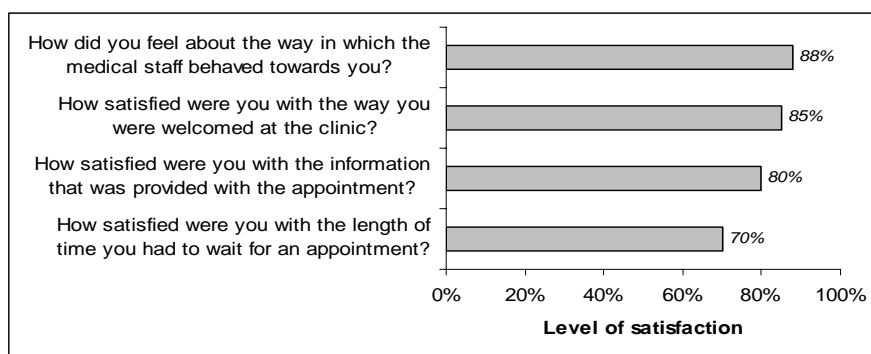
88% of respondents were satisfied with the way in which medical staff behaved towards them and 80% were satisfied with the information that was provided with the appointment.

74% of respondents stated that staff definitely listened when they had questions to ask and 74% stated that staff definitely answered questions in a way that they could understand. 79% of respondents stated that they definitely had enough privacy when discussing their condition or treatment.

Overall, respondents were 70% satisfied with the service that they received.

Patients felt happy that members of staff were professional and reassuring. Many respondents felt that improvements could be made with waiting times for 1st appointment, being seen on time and waiting time for results. Some respondents felt that it would be helpful if spare parts for the CPAP machine were on site.

This report has been prepared by Amy Silk – Patient & Public Involvement Officer.



Did you have any questions about your care and treatment that you wanted to ask, but did not? (13 respondents)	Number of Respondents
I was embarrassed to mention them	0
I forgot to mention them	4
I didn't have time to mention them	3
The member of staff didn't have time to listen	1
There were too many interruptions	1
There was not enough privacy	3
Other: Not seeing the same person	1

Patient Comments

70 respondents made additional comments; 32 helpful and 37 improvement comments. Comments have been categorised into 'Dimensions of Care' relating to patient's experience; Access and waiting; Safe, high quality co-ordinated Care; Better information, communication and choice; Building relationships; and Clean, comfortable place to be in.

Access and waiting time	
Helpful Comments	I received my respiratory machine very quickly
	Kindness ease access were all great the quickness in which my GP received the follow up information
	The quickness I was seen and the knowledge he had
Improvement Comments	Had to wait long time from 1 st appointment to finished result
	I had an appointment for 21 sept 2005 which hospital cancelled, the date I was offered I am on holiday. The next available appointment is February 2006 this is awful!
	I had to wait 45 minutes after my appointment time to be seen as no one had been informed of my arrival by the reception desk.
	22/11/04 appointment with Dr but technical staff <u>not</u> available. 12/01/05 had to return to Gloucester to have my machine checked by technicians – not the usual procedure
	A reminder for appointments we wait so long a prompt would be good.
	My appointment was mixed up. I now have a proper appointment for later this year.
	Would you please send me a reminder of my next appointment
	I have also had to rearrange the next appointment offered to me is 22/06/2006. I find this unacceptable as this will mean a gap of almost 18 months between consultations.
	Less time between appointments. 100% more liason between consultants and referrals to others, current times are very unsatisfactory e.g. 3/or 4 months between letters.
	Move your clinic to the forest of dean
	I am very disappointed that I had to buy my own CPAP machine, I could not afford a (?) that might be more suitable for my need but due to insufficient funds the hospital could not help. PLEASE TRY TO GET MORE FUNDING FOR DISPOSABLES. A ROLLS ROYCE IS NOT GOOD WITHOUT PETROL.
	It is important that the NHS invest in the latest technology. CPAP is not the ultimate solution to sleep apnoea.
	Both appointments at the same time
Safe, High Quality Co-ordinated care	
Helpful Comments	Helpful technicians
	The apnoea machine I use is extremely beneficial.
	A prompt efficient service to a request for replacements for broken parts on respiratory mask of CPAP machine much appreciated and a refreshing change to previous dealings with staff.
	When the pipe on the CPAP machine split – it was replaced very quickly – excellent. Friendly service, very caring staff.
	The national health is in great shape and this department could not have been more helpful.
	General treatment
	I found the service is excellent.
	Just keep going the same. My whole life had improved thanks to there help and care.
	In my opinion you struggle to improve the service
Improvement	When I first arrived, I was tested for blood pressure etc etc and it turned out I was

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Comments	muddled with another patient
	Follow up testing. Is the CPAP still giving the correct flow rate needed. Easier contact for replacement parts (face mask seal etc)
	My mask is becoming very tatty. I've got it repaired with super glue and sticky tape. It would be helpful if someone could exam the mask etc as well as the machine.
	Not as such, but, being a regular night shift worker, I found that trying to sleep on the sleep study was very difficult, due to the fact that your night is my day.
Better information, communication and choice	
Helpful Comments	The way in which the various tests and equipment to be used was explained
	Information on new equipment available
	It was all very helpful. I had difficulty wearing the mask.
	It explained my condition
Improvement Comments	Have someone in attendance when telephoning for spares or information. Despite promises, no one ever calls back.
	Perhaps having the equipment on site i.e. new type of face masks
	I came to discover why I was suddenly snoring. Being told not to sleep on my back was not helpful as I never have. I stopped attending because if the only help was that all machine which was so uncomfortable and caused me more sleep, sleeping on my own seemed the only option.
	Don't assume the patient knows what is coming next in the process. It is our first time! Keep appointments you promise and provide feedback of test results quicker than several months. And regular appointments would be helpful.
	Location of collection and return of equipment varied and no one seemed sure where we had to go
	Perhaps someone could contact patients annually to discuss any problems or worries if appointments are going to be more than 12 months apart. For instance I don't have another appointment and don't know if it is OK for my unit to go this long without a service. I don't know if I have been missed out this year by accident or if it has been decided I don't need an annual appointment. I'm ok and no problems other than the service of my unit.
	The standard letter need to be changed as urine is not required.
Building relationships	
Helpful Comments	Pleasant nature of the consultant
	My experience of the Sleep Clinic has been very satisfactory. I am extremely grateful for the patience and assistance shown to me by all staff I have encountered.
	My doctor was very assertive and reassuring towards me
	I was totally reassured and put at ease by the friendliness and professionalism of all the members of the team I had contact with, also the information in answers given to my questions.
	caring
	Nurse very helpful and cheerful
	Yes you have a wonderful caring team a pleasure to deal with
	I found the staff acted in a very professional manner and were excellent.
	All members of staff listen and are prepared to assist at all levels of treatment. In Dr you have a top man who leads by example
	All the staff
	Personally considerate
	Everything went very well. The staff were very helpful.
	Dr was great
	Consultants knowledge. Nothing else.
	When your consultant had time to get to discuss my problem I had excellent service from him and his support team at Standish. My compliments to you all. The score above would be much higher but for the (?) service I got first of all.
I was asked questions about my CP machine but did not have time to discuss.	

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Improvement Comments	Not seeing same person, no continuity with care, no rapport with staff, therefore just another patient.
	Would it be possible to see the same staff member at each visit?
	Some staff treat patients as if 'children' rather than 'adults' and should be taught to have a little more respect.
	I had a phone call from a member of staff asking questions about my at home tests (wrist monitor) I was told that I needed to see # urgently 3 months later I had to get my doctor to contact you the result is an appointment. This could have been dealt with in a more professional manner.
	When staff are asked to do something and ring you back, they should indeed carry out their promises and ring back with response on many occasions they haven't done this.
	Reception staff on entering building (not tower reception) could be more pleasant/welcoming, despite obviously busy
	Keep up the good work.
Clean, comfortable place to be in	
Helpful Comments	<i>No helpful comments were made</i>
Improvement Comments	Doors on consulting rooms should be closed for privacy
	No time to ask questions. I was in corridor when discussing condition/treatment.
	Layout of waiting area could be better arranged to enable patients to hear their named called out.
	Sort out the parking – and enforce the spaces for disabled drivers, all photos of the disabled person to be on show in car window, to insure they are with the driver.
	As I am disabled a neared entrance to the car park would be helpful and I found the distance from the main reception are at the tower to the clinic extremely difficult
Provide more parking at the hospital. The parking at the hospital is far to stressful	

Appendix Three

The Patient & Public Involvement (PPI) Department have enclosed this Appendix to enable you to see how patient comments from your survey have been categorised.

Patient comments have been categorised using the five themes of Patient Experience (Planning and Priorities Framework 2003/4):

- Access and Waiting
- Safe, High Quality Co-ordinated Care
- Better Information, Communication and Choice
- Building Relationships
- Clean Comfortable Place to be in

Each theme has a series of subsets, which are demonstrated below.

<u>1. ACCESS AND WAITING</u>	<u>2. SAFE, HIGH QUALITY CO-ORDINATED CARE</u>
<ul style="list-style-type: none"> ○ Administration and clerical error ○ Delayed - Appointments/Admissions/Operations/ Procedures/Diagnostic imaging/Investigations ○ Cancelled – Appointments/Appointments multiple/Admissions/Operations/Procedures/ Multiple cancellations ○ Way-finding – Maps/External/Internal ○ Transport – Ambulance/Voluntary cars/Reimbursement/Public ○ Waiting time - Wait for appointment/Treatment/Procedure/Diagnostic imaging/Investigations/GP/PCT ○ Voluntary service/In clinic/Pharmacy/Dentistry/Opticians/Out of hours ○ Potential for Discrimination – Culture/Physical and sensory impairment/Children/English 2nd language/Gender/Homeless/Learning disabilities/Mental Health/Older people/Race/Refugees/Spiritual belief/Sexuality/Travellers/Young people/Substance misuse/Smoking ○ Choice – GP/GP Practice/Gender of worker/Dentist/Treatment ○ Service not available - <i>Specialist service for excluded patients</i> ○ Service denied - <i>GP registration/Other</i> ○ Physical environment ○ Overseas Visitors ○ Out of Area Treatments ○ Other 	<ul style="list-style-type: none"> ○ Aids and appliances ○ Diagnosis – None/Incorrect/Delay ○ Discharge arrangements - Transfer elsewhere/Delay/Premature/Care plan/GP information ○ Follow up treatment ○ Infection control ○ Clinical care - <i>Inappropriate examination/Medical/Nursing and midwifery care/GP/Pharmacist/Diagnostic imaging (Radiographers)/Physiotherapy/Occupational therapy/Dietician/Speech and language therapist/Health Visitor/Podiatry/Dentist/Opticians</i> ○ Pain control – Management/Does not agree with diagnosis ○ Medication - Not received/Not ordered/Not correct ○ Referral between clinicians ○ Complications during/following treatment – Surgery/Medicine ○ Lost/misplaced/delayed test results ○ Other

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<p><u>3. INFORMATION, COMMUNICATION AND CHOICE</u></p> <ul style="list-style-type: none"> ○ Health records - Patient access/Lost/Incomplete or poor quality/Transfer ○ Communication – None/Inadequate/Misleading/Conflicting/Incorrect /Offensive/Abusive/Over familiar/Good ○ Request information on - General health/<i>Dental Charges/Independent health/Social services/ Advocacy/Housing/Benefits/Patient involvement/ Support group/ Funding/ Complaints/ Translation/ interpretation/Staff/GP/ Opticians/Pharmacists/ Dentists/Sexual health/ Legal matters/ Vaccination and Immunisations</i> ○ Request advice (on) - General health/Independent health/Social services/ Advocacy/Housing/Benefits/Patient involvement/ Support group/Funding/<i>Refunds/ Complaints/ Translation/interpretation/Staff/GP/Opticians/Pharmacists/Dentists/Dental Charges/Sexual Health/ Vaccination and Immunisations/Legal Matters</i> ○ Information provided – None/<i>Good/Inadequate/Misleading/Conflicting/Incorrect/Offensive/Abusive/ Over familiar</i> ○ Response – Delay/Failure ○ Choice – Commissioning/Provider function ○ Advice provided – None/<i>Good/Incorrect/Misleading/Conflicting/Inadequate/Offensive/Abusive/ Over familiar</i> ○ Consent to treatment – Children/Adults/Third party ○ Child protection ○ Vulnerable adult – Abuse/Over familiar ○ Telecommunications ○ Confidentiality ○ Signposting ○ Other 	<p><u>4. BUILDING RELATIONSHIPS</u></p> <ul style="list-style-type: none"> ○ Behaviour /attitude of medical staff ○ Behaviour /attitude of nursing staff ○ Behaviour /attitude of Health Visitors ○ Behaviour /attitude of Midwives ○ Behaviour/attitude of therapist ○ Behaviour/attitude of A&C staff ○ Behaviour/attitude of Ambulance staff – PTS/Frontline/Medi Car ○ Behaviour/attitude of ancillary staff – Security/Portering/Domestic/Catering/Maintenance ○ Behaviour/attitude of non-clinical staff - Reception staff/Booking clerks/Management/Medical secretaries ○ Behaviour/attitude of non-NHS staff - Voluntary sector/Independent practitioners/Social Services/ Council/Benefits or pensions ○ Behaviour/attitude of PALS staff ○ Behaviour/attitude of volunteers ○ Behaviour/attitude of GPs ○ Behaviour/attitude of dentists ○ Behaviour/attitude of pharmacists ○ Behaviour/attitude of opticians ○ Behaviour/attitude of out-of-hours staff ○ Other
<p><u>5. CLEAN COMFORTABLE PLACE TO BE IN</u></p> <ul style="list-style-type: none"> ○ Cleanliness – Internal/External ○ Safety – Internal/External ○ Smoking ○ Hygiene facilities – Toilets/Showers/Baths/Sinks/Water ○ Catering - Temperature (hot, cold)/Quality/Choice/Time/Cost ○ Privacy and Dignity - Facilities/Staff ○ Personal property ○ Furnishings ○ Décor ○ Parking ○ Other ○ Noise – Internal/External ○ Maintenance – Clinical/Non-clinical 	