

University Hospitals Leicester NHS Trust

Paediatric Burns and Plastics Dressing Clinic, Leicester Royal Infirmary.

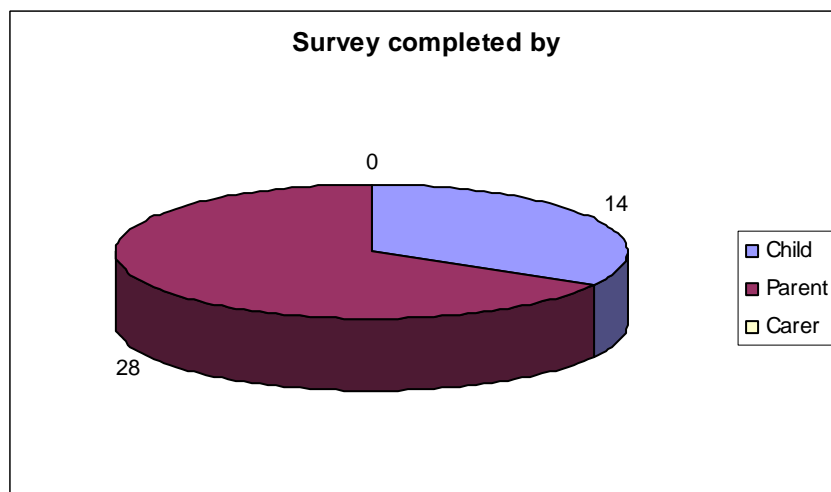
Patient Survey Report

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 [1], 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 / carers about the quality of care that they have experienced, and their needs and preferences.

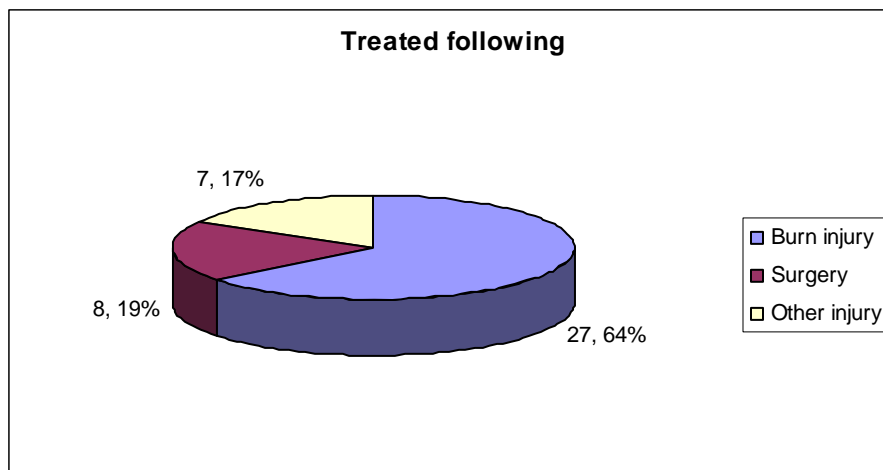
This is the second report after the completion of a patient electronic survey in the Paediatric Burns and Plastics Dressing Clinic (BPDC), these results should be compared to the previous results of the survey reported in December 2010 so clinicians can review the progression of their service. Patients or carers were asked to answer the survey and were informed that all responses were anonymous. There were 23 questions and also the opportunity for comments at the end of the survey.

42 patients answered the survey over a thirteen week period; all responses were used in the results data 14 responses were from the child and 28 responses from parents.



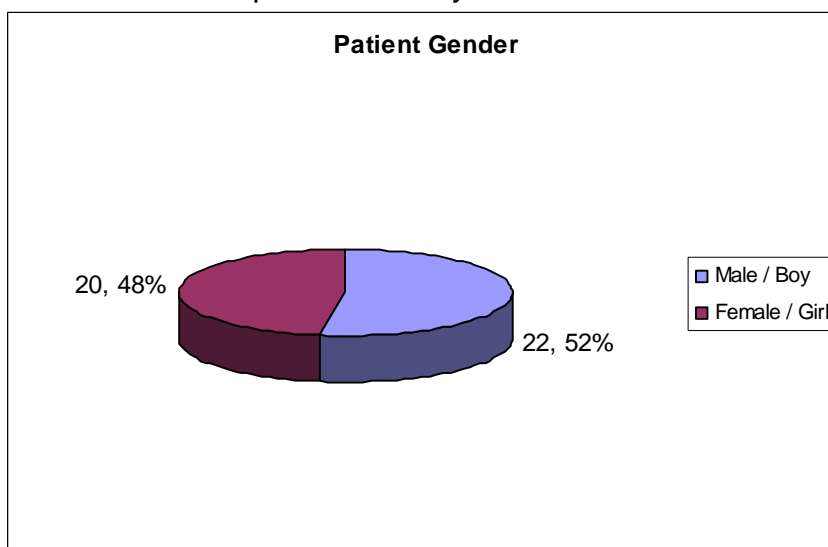
Results

Demographics

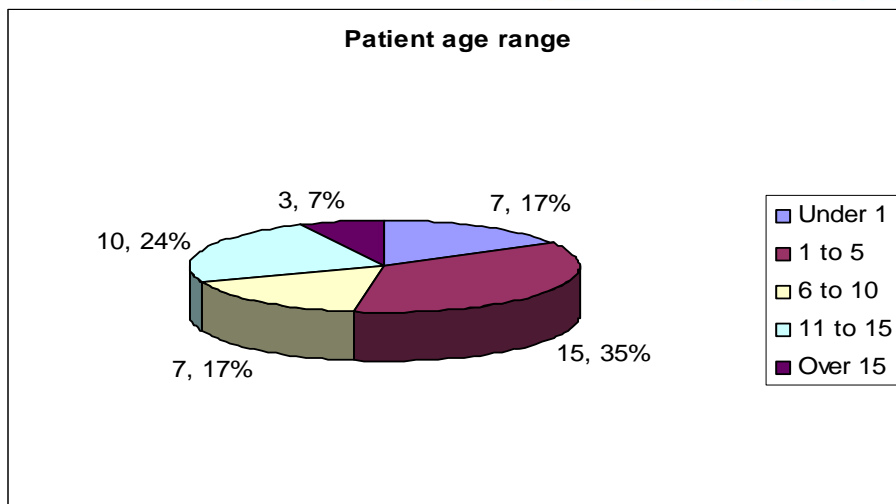


64% (n=27) of patients were treated due to sustaining a burn injury and 19% (n=8) after surgery and 17% (n=7) indicated other injury. There has been a 13% increase in the number of burn injured children seen in clinic since previous survey.

22 male patients and 20 female patients surveyed

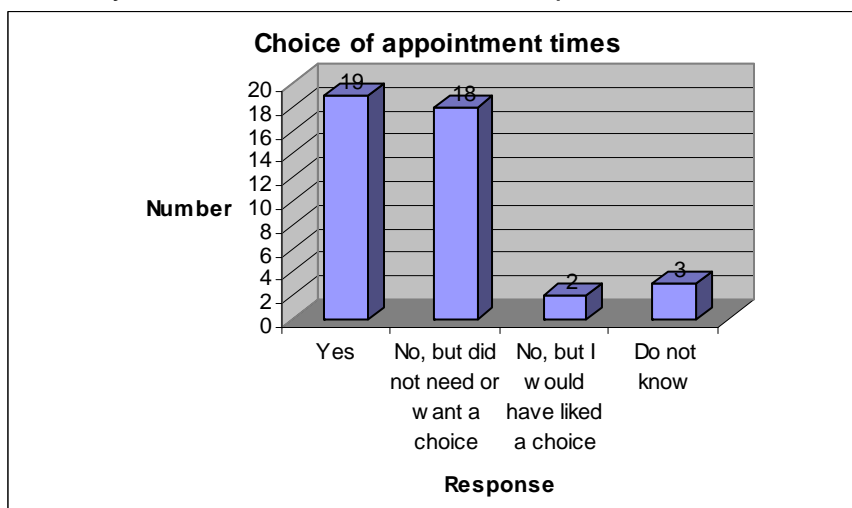


54% of patients were aged between 1 – 5yrs old, their parents will have completed this survey and 41% were aged from 6 to 15yrs old.

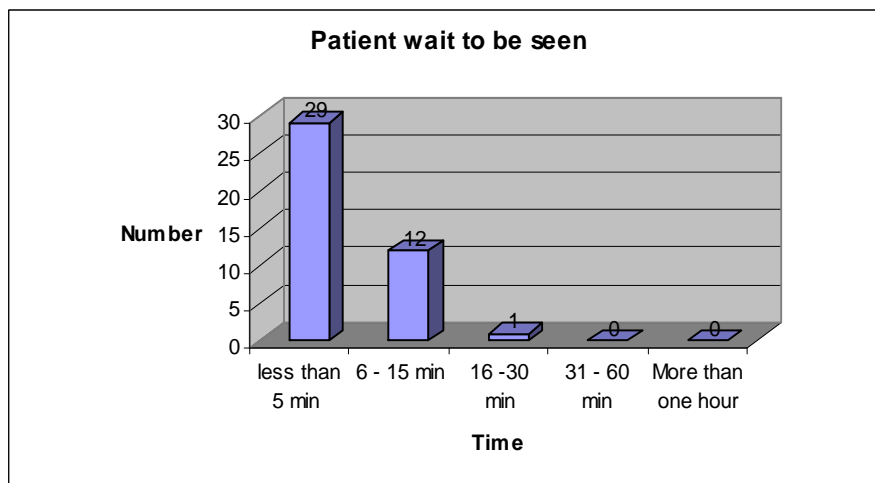


On arrival at Clinic appointment

19 patients (45%) were given a choice of appointment times, 20 (48%) had not been, 18 of those indicated they did not want a choice while 2 patients would have liked a choice.



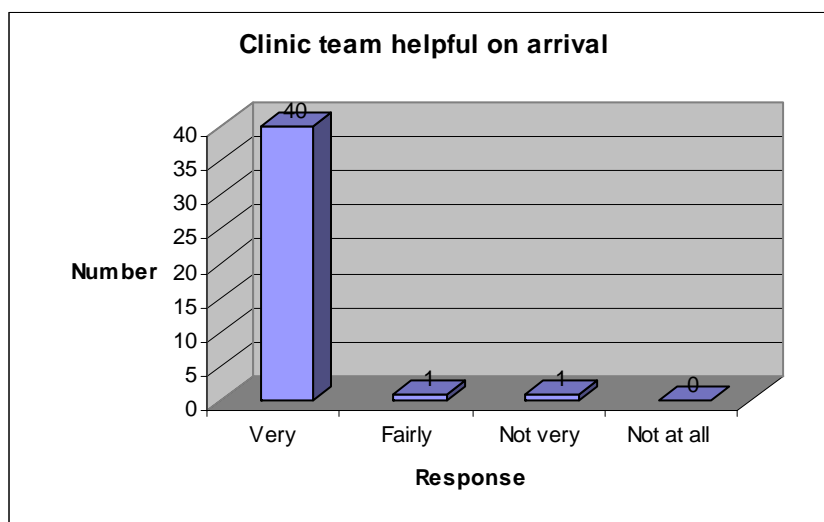
40 patients (95%) answered they were seen on time, 2 (5%) said they were not; this is an improvement from the previous survey when 23% of patients said they were not.



29 patients (69%) said they waited less than 5 minutes, 12 patients (29%) waited between 6 -15 minutes, 1 patient (2%) waited up to 30 minutes and no patients waited longer than 30 minutes.

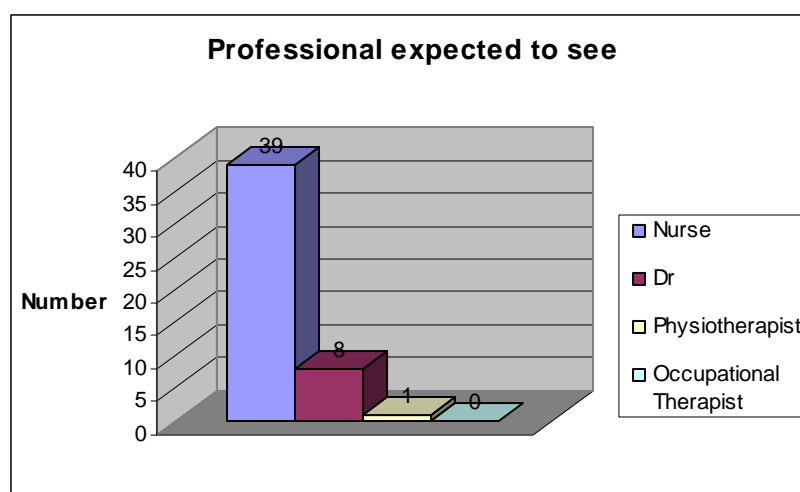
28 patients (67%) were given a reason for any delay 14 (33%) responded they had not been.

40 (95%) patients said clinic team were very helpful on arrival, an improvement from last survey, 1 (2%) indicated team were fairly helpful and one patient responded that not very helpful.



The Multi – Disciplinary Team

It can be seen that patients expected to see the Nurse, Doctor or Physiotherapist at their appointment; responses indicated that patients saw different members of the MDT at the one appointment.

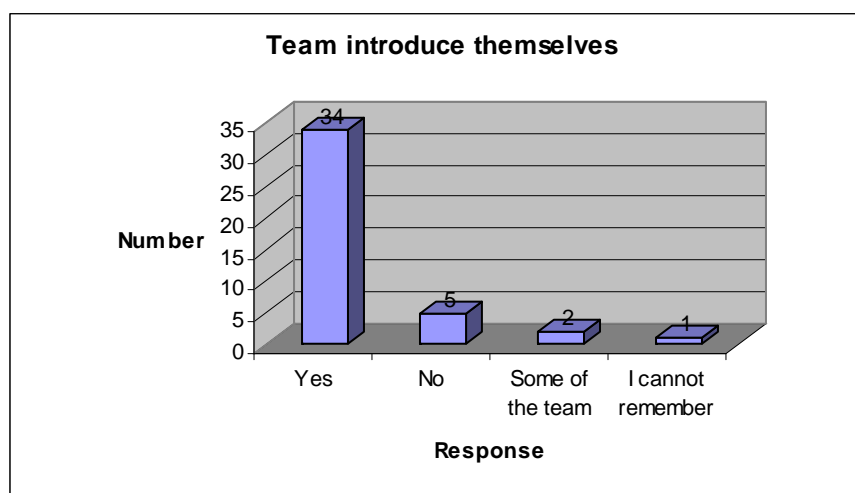


40 patients (95%) responded that they had seen the member of the team they were expecting to, 2 (5%) had not.

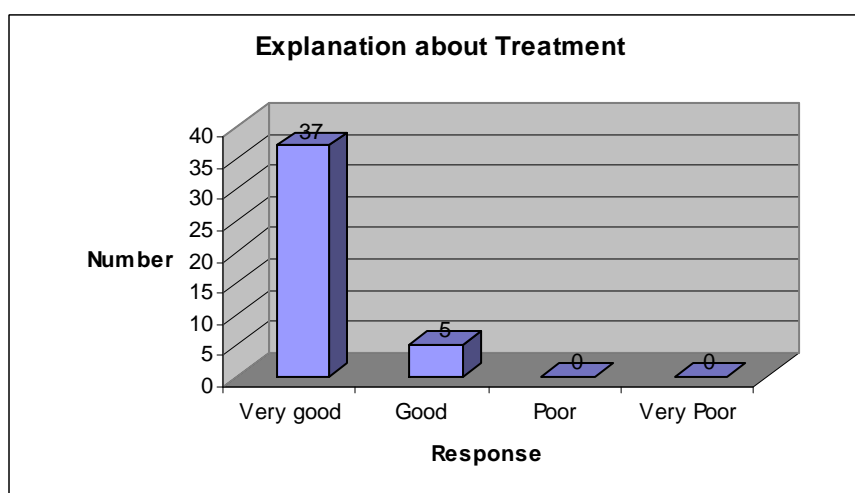
There was an increase in patients seeing a member of Therapy Team from the last survey, with 23 patients later indicating they had seen a Physiotherapist and 20 patients had seen an Occupational Therapist

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

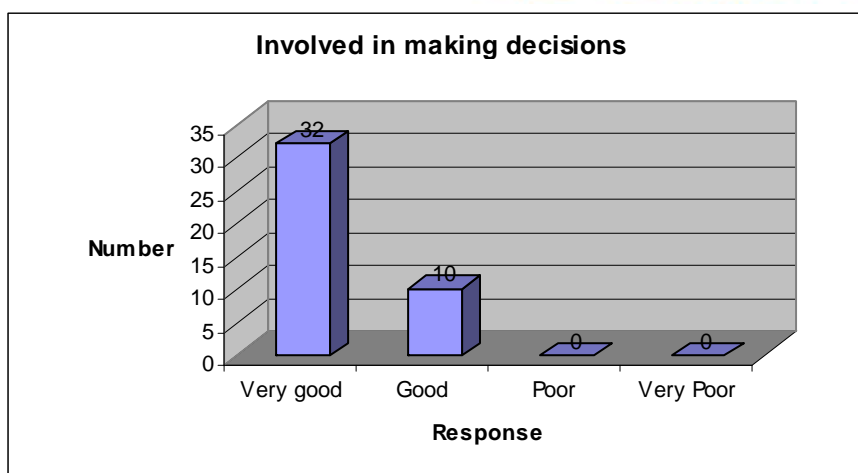
The team introduced themselves to 34 patients (81%), 5 patients (12%) said they had not, 2 patients (5%) said that some of the team had and 1(2%) could not remember. There is an increase in the number of patients who responded that the team had not introduced themselves.



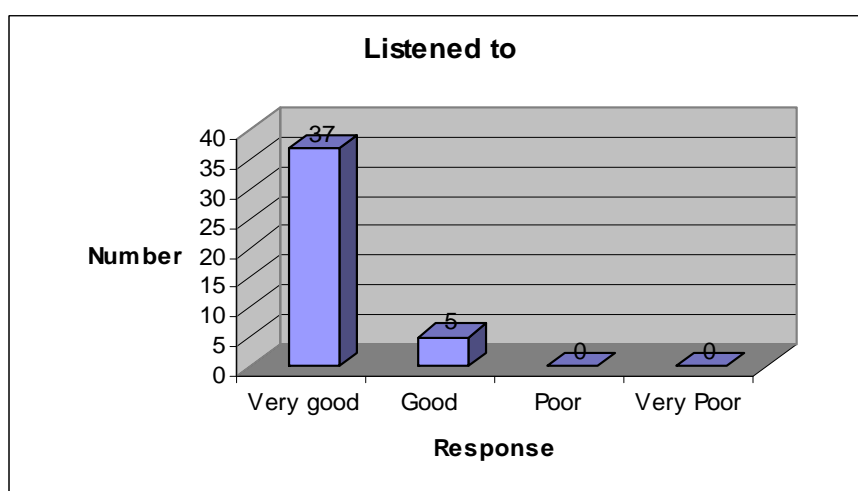
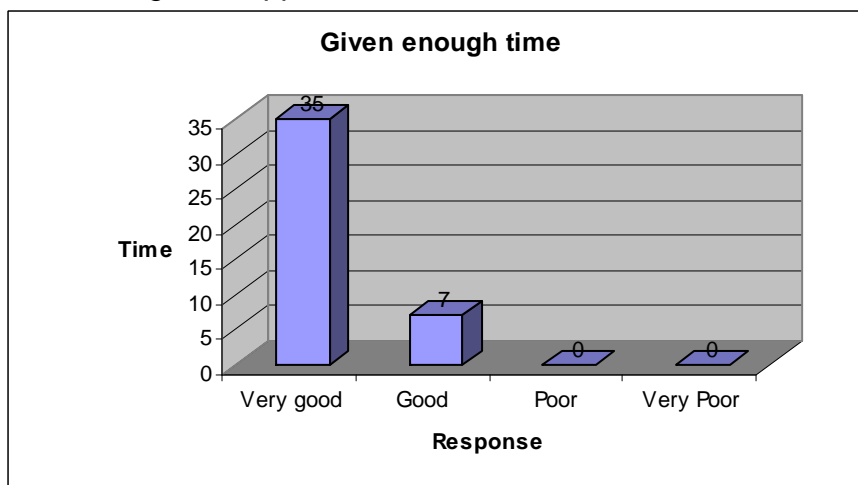
All patients indicated the team were very good (88%) or good (12%) in explaining the treatment they needed.



32 (76%) of responders said that the team were very good and 10 (24%) said they were good at involving them in making decisions

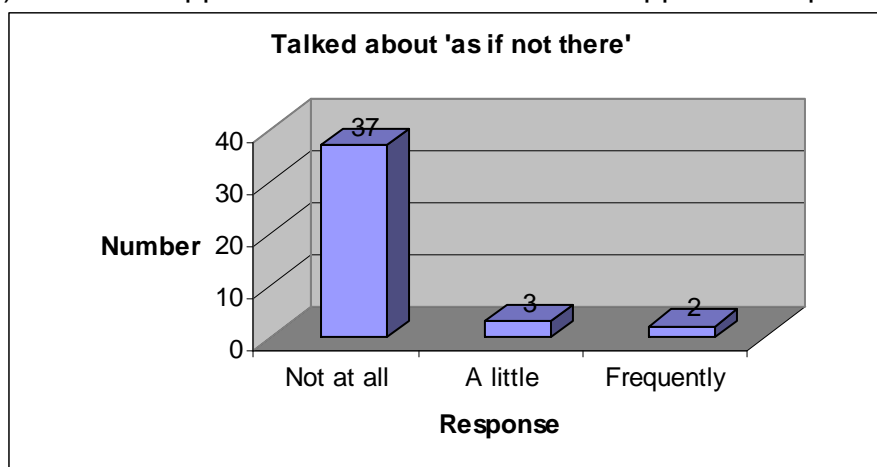


All responders indicated the team were very good or good at listening to them and giving them enough time during their appointment.



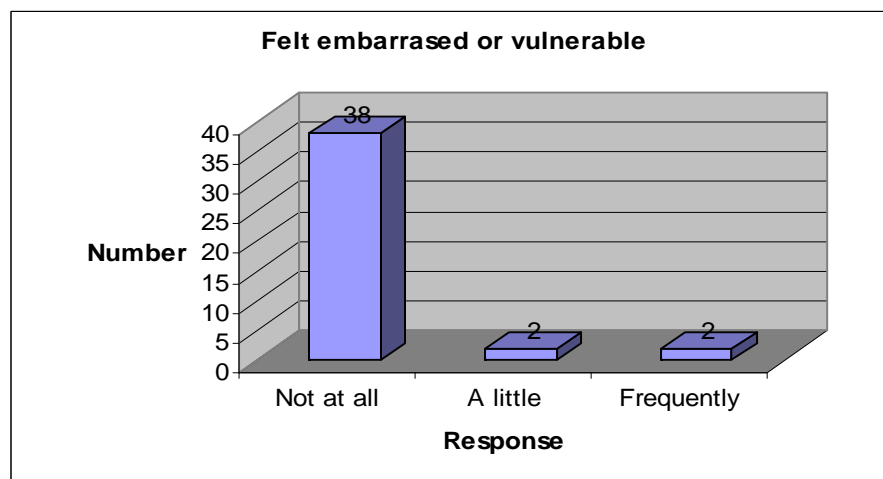
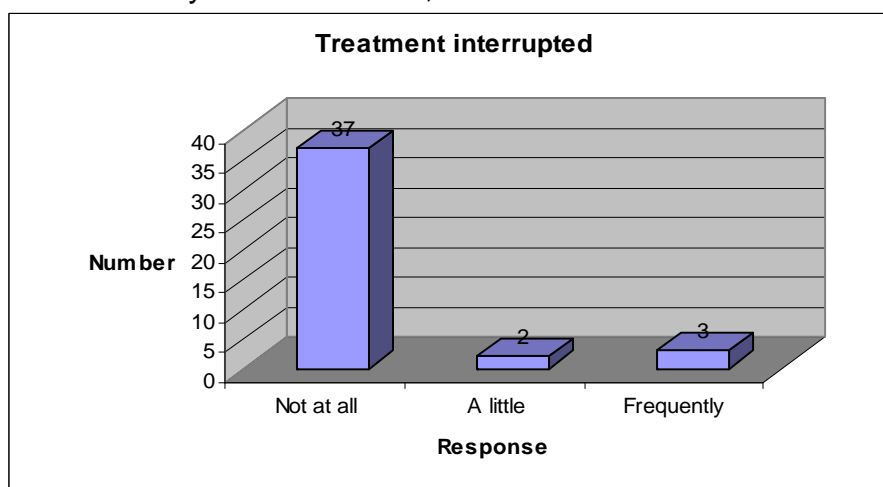
The patient responses for the questions above indicated a better patient experience from the previous survey

37 responders (88%) said that the team did not talk about them 'as if they were not there', 3 (7%) said this happened a little and 2 said this happened frequently.



Privacy and Dignity

37 responders (88%) said that there were no interruptions while they received their treatment; this is a positive increase from previous survey. 5% (n=2) had their treatment interrupted a little and 7% (n=3) frequently. Two of those patients also answered that made them frequently feel embarrassed or vulnerable and they said that they felt team frequently talked 'as if they were not there',

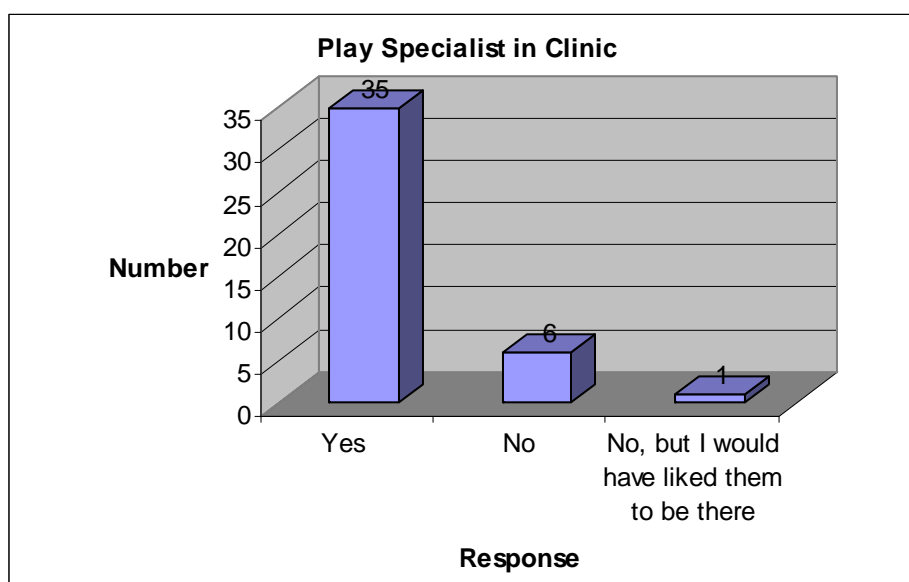


Play Specialist

After the results of the last survey the clinic nursing team identified that there was a need for a Play Specialist in Dressing Clinic after receiving funding through a Quality, Innovation, Productivity and Prevention (QIPP) application there is now a Play Specialist allocated to work in the dressing clinic.

The play specialist was in clinic with 83% (n=35) of patients, for 17% (n=7) they were not; one of those patients would have liked them to have been there. The patients who saw the Play specialist, all said that it had helped them / their child during the appointment.

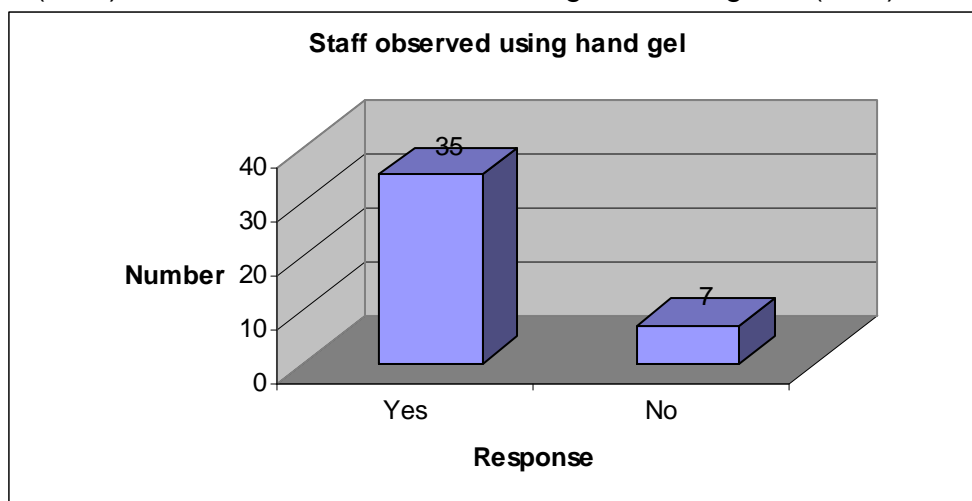
In the previous survey only 8 patients had seen the Play Specialist at clinic.



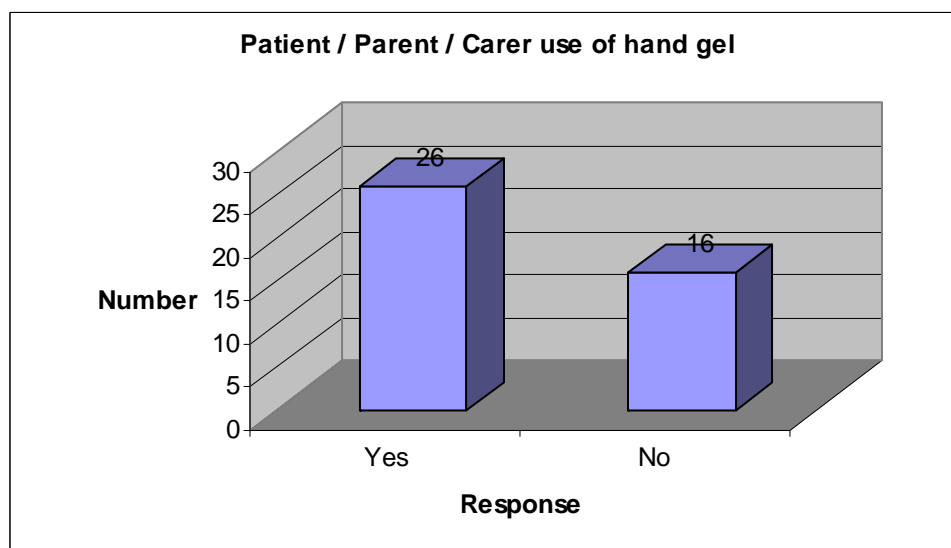
Infection Control

All patients (n=42) said that the clinic was clean and tidy, 38 (91%) responded hand gels were available to use.

35 patients (83%) observed the staff in clinic using the hand gel, 7 (17%) did not.



Although 38 of responders said that there was hand gels available to use only 26 (68%) used it themselves.



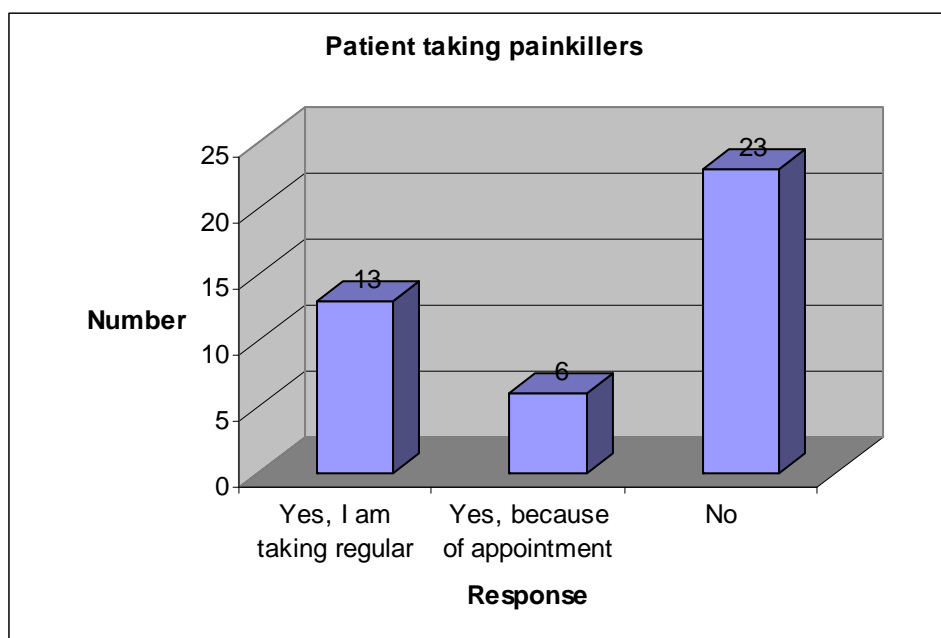
The team need to look at how this relates to the Trust Infection control agenda, in ensuring staff hand hygiene compliance and encouraging patients and relatives to use the hand gel when they are attending a dressing clinic appointment and engaging patients in correct infection control measures. These results show a slight percentage decrease from the last survey.

Pain Control

Since the completion of the first patient survey a patient appointment card that has printed pain / analgesia advice and verbally advised patients on the need to take analgesia before coming to their appointment was designed and is used. Patient pain assessment and ensuring patients receive advice on pain control at every visit has been one of the targets for the CQUIN Scheme in Dressing Clinic this year. The audit of 20 sets of patient notes in the last 3 months (January – March 2011) has indicated 100% compliance for patient pain assessment and advice given to patient, parents / carers.

There are not facilities in the clinic for routine administration of oral analgesia; patients do not routinely have drug charts.

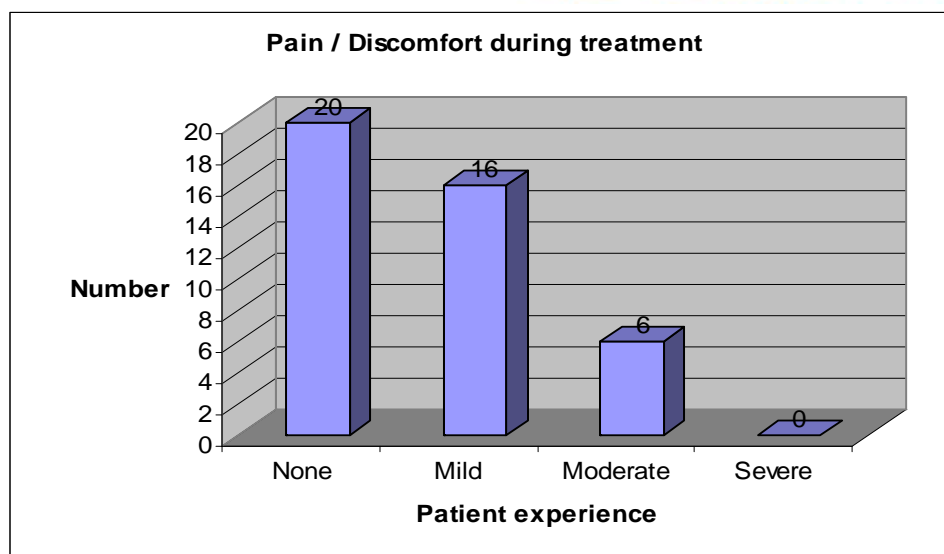
A new question was included in this survey asking if the child had received pain killers before coming to their dressing clinic appointment.



19 patients (45%) had taken analgesia prior to their appointment, of these 13 patients were on regular analgesia and 6 patients had taken medication because they were coming to their appointment.

23 patients (55%) had not taken any painkillers of them 16 experienced some pain / discomfort during their treatment, 11 patients said mild and 5 moderate.

20 patients had no pain, 22 patients had some pain or discomfort during their treatment, 16 patients indicated it was mild and 6 moderate.

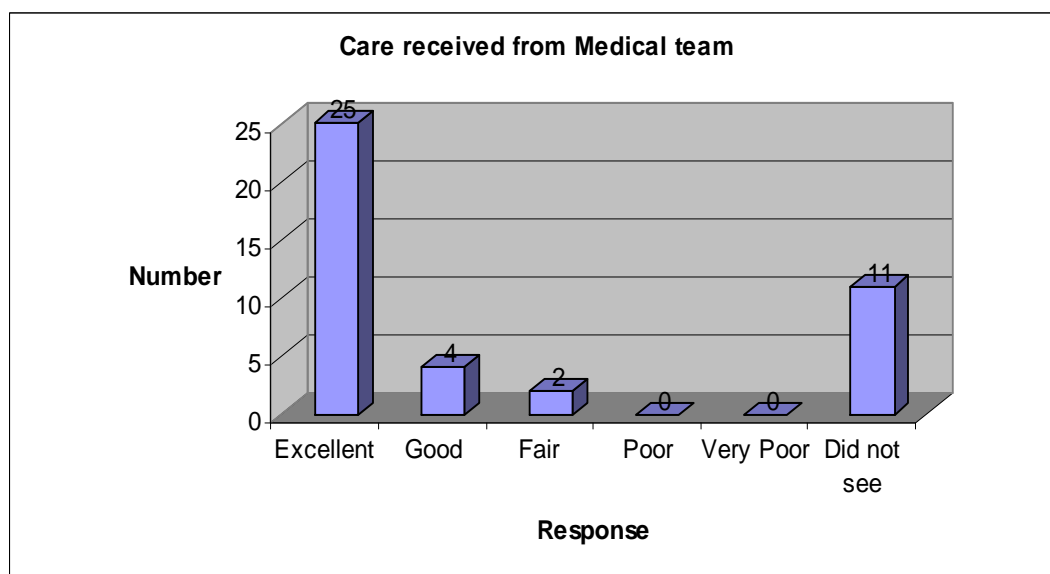


These answers demonstrate that pain / discomfort continues to be an issue for some patients during their treatment and the clinical team need to continue their ongoing work to give advice and information to improve the patient experience in relation to pain control.

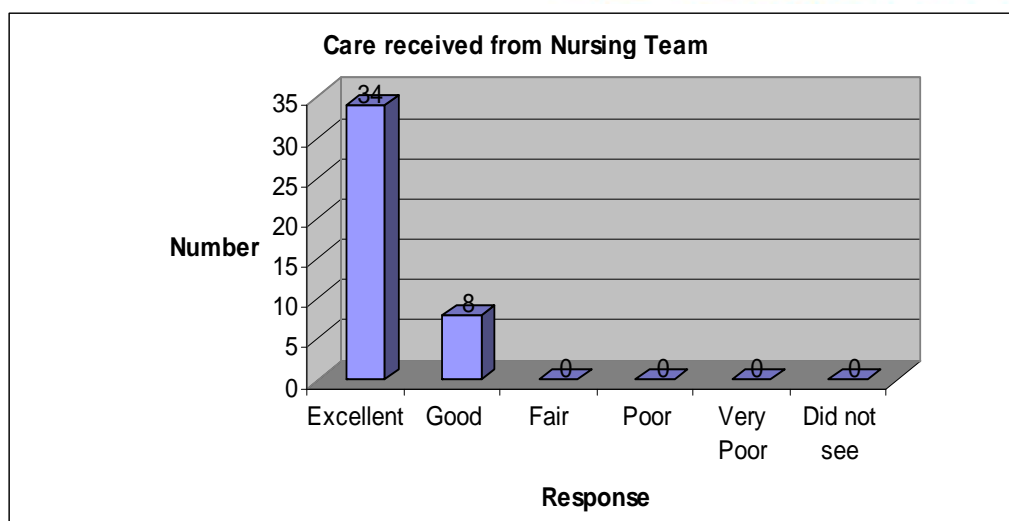
All patients felt safe in the care of the team in Burns and plastics dressing clinic.

Care received

31 (74%) patients were seen by the medical team, of those 31 patients 25 (74%) said the care received from the Medical Team was excellent 4 (13%) said good and 2 (6%) said fair

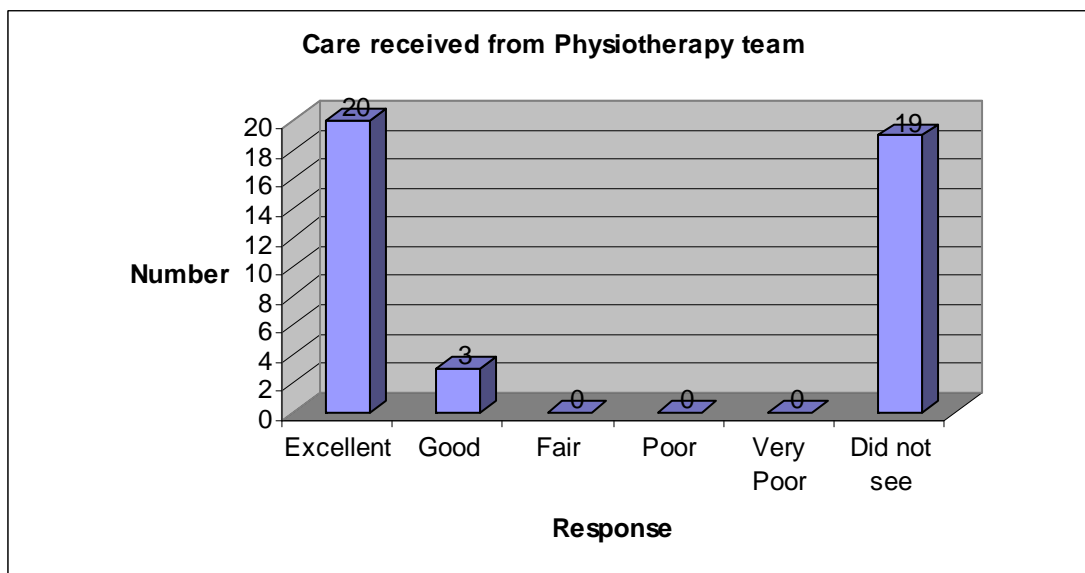


All patients were seen by a member of the clinic Nursing Team and considered that their care was excellent (81%) or good (19%)

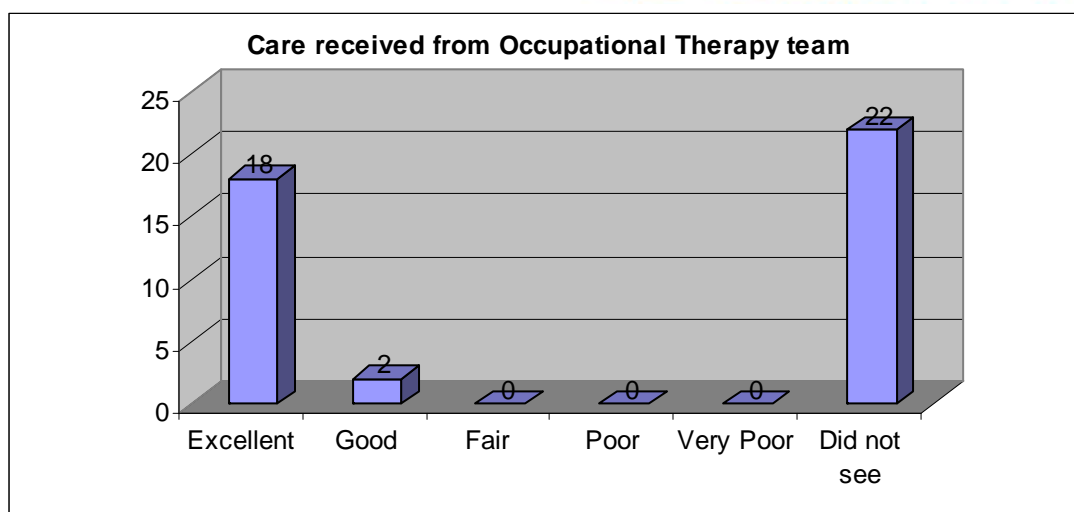


This survey demonstrated that more patients are being seen by Therapy services.

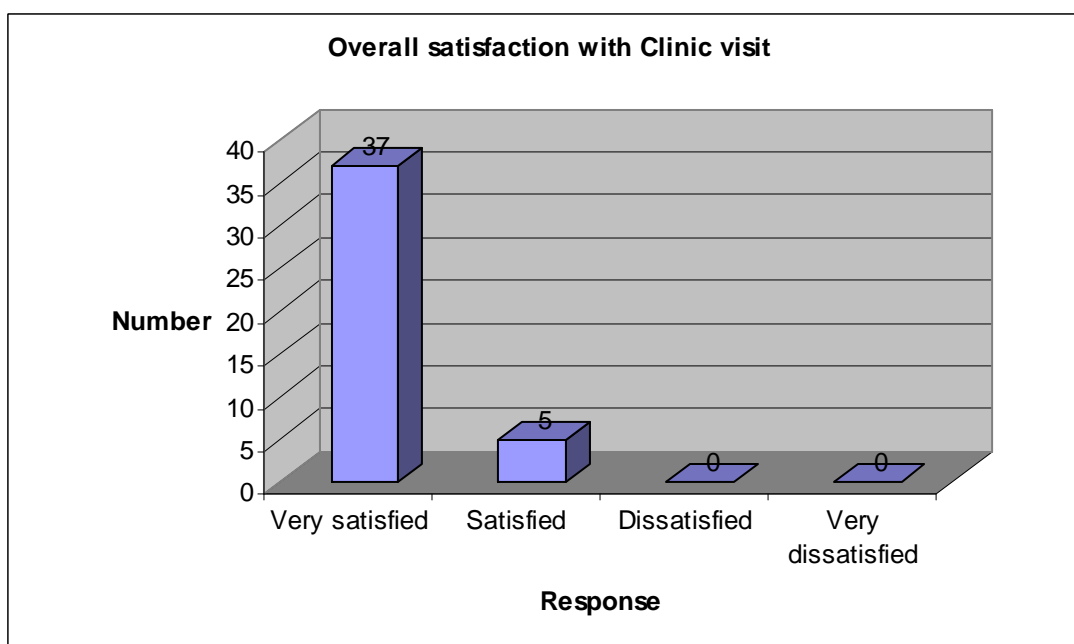
The Physiotherapy team treated 23 (55%) patients surveyed in dressing clinic and of those 23 patients 87 % (n=20) said care received was excellent and 13% (n=3) said good.



The Occupational therapy team treated 20 (48%) patients surveyed in dressing clinic and of those 20 patients 90% (n=18) said care received was excellent and 10% (n=2) said good.



Overall Patient Satisfaction



37 patients (88%) were very satisfied and 5 patients (12%) were satisfied, this shows an increase in patient satisfaction.

At the end of the Survey patients had the opportunity to make any further comments, 5 patients made following comments:

- The staff was very good
- Very helpful staff
- Very good team
- Excellent staff, very good team

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

It has also highlighted areas that require on-going action to improve patient experience. This includes patient pain control and pain advice, privacy and dignity and how patients view behaviour of the MDT (responses to treatment interrupted, team introducing themselves and being talked about as if not there).

This report will be shared with the Burns and Plastics Multi – disciplinary team, Heads of Service, the Clinical Audit Standards and effectiveness (CASE) team and Patient and Public Involvement lead at University Hospitals Leicester 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 for themselves, appropriate actions to improve aspects of patient care and time scale to achieve these in.
- Survey to be repeated as per ongoing rolling programme for Patient experience surveys in Burns and Plastics service.