

## **Birmingham Children's Hospital NHS Foundation Trust.**

### **Burns Centre, Out Patient Dressing Clinic**

#### **Patient Survey Report**

The Midland Burn Care Network (MBCN) is committed to gaining a greater understanding of burn injured patients and carers experience of healthcare and what they want from their local service.

*High Quality Care for All*, the final report of the NHS Next Stage Review by Lord Darzi [DH 2008], makes patient experience a key driver for quality improvement. The MBCN have recognised the importance of feedback and it has worked together with providers to establish an agreed local framework. One of the ways identified to do this was individual feedback through patient surveys, seeking feedback from patients about the quality of care that they have experienced, and their needs and preferences.

An electronic survey device was used in the Out Patient Dressing Clinic at the Burns Centre, patients or carers were asked to answer the survey and were informed that all responses were anonymous. The survey was conducted over a 3 month period, October 2011 – January 2012.

There were 27 questions and also an opportunity for comments at the end of the survey. 41 patients answered the survey of which 6 added further comments, all responses were analysed.

#### **Results**

Results reported in Summary Report and Excel Spreadsheet given to service.

#### **Actions / Next Steps**

These results and comments indicate to the clinical team in the Burns Centre out patient dressing clinic a very high patient satisfaction with the care that they have received.

The clinical team now need to evaluate these results and identify areas that require review and further action. One area highlighted in the patient responses is in relation to maintaining patient privacy and dignity.

This report will be shared with the Burns Centre Multi – disciplinary team, Head of Service and the Lead Nurse for Participation and Patient Experience at Birmingham Children's Hospital NHS Foundation Trust.

It will also be sent to the Midland Burn Care Network team at Midlands and East Specialised Commissioning Group and will be used to demonstrate ongoing Patient and Public Involvement in reviewing services.