

# City Health Care Partnership CIC

## Patient Satisfaction Survey

### Overall Findings 2015 Summary

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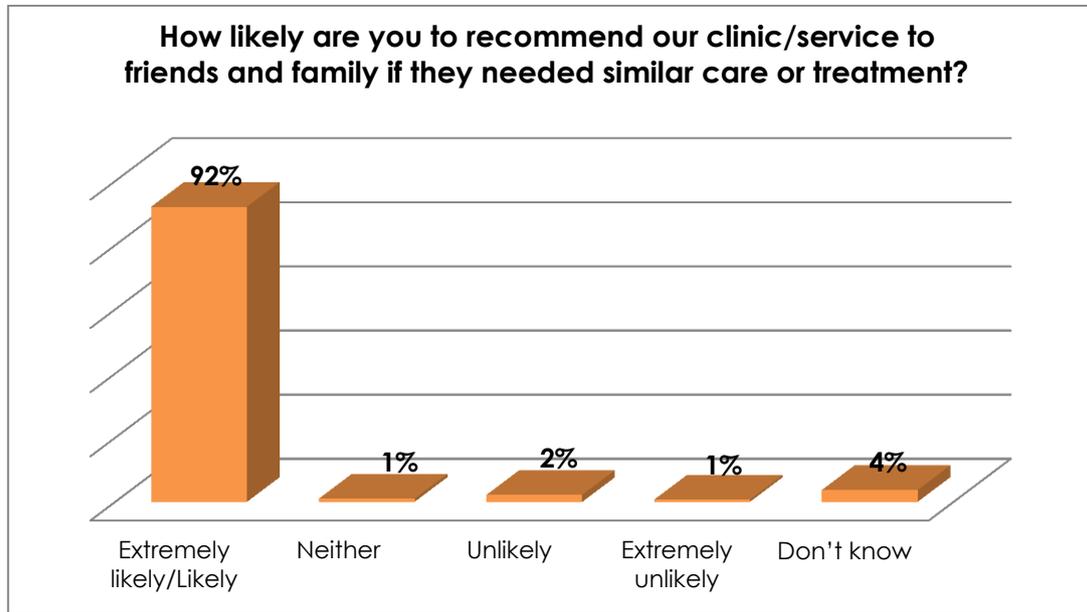


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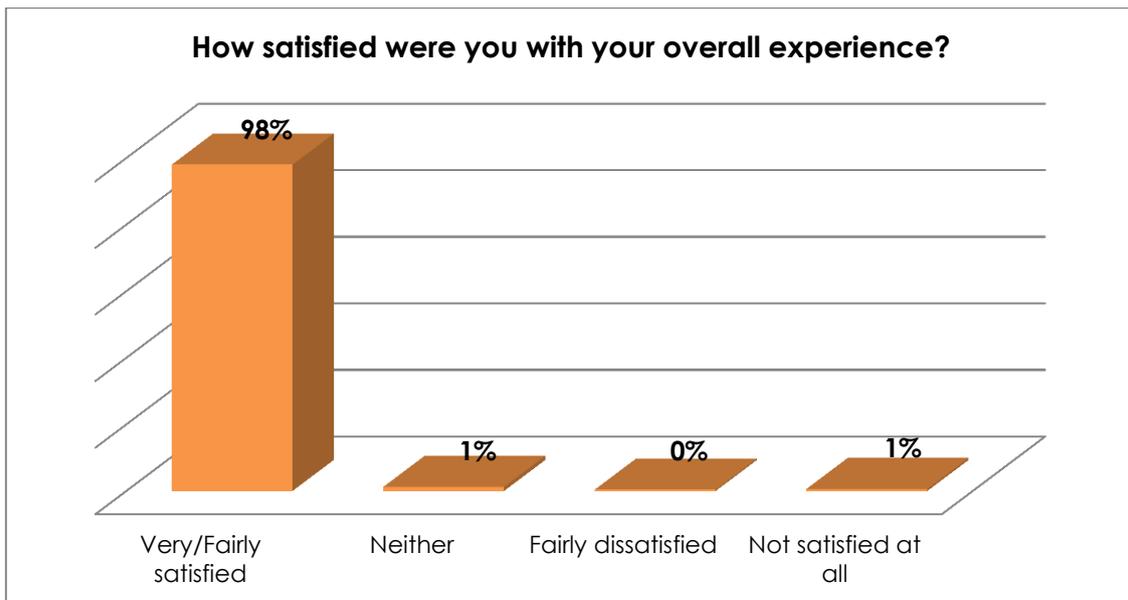
# Summary

## Summary of Results

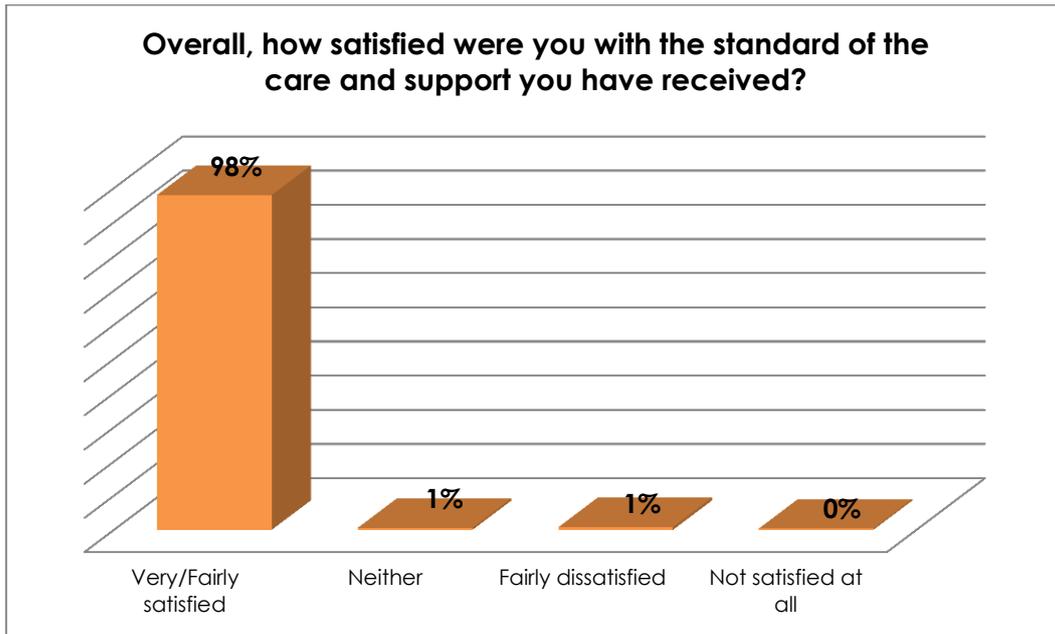
### Overall Service



**More than nine-tenths (92%) of respondents said they would be likely to recommend the service based on their overall experience, with more than two-fifths (44%) saying they would be extremely likely to do so.** Only 3% of respondents said it was unlikely that they would recommend the service to their family and friends.



**Almost all (98%) respondents expressed satisfaction towards the overall experience, with four-fifths saying they were very satisfied.**



**It is also very positive that 98% of patients were satisfied with the standard of the care and support they had received, with 85% suggesting they were very satisfied.**

On reflection, **four-fifths of respondents said that they had received the care that mattered to them at all times, with an additional 16% saying they had the care that mattered most of the time.** The consistency in the delivery of quality care has continually increased over time, with responses of all / most of the time increasing by 7% since tracking began in 2012.

Around a fifth (21%) of respondents said their opinion of the service had improved as a result of their most recent experience of accessing the service and only 1% reported that the experience had a negative impact.

Despite the general positivity, availability and booking of appointments and waiting times were most commonly identified as areas of improvement.

## Telephone Contact

A little over two-fifths (43%) of respondents had contacted the service via telephone, which continues a downwards trend in telephone contact (22% fewer respondents had contacted the service via telephone when compared with 2011).

**Overall, respondents were very positive about their experience of contacting the service via telephone**, however, getting through to someone in a timely manner emerged as an area that has scope for improvement (11% were either fairly dissatisfied or not satisfied at all with this aspect of telephone contact).

Getting through to the correct person was identified (through Key Driver Analysis) as the most important aspect of the telephone contact stage of the patient experience followed by courteousness and therefore these should be promoted as areas where CHCP CIC excels.

## Accessibility

**Satisfaction was high towards all aspects of making and managing the appointment.**

Although 11% were fairly dissatisfied or not satisfied at all with the ability to book an appointment on an evening or weekend, only 3% expressed any level of dissatisfaction towards the time and date of their appointment.

**The majority (89%) had not had an appointment cancelled or changed in the last 12 months** and although 11% had experienced such a change this represents a 2% decrease when compared with 2014.

More than half (52%) of respondents had attempted to access the service at short notice (in services which had short access capabilities), and 89% of those who had attempted such access had been successful. The majority (88%) of respondents who had attempted to access the service at short notice expressed satisfaction that they were seen as soon as was necessary.

When attending the service the vast majority (96%) indicated that they had been seen as soon as they felt was necessary and satisfaction was high towards the ease of finding the location and the cleanliness and comfort of the waiting room.

## Health Professionals

**The health professional was rated very highly with regards to each aspect of service delivery, with satisfaction ranging from 95% to 99%.** Satisfaction towards the communication with and from the health professional was particularly high, and was the highest scoring section of the service user journey.

Specific positive feedback of the health professional included: nice manner; friendly; understanding; and listening. Few respondents mentioned any areas in which the health professional could improve, however, among those who did the largest proportion referred to improvements to the information and explanations which were given.

Key Driver Analysis identified that understanding of symptoms and clear communication were the most important drivers of likelihood to recommend the service to family and friends. Respondents were least likely to be very satisfied with the health professional's knowledge of their medical history (79%); this was also an important driver of recommendation.

### **Making Every Contact Count (MECC)**

More than half (52%) of service users had been informed that they may be referred to another service however, only 40% of respondents who received an offer had accepted the referral (-15% from 2014). Respondents who had gone through the referral process were positive about their experience, with 91% expressing a level of satisfaction.

### **Communication and Information**

Respondents demonstrated high levels of confidence that their information was held securely (89%) and only accessed by people involved in their care (90%) however, fewer respondents expressed satisfaction that they were kept up to date on how their information was used and shared (77%). For all aspects of information governance at least a tenth of respondents were unsure of how their data was handled.

**More than eight out of ten (84%) respondents were satisfied with the opportunities they had to give feedback and it is particularly positive that the majority (94%) of respondents would raise concerns if they were unhappy with the service or had concerns** (an increase of 5% in those who said that they would do so when compared with 2014).

## Areas for Consideration

Year upon year findings have continued to be very positive and in 2015 no areas of significant concern were identified at any stage of the service user journey. The areas which were identified as being both important to service users and ones in which CHCP CIC were performing well were:

- Location of appointments
- Signage within buildings
- Ease in which they had been able to speak to the relevant person over the telephone
- Courtesy of the telephonist
- The level of care and concern shown by the health professional
- The clarity of the health professional's communication

As these are factors which were important in the decision to recommend the service to friends and family, it is important that they are promoted as areas where the organisation excels.

Although positivity was high, the key driver analysis identified areas which were important to respondents but achieved lower levels of satisfaction; these areas should therefore be regarded as priorities for improvement. Although, it should be noted that a number of these areas identified are outside of CHCP CIC's direct control based on their location and available space.

The priority areas are:

- Ability to book appointments at evenings and weekends
- The ease in which the location can be accessed via public transport
- Waiting room facilities
- Availability of parking
- Continuity of health care professional
- The health professional's knowledge of the service user's medical history