

**Patient Satisfaction Baseline Audit
Privacy & Dignity**

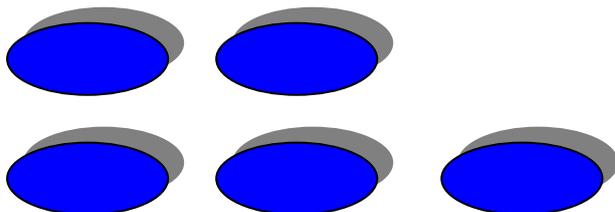
Minor Injuries Unit – Camborne & Redruth Community Hospital

July – October 2004

Report by:

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Patient Satisfaction Baseline Audit

Background

Within the minor injury unit setting there is a requirement that practice is compared to a number of benchmarks detailed in the document "Essence of Care" (Department of Health 2003). Whilst undertaking the exercise against the benchmark "Privacy and Dignity" it became apparent to the team that evidence was required in order to prove, or otherwise, that best practice was being achieved. The multidisciplinary team consisted of SN Jan Barnard (project lead), Phil Thompson (Emergency Care Practitioner, Kath Wadsworth (HCA), John Bishop (lay member), Caroline Barton (radiographer) and Dee Hore (Nurse Consultant).

Aims and Objectives

The overall aim of this audit is to demonstrate where best practice was being achieved and to highlight any areas where practice could be improved.

Standards

This audit was measured against the Department of Health's benchmark "Privacy and Dignity" detailed in the document "Essence of Care" (Department of Health 2003).

Patients benefit from care that is focused upon respect for the individual

Factor 1: Attitudes and Behaviours				
Agreed Objective: Patients feel that they matter all of the time				
Statement		Target	Exceptions	Mode of Collection
1	Good attitudes and behaviour are promoted and assured, including consideration of non verbal behaviour and body language	100%	None	Patient Questionnaire
2	Issues about attitude and behaviour towards minority groups are addressed with individual staff using for example induction programmes	100%	None	Group Forum/ Education & Training
3	Partnerships exist which support the promotion of good attitudes and behaviours	100%	None	Group Forum/ Education & Training

Methodology

The chosen population for this study was patients requesting treatment in the Minor Injury Unit (MIU). It was a sample of all patients seen in MIU over a set period of time. The Data was collected in the form of a set questionnaire given to patients to complete prior to and after treatment.

A total of 606 questionnaires were completed between September and October 2005. The auditor, in conjunction with the project lead, has used a recognised "1sample calculating tool" to gain a 95% confidence rate in the results. Quite often, prevalence, when undertaking patient satisfaction audits is an unknown quantity and it is advisable therefore to set this at 50% (which in layman's terms allows for one half of the audit population being satisfied and the other half not). Thus, to gain an accurate representation of patient views, it was only necessary after having completed the calculation, to analyse 235 questionnaires. The 235 questionnaires were randomly selected for analysis by the auditor.

¹ Developed by Leicestershire Primary Care Audit Group

Snapshot of Results: Essence of Care

Privacy & Dignity: Where the staff.....

13.	polite?	235 [100%]	0	0	100% target reached
14.	friendly?	235 [100%]	0	0	100% target reached
15.	well presented?	235 [100%]	0	0	100% target reached

Privacy & Dignity: Did the Nurse.....

16.	introduce themselves by name?	188 [87%]	29	0	18 patients did not respond to this question therefore: (n=217 [100%])
17.	listen to your problems?	220 [99%]	1	0	14 patients did not respond to this question therefore (n=221 [100%])
18.	spend time explaining your health/treatment needs?	214 [98%]	5	0	16 patients did not respond to this question therefore (n=219 [100%])
19.	did you understand the nurse's explanation?	218 [98%]	0	1	16 patients did not respond to this question therefore (n=219 [100%])

Privacy & Dignity: Where

No	Question	Yes	No	N/A	Remarks
20.	the staff responsive to your needs?	222 [99%]	1	0	12 patients did not respond to this question therefore (n=223 [100%])
21.	you offered enough information?	219 [97%]	3	0	13 patients did not respond to this question (n=212 [100%])
22.	you treated in a confidential manner?	220 [100%]	0	0	15 patients did not respond to this question (n=220 [100%])

Conclusions

Privacy & Dignity: Factor 1 – Attitudes and Behaviours (Questions 13 – 22)

Taking questions 13-22 in isolation, it is evident that the level of patient satisfaction around the attitude and behaviour of staff within the MIU is very high and the staff should be congratulated.

Recommendations

It is recommended that an action plan be developed by the project lead in line with the findings and recommendations outlined below. The action plan should contain a timeline and a member of staff allocated to undertake the action.

- Q.16: 29 patients (representing 13%) indicated that the nurse had not introduced her/himself. It may be argued that all nurses wear name badges however it cannot be assumed that patients are able to read them and self-introduction should be actively encouraged.
- Q.9: 80 patients (representing 34% of audit population) did not respond to the question of waiting acceptability times which is not clear
- The auditor is very concerned at the level of “non-responders” to other questions contained within the audit tool and thus advises that input from the audit department prior to re-audit is sought to ensure clarity of questions is achieved.
- This report and any subsequent reports should be the subject of discussion and action with all members of MIU staff involved and/or affected by the findings herein.
- Each member of staff should have access to the report.

Clinical Audit Project Action Plan

	Action	Date	Lead
①	The findings of this audit will be fed back to all members of staff at the next appropriate local meeting.	ASAP	JB
②	Re-audit take place in October 2006 with prior consultation with the clinical audit analyst	Jan 06	JB/KB

Auditor's note:

A follow up meeting with the project lead and auditor took place on 24th April 2006 at which the outcome of this audit was discussed.

Due to the time lapse between meetings – the auditor is assured that all recommendations have now taken place, the findings have been fed back to all staff and a date for re-audit has been set for October 2006.

References/Bibliography

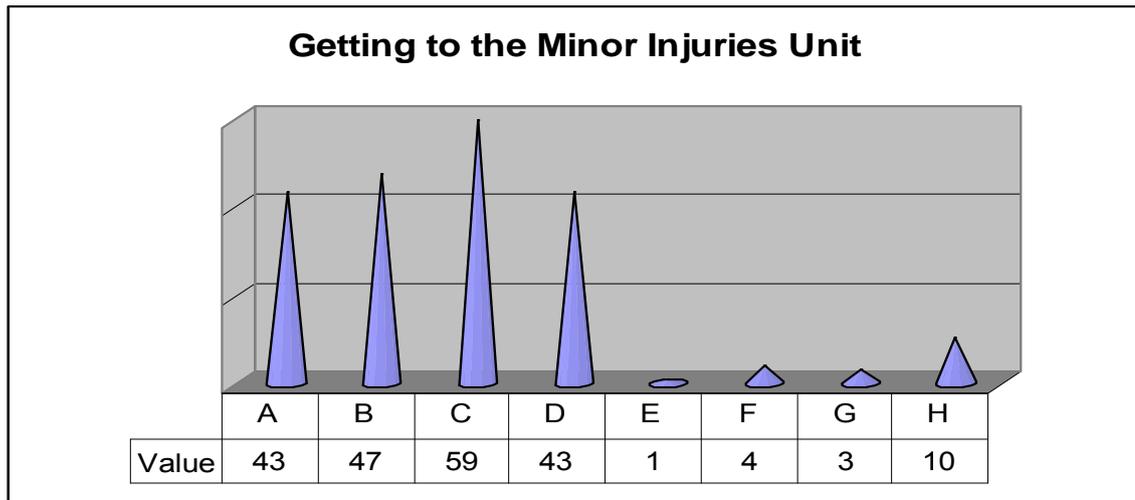
- NHS Modernisation Agency, Essence of Care Guidance and Benchmarks, April 2003.....

Results:

➤ The results on pages 5 to 9 represents the views of 235 patients

1. How did you get to hear about the unit? (n=210 [100%])

- 25 patients did not respond to this question



A. (n=43 [20%]) Media information

B. (n=47 [22%]) Friend/Relative/
Colleague

C. (n=59 [29%]) Local knowledge

D. (n=43 [20%]) GP/Surgery/
Hospital information

E. (n=1 [1%]) Chemist

F. (n=4 [2%]) Emergency services

G. (n=3 [1.5%]) Shop information

H. (n=10 [5%]) Highway signposting

2. Do you know the opening times of the Unit? (n=234 [100%])

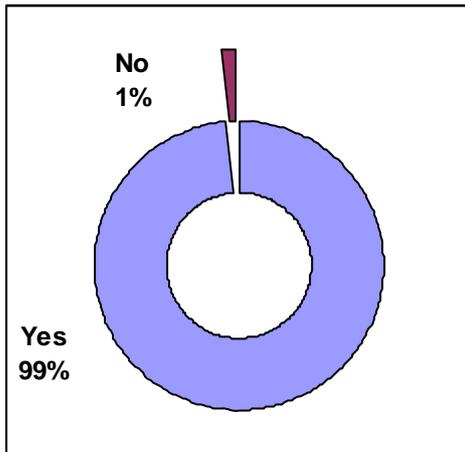
Yes	84
No	88
Unsure	62
Did not answer	1

- 84 patients [36%] indicated they did know the times opening times of the MIU; however
- 88 patients, representing 38% of the audit population, stated they did not know the opening times for the Unit; and
- 62 patients [26%] stated they were unsure of the times

3. **How did you get here today?** (n=234 [100%])

Mode of transport	Value	%
Car/Bike (own transport)	193	82
Lift	30	13
Public Transport	6	3
On foot	5	2

4. **Was the Unit easy to find?**



5. **Was it easy to park?**

Yes	201
No	24
Not applicable	2
Did not answer	8

- ❑ 193 [82%] patients stated they used their own vehicle to attend the minor injuries unit via their own transport.
- ❑ Of the 193 patients, 20 (10%) stated they found parking difficult; whilst
- ❑ 30 [13%] patients indicated they were given a lift to the unit, of those
- ❑ 4 indicated they found parking difficult
- ❑ 201 [86%] of patients indicated they found parking at the unit easy

6. **Have you attended the Unit before?** (n=234 [100%])

Yes	86	37%
No	148	63%

- ❑ 1 patient did not respond to this question

7. Was the waiting area comfortable? (n=233 [100%])

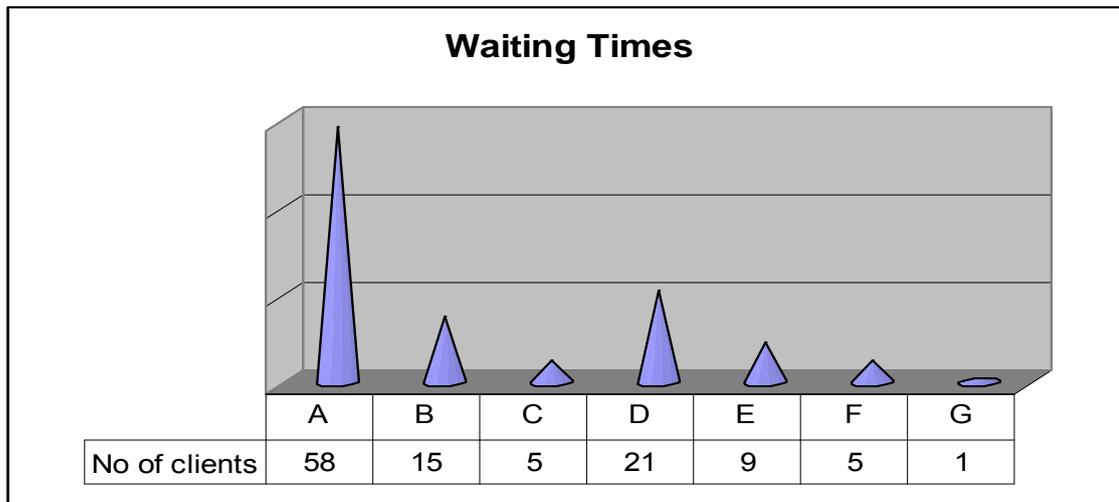
Yes	229	98%
No	4	2%

- 2 patients did not respond to this question

8. How long did you have to wait? (n=114 [100%])

- 119 patients did not respond to this question; whilst
- 2 patients had responded not applicable

Of the 114 patients who did respond:



- A. 58 [51%] patients waited <15 minutes
- B. 15 [13%] patients waited 16-30 minutes
- C. 5 [4.5%] patients waited 31-44 minutes
- D. 21 [18%] patients waited 45-60 minutes
- E. 9 [8%] patients waited 61-90 minutes
- F. 5 [4.5%] patients waited 91-120 minutes
- G. 1 [1%] patients waited over 160 minutes

9. Was the waiting time acceptable? (n=155 [100%])

- 80 patients did not respond to this question however, of those that did:

Yes	147	95%
No	7	4.5%
Unsure	1	0.5%

- Of the 7 patients who indicated they were not happy with the waiting:
 - 3 had indicated they had waited between 91-120 minutes
 - 3 had indicated they had waited between 61-90 minutes
 - 1 indicated a waiting time of 45-60 minutes
- It is interesting to note that the patient who had indicated a wait of over 160 minutes had deemed it appropriate

No	Question	Yes	No	N/A	Remarks
10.	Was the Unit clean?	233 [99%]	1	0	1 patient did not respond to this question therefore (n=234 [100%])
11.	Was the Unity tidy?	229 [98%}	5	0	1 patient did not respond to this question therefore (n=234 [100%])
12.	Was the children's play area adequate?	117 [99%]	1	113	4 patients did not respond to this question (n=118 [100%])

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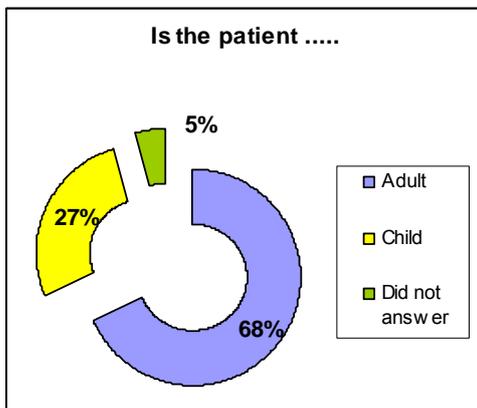
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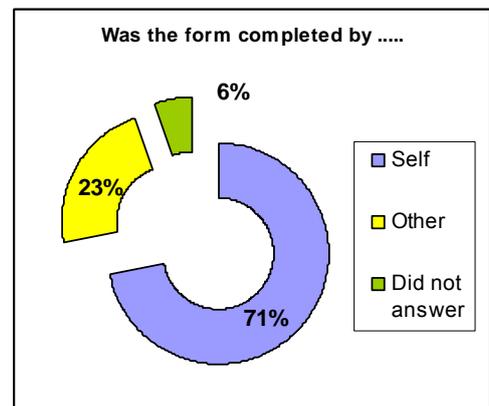
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23.



24.



Customer Satisfaction Questionnaire

Minor Injury Unit – CRCH

1. How did you get to hear about the unit?
2. Do you know the opening times of the unit? Yes No Unsure
3. How did you get here today?.....
4. Was the unit easy to find? Yes No N/A
5. Was it easy to park? Yes No
6. Have you attended the unit before? Yes No
7. Was the waiting area comfortable? Yes No
8. How long did you have to wait?
9. Was the waiting time acceptable? Yes No
10. Was the Unit clean? Yes No
11. Was the Unit tidy? Yes No
12. Was the children's play area adequate? Yes No N/A
13. Were the staff polite? Yes No
14. Were the staff friendly? Yes No
15. Were the staff well presented? Yes No
- Did the nurse –**
16. Introduce them self by name? Yes No
17. Listen to your problems? Yes No
18. Spend time explaining your health/treatment needs? Yes No
19. Did you understand the nurse's explanation? Yes No
20. Were the staff responsive to your needs? Yes No
21. Were you offered enough information? Yes No
22. Were you treated in a confidential manner? Yes No
23. Is the patient... Adult Child
24. Was the Form completed by Self Other.....

Thank you for completing this questionnaire, which will be used to improve our service to you - all answers will remain confidential. Please feel free to add any comments on the back of this form.