

**Nottingham University Hospitals NHS Trust**

**Out Patient Dressing Clinic, Burns Unit, City Campus  
Patient Survey Report July 2012.**

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.

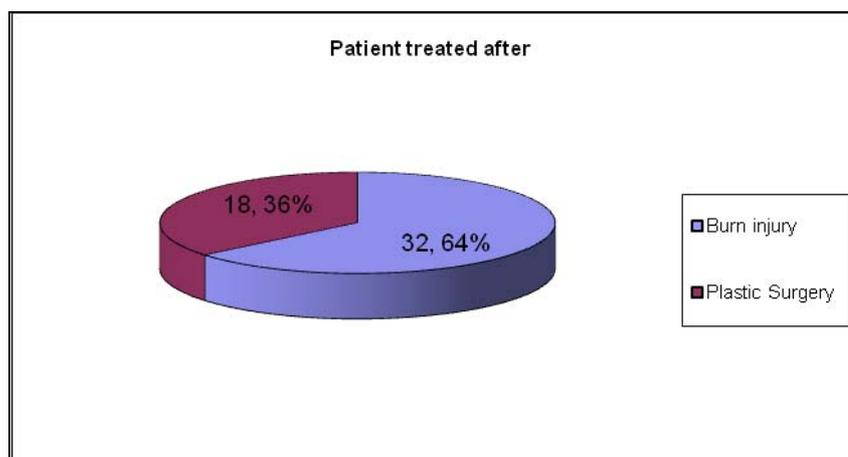
*High Quality Care for All*, the final report of the NHS Next Stage Review by Lord Darzi makes patient experience a key driver for quality improvement. The MBCN have recognised the importance of feedback and it has worked together with providers to establish an agreed local framework. One of the ways 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.

This is the third report after the completion of a patient electronic survey in the Adult Burns and Plastics Dressing Clinic, these results will be compared to the previous results of the survey reported in April 2011 so clinicians can review the progression of their service. Patients or carers were asked to answer the survey and were informed that all responses were anonymous. There were 25 questions and also the opportunity for comments at the end of the survey.

55 patients answered the survey over a four week period, 5 questionnaires were not analysed as all questions had not been answered. Therefore 50 responses used in results data, 44 from patients and 6 from carers.

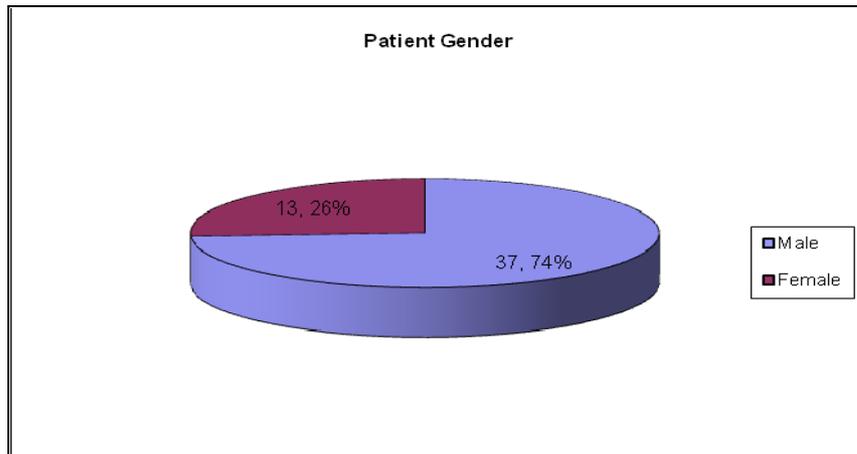
**Results**

**Demographics**

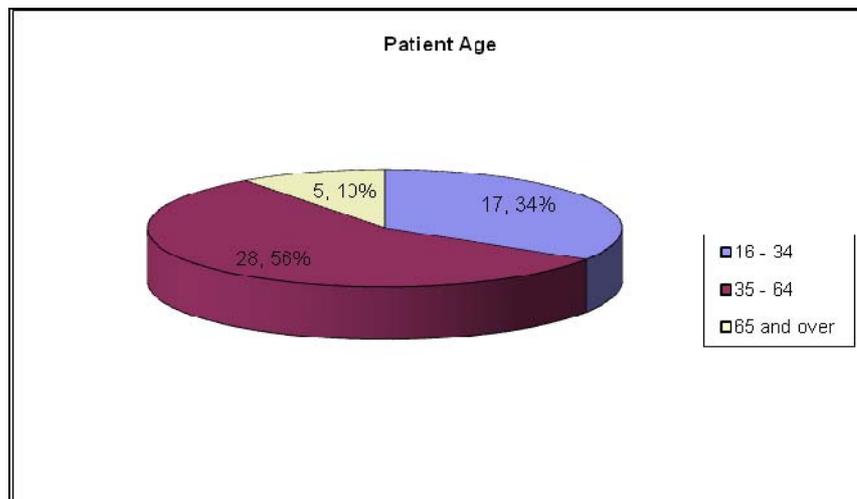


64% (n=32) of patients surveyed were treated due to sustaining a burn injury and 36% (n=18) were treated under care of Plastic Surgery team.

37 male patients and 13 female patients surveyed

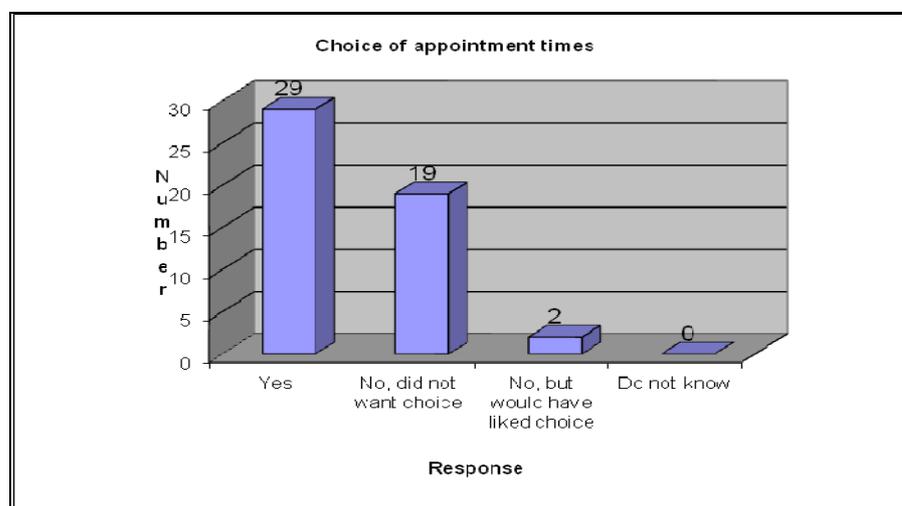


The majority of patients surveyed were aged 35 to 64.



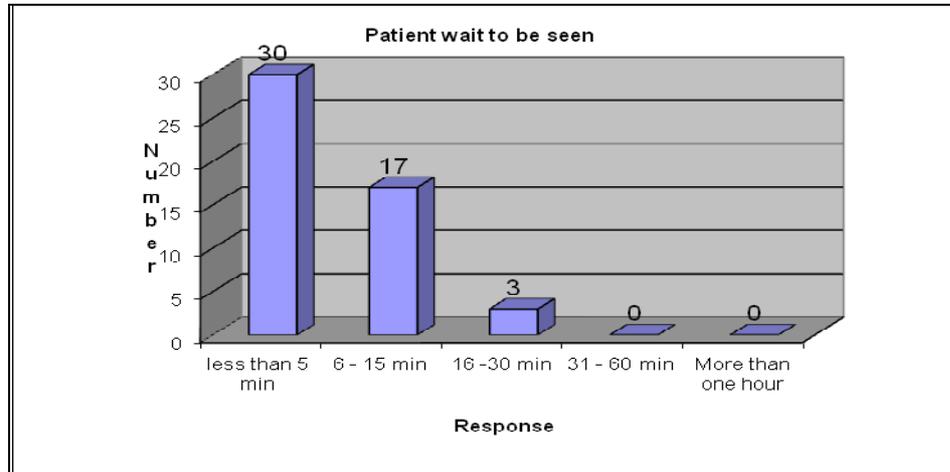
**On arrival at Clinic appointment**

29 patients (58%) reported that they were given a choice of an appointment time, 21 (42%) had not been of those 2 patients indicated that they would have liked a choice.



47 patients (94%) answered they were seen on time, 3 (6%) said they were not. These results are the same as the previous survey.

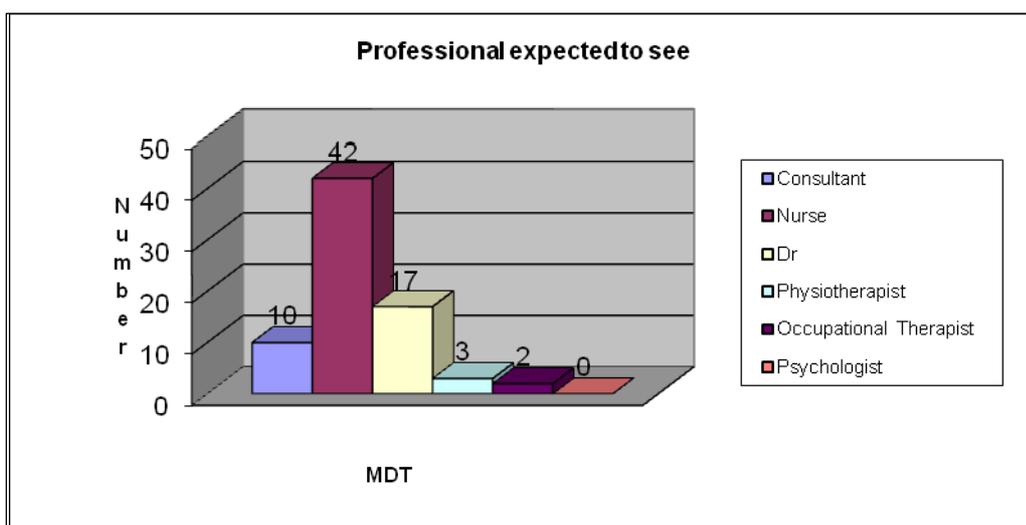
47 patients (94%) waited between 0 -15 minutes, 3 patients waited up to 30 min no patients waited more than 30 minutes; this is an improvement from the previous survey.



39 patients (78%) were given a reason for any delay 11 (22%) responded they had not been, the number of patients who had been given a reason for the delay improved this time, clinic staff need to continue to ensure that all patients are kept informed of reasons for delays.

All patients (100%) said the clinic team were very helpful on their arrival; this is an improvement from previous survey.

### The Multi – Disciplinary Team



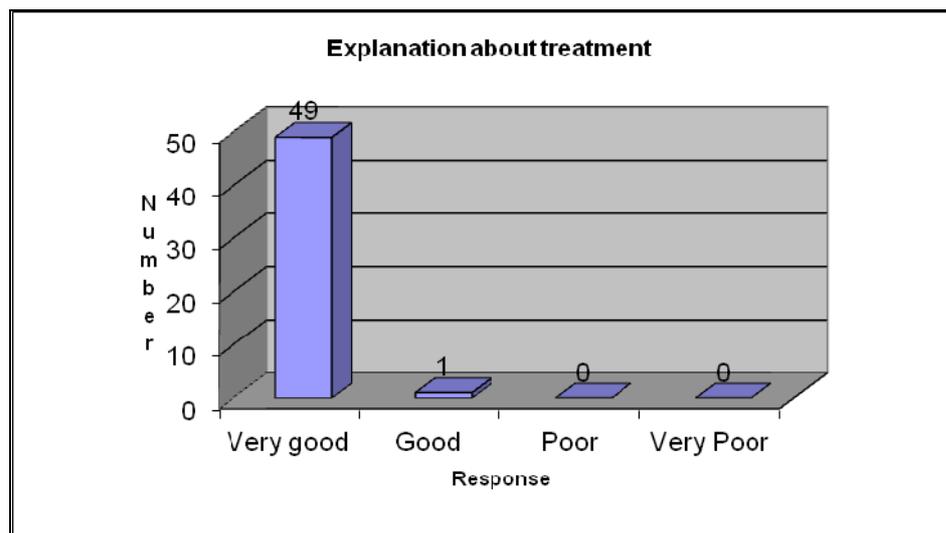
It can be seen that patients see different members of the Multi – disciplinary team at their appointment. There was an increase in the number of patients who were seen by the nursing and therapy teams.

49 patients (98%) responded that they had seen the member of the team they were expecting to, 1 patient (2%) had not.

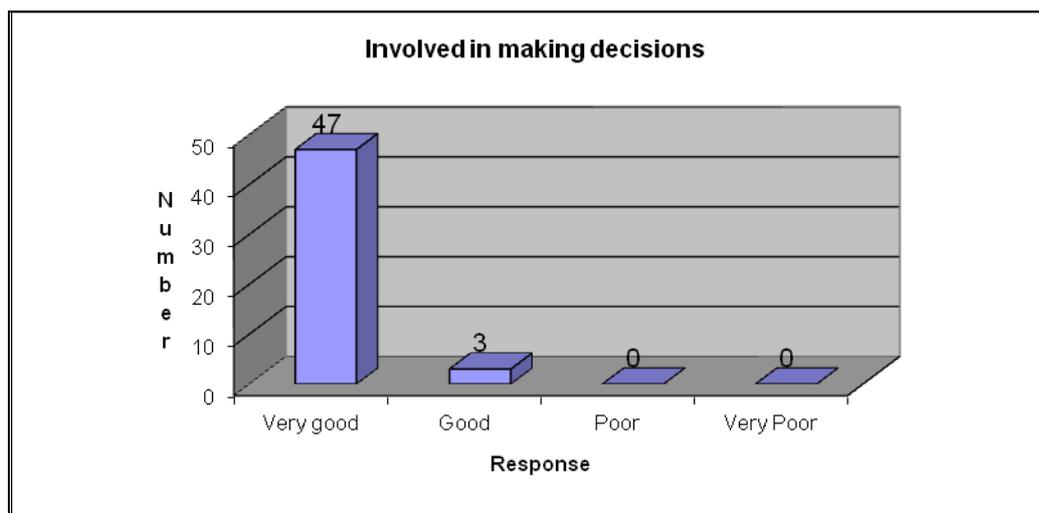
Questions were asked of how Multi- disciplinary team (MDT) behaved with patients.

The team introduced themselves to 29 patients (98%) 1(2%) said that some of the team had, this is an improvement from the previous survey.

In explaining the treatment needed to patients the team were very good 49 (98%) or good 1 (2%).

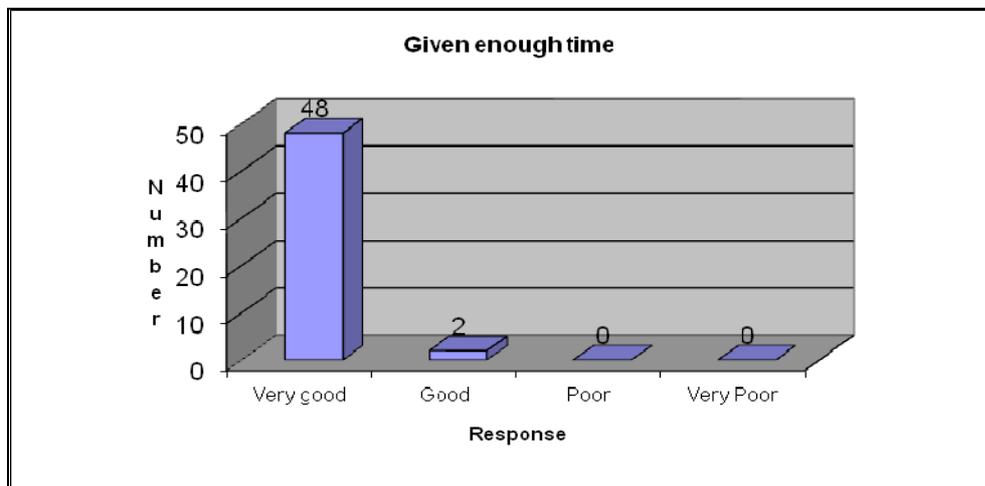
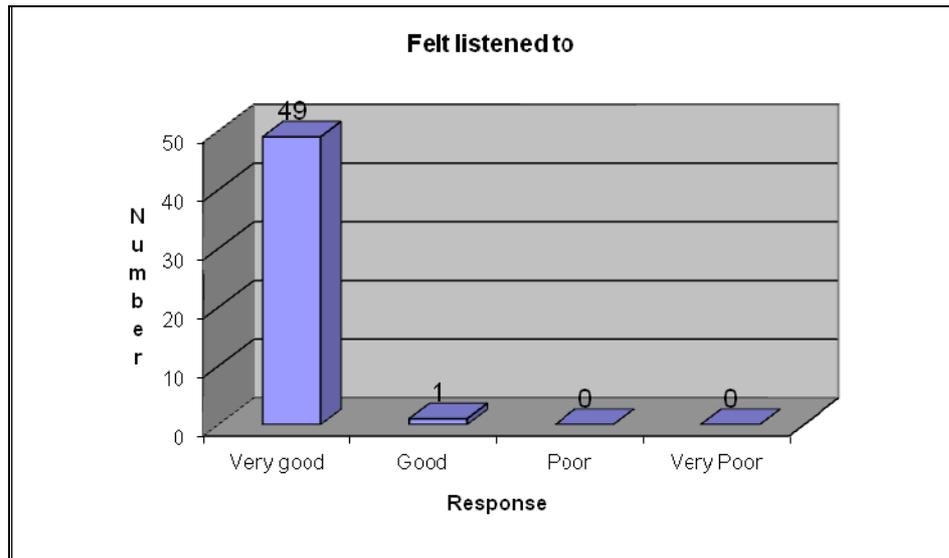


All patients said that the team were very good 47 (94%) or good 3 (6%) at involving them in making decisions.



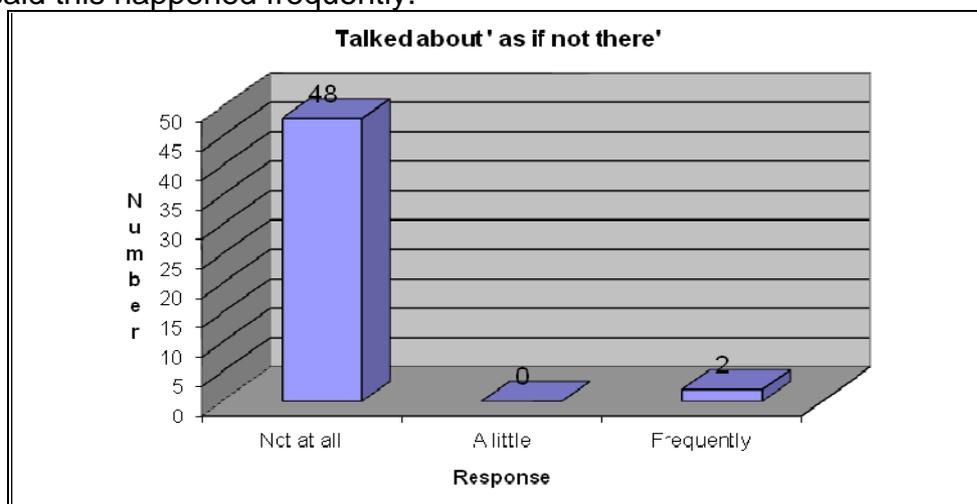
The results from the 3 patient responses above showed an improvement from the previous patient survey there was an increase in patient responses that staffs were very good, indicating that patients felt informed and involved.

All patients indicated the team were very good or good at listening to them and giving them enough time during their appointment.

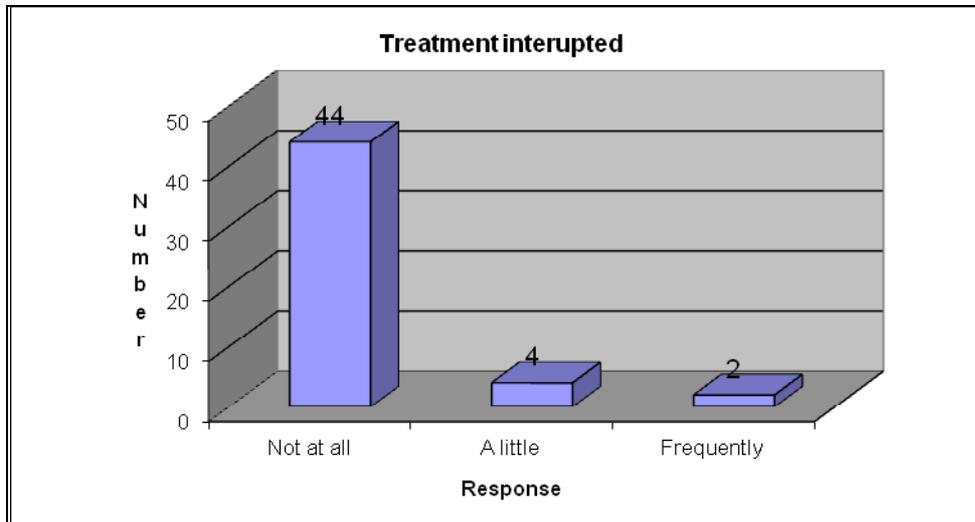


**Privacy and Dignity**

48 patients (96%) said that the team did not talk about them 'as if they were not there' 2 patients said this happened frequently.

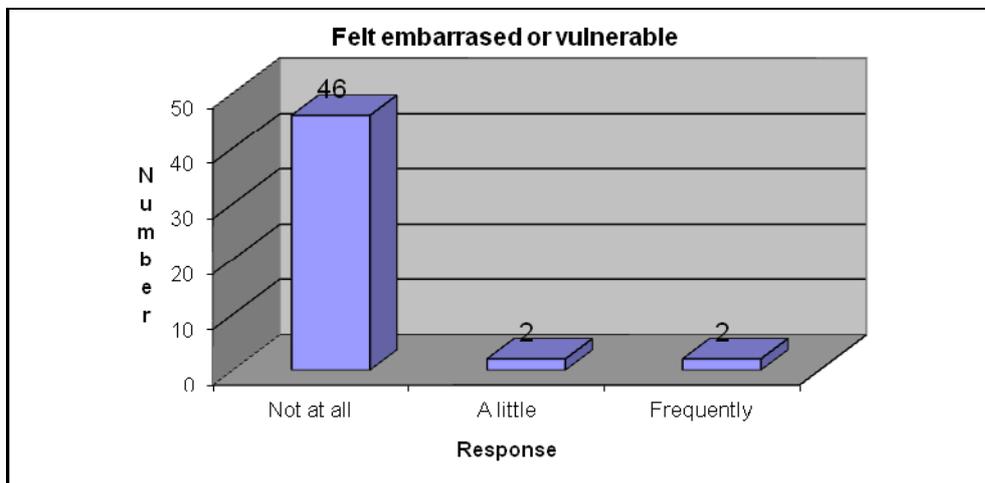


4 patients (8%) had their treatment interrupted a little and 2 (4%) frequently; since the last survey the collective % of these 2 points (12%) has fallen, this did not happen to 44 patients (88%).



4 patients felt frequently embarrassed (n=2) or a little embarrassed (n=2) or vulnerable during their treatment. On further analysis of these patient responses, 2 patients also indicated their treatment was interrupted and one patient felt as if they were talked about as 'if not there'.

Though these results are an improvement from the last survey all the Multi disciplinary team need to ensure that they strive to maintain patients' privacy and dignity during treatment and interruptions occur only when absolutely necessary.

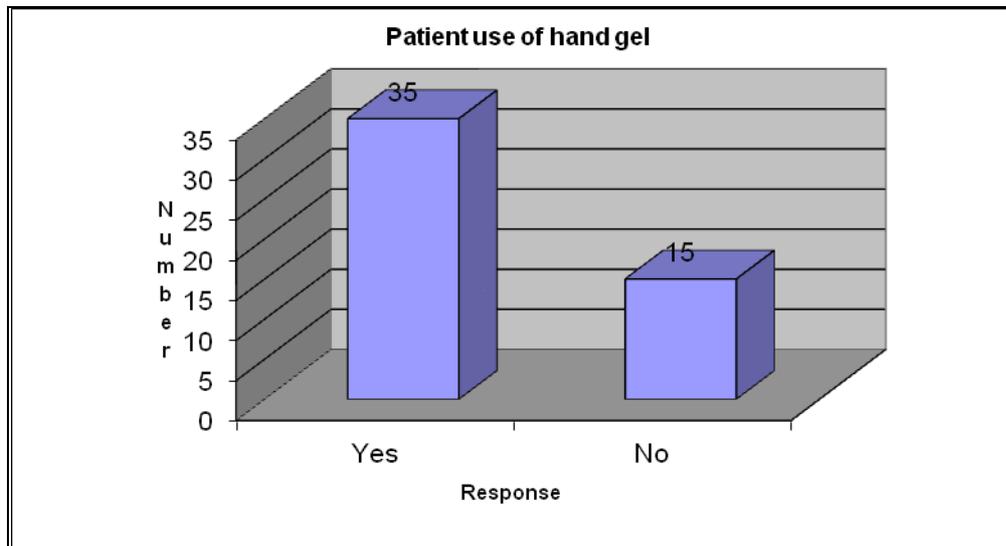


### **Infection Control**

49 (98%) patients said that the clinic was clean and tidy 1 patient said no.

All patients said there were hand gels available to use and they had observed the clinic staff using it.

Although 100% of patients were aware that hand gels were available, only 35 (70%) used the hand gel themselves, however this is an improvement from the last survey.

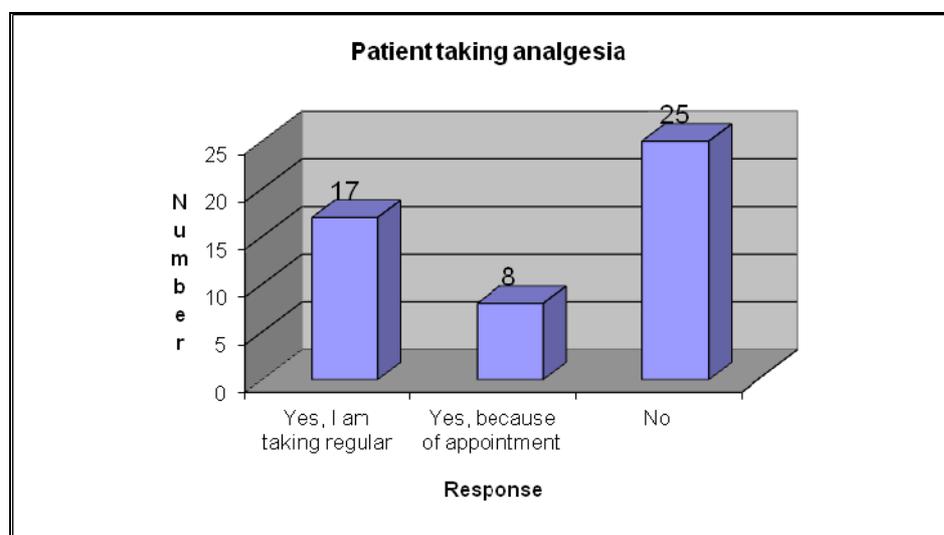


### Pain Control

Over the last 18 months there has been ongoing work by the clinic staff to improve patient pain control during treatment. Patient pain assessment was identified as a CQUIN scheme target in Dressing Clinic last year. Patient advice posters have been displayed, patients' pain level is assessed during and after treatment and an updated patient advice sheet advises patients on the need to take analgesia before coming to their appointment.

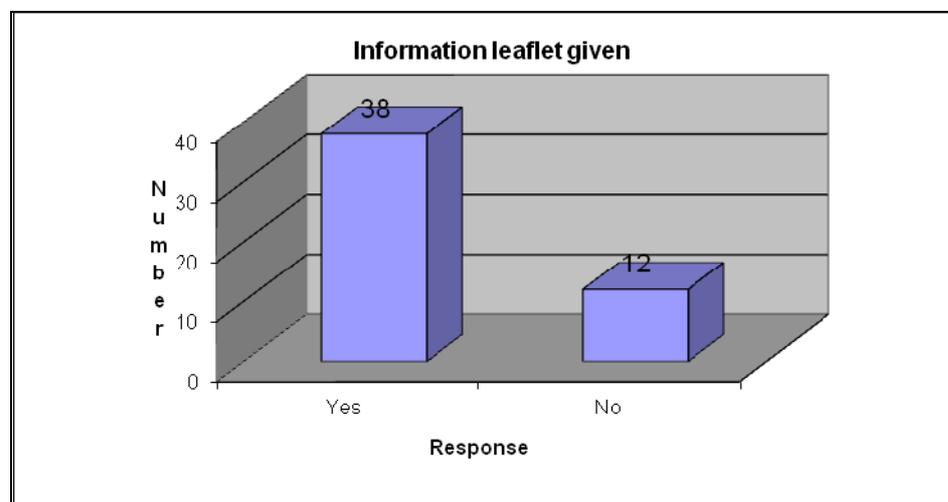
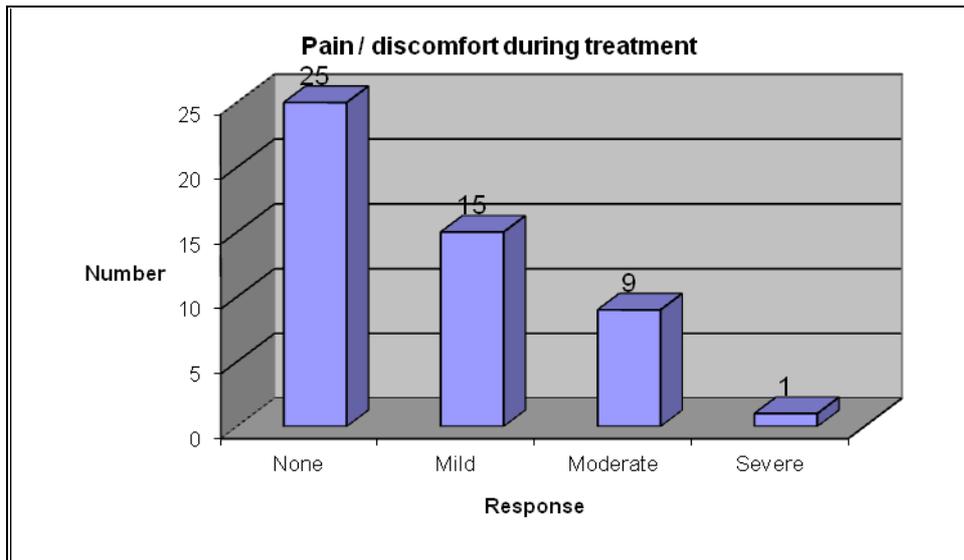
There are no facilities in the clinic for routine administration of oral analgesia; patients do not routinely have drug charts. Nursing staff in clinic are trained to give entonox again this has to be prescribed for patients.

A new question was included in this survey asking patients if they had been given the advice sheet at their dressing clinic appointment.



25 patients (50%) had taken analgesia prior to their appointment, of these 17 patients were on regular analgesia and 8 patients had taken medication because they were coming to their appointment. 25 patients (50%) had not taken any painkillers.

25 patients (50%) had some pain or discomfort during their treatment, 15 (30%) said mild, 9 (18%) moderate and 1 (2%) severe. Compared to patient responses in the last survey there is a decrease in the % of patients reporting mild and severe pain and an increase of on 3e patient reporting moderate pain.



38 (76%) patients said they had received an information leaflet 12 said they had not, the advice leaflet also contains the patients appointment details information so all patients should receive this; it may be that the patients have not read the information.

On further analysis of patients' response regarding pain control:

The 15 patients indicating they had mild pain 8 had not taken any analgesia before their appointment, 7 had received the patient advice leaflet one had not.

Of the 9 patients indicating they had moderate pain 5 were taking regular analgesia, 1 patient took analgesia because they were attending clinic, 3 patients had not taken, 8 of the patients had received the patient advice leaflet

The Patient who reported severe pain was taking analgesia regularly this patient said they had not had a patient leaflet.

This is an indication that a pain assessment needs to be completed for each patient, on each visit. Clinic staff need to review and address ways in which they can improve patient pain control such as assessing if patients need analgesia if they have not taken any or identifying patient need to be on regular / stronger analgesia

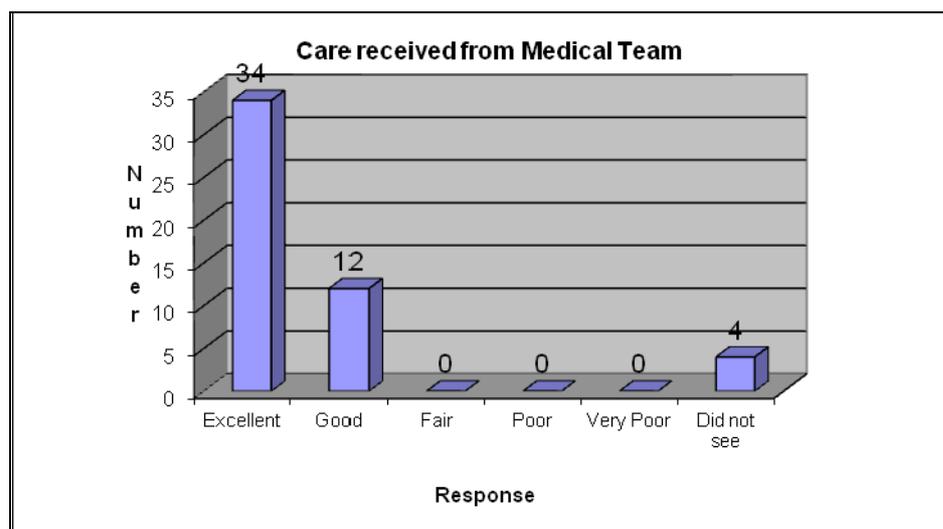
All 50 patients felt safe in the care of the team in Burns dressing clinic.

**Care received**

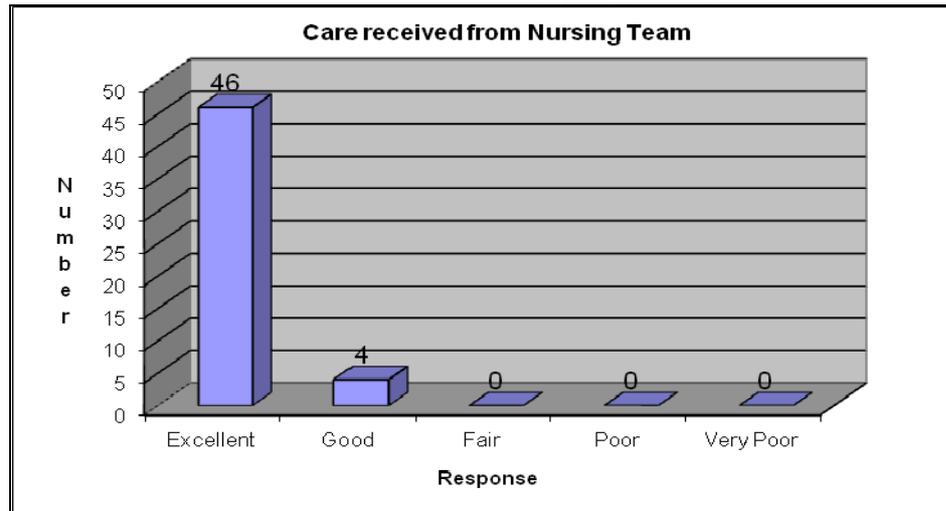
Patients were asked to respond to the care they had received from members of the Multi disciplinary clinical team.

None of the patients surveyed were seen in the Dressing Clinic by the Burns Unit Psychology team as they arrange separate appointments to see patients.

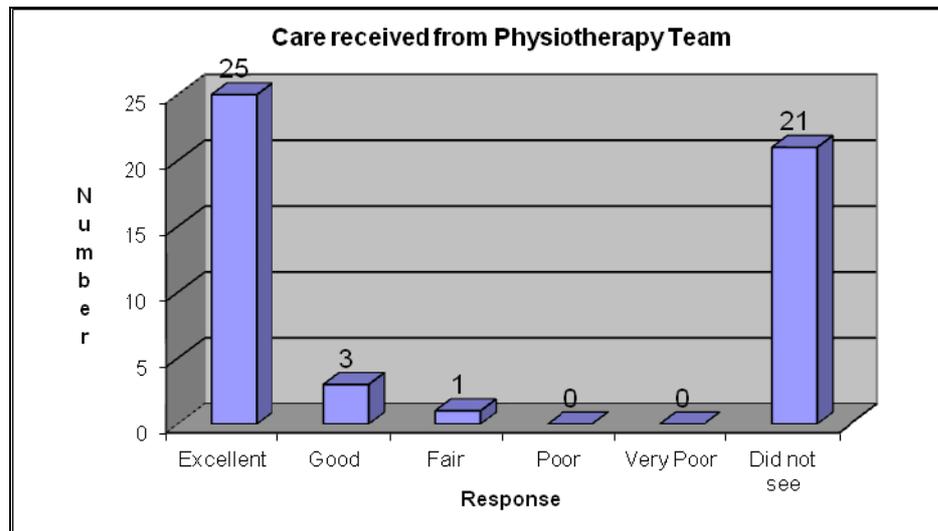
The medical team reviewed 46 patients (92%) of patients surveyed, of those 46 patients 34 (74%) said the care received was excellent and 12 (26%) good.



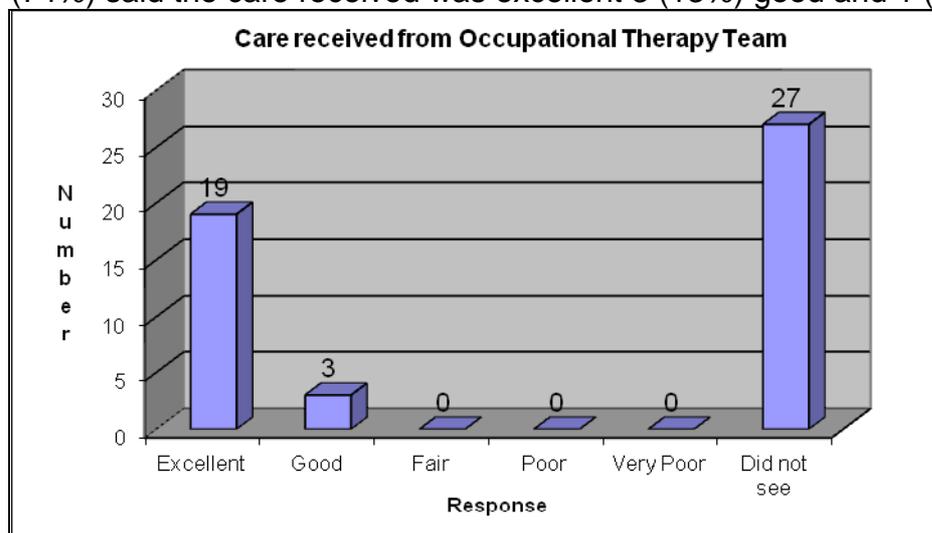
All patients were seen by a member of the clinic Nursing Team and 46 (92%) considered that care received was excellent and 4 (8%) good.



The Physiotherapy team treated 29 (58%) of patients surveyed, of those 29 patients 25 (86%) said the care received was excellent and 3 (10%) good and 1 (3%) fair.



The Occupational Therapy team treated 23 (46%) of patients surveyed, of those 23 patients 19 (74%) said the care received was excellent 3 (13%) good and 1 (4%) fair.

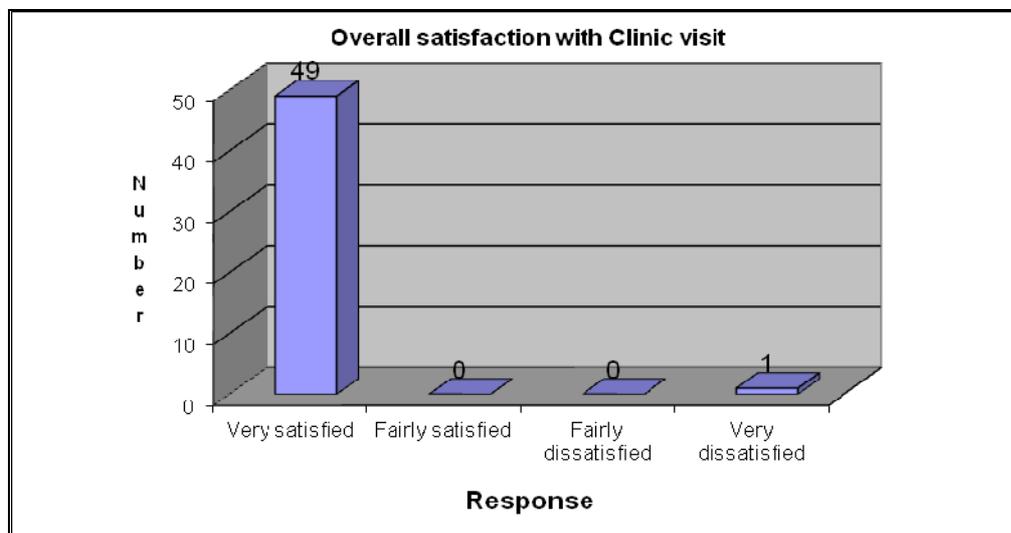


There was a decrease from the last patient survey in number of patients seen by the Medical and therapy teams; this is most likely due to the patient group asked to complete this survey.

After their dressing clinic visit and treatment, patient overall satisfaction was:

49 patients (98%) were very satisfied after their clinic visit; this is a higher % of patients compared with previous survey reported in April 2011.

One patient indicated they were very dissatisfied after their clinic visit, on further analysis of the patient responses to the rest of the survey they said that clinic staff had been very helpful, mild pain experienced and taking painkillers, the MDT team had been very good and care received was excellent or good and the patient did not make any comment. So there was no indication of a reason for being very dissatisfied.



At the end of the survey all patients had the opportunity to make any further comments, 6 patients chose to comment, these included:

- Staff always helpful
- I've been very well looked after by all staff during all my visits
- Just wanted to say all staff have been outstanding
- Great care
- The room my dressing was done in was the bathroom, I was happy that I didn't have wait though
- Very happy with excellent care provided, thank you very much

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

It has also highlighted areas that require action as these areas were also highlighted in last survey, this includes:

### **Areas for review**

- Maintaining patient privacy and dignity particularly around interruptions during treatment and staff talking as if 'patient not there'.
- Continue with the ongoing assessment and management of patients' pain, ensuring all patients receive advice leaflet.

- Engaging patients in correct infection control measures as per Trust Policy, advising those who can to use hand gel.

This report will be shared with the Burns Unit Multi – disciplinary team, Heads of Service and the PPI team at Nottingham University Hospitals NHS trust. It will also be shared with the MBCN team at East Midlands Specialised Commissioning Group and will be used to demonstrate ongoing Patient and Public Involvement in reviewing services.

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

- Multi – disciplinary team to review patient survey answers and identify actions to improve aspects of patient care as and time scale to achieve these in. These must include points highlighted in areas for review.
- Clinic team can contact MBCN Practice Improvement Nurse –Mary Kennedy for assistance with review and actions.
- Survey to be repeated in December 2012.