

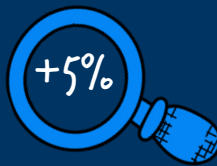
# Improving patient experience 2014-2017

We first started surveying outpatients in 2014. Whilst we keep a close eye on results from year to year, we have not yet looked at the overall changes over time (January 2014 to December 2017). It has been a worthwhile exercise. Of the 57 indicators that we measure, 42 have improved. These improvements are both statistically significant ( $p < .05$ ) and sustained. Most of these improvements are covered in this report.

The improvements in each of our indicators are reflected in the increase in the percentage of patients who rate their outpatient experience as excellent, **which has increased by 10 percentage points** over the past four years, from 52% in January 2014 to 62% in December 2017.

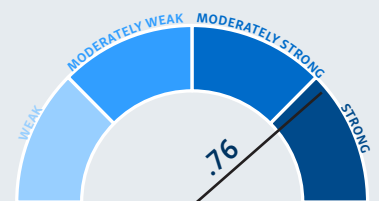
## THE PERCENTAGE OF OUTPATIENTS WHO SAID DOCTORS/DENTISTS AND NURSES/MIDWIVES FULLY UNDERSTOOD THEIR MEDICAL HISTORY INCREASED SIGNIFICANTLY BETWEEN 2014 - 2017.

There was an **increase** of 5 percentage points in outpatients who said **doctors and dentists** fully understood their medical history between 2014 (53% and 2017 (58%).



The numbers of outpatients who said that **nurses and midwives** fully understood their medical history **increased** by 6 percentage points, from 46 percent in 2014 to 52 percent in 2017.

## WHY ARE THESE CHANGES IMPORTANT?



Confidence in care is strongly correlated to an excellent experience (.76); outpatients who give high ratings for confidence and trust are more likely to rate their overall experience "excellent."

## +2 COMPLETELY INVOLVED IN DECISIONS

There was a small but statistically significant **increase** of 2 percentage points in the numbers of patients who say they were completely involved in **making decisions** about their care and treatment.



Change in this measure is important, as **involvement in decisions** has a strong correlation (.70) to an excellent outpatient experience.

## IN 2017, MORE PATIENTS TOLD US THEY ALWAYS HAD CONFIDENCE AND TRUST IN OUR STAFF THAN IN 2014

Outpatients who said they **always** had confidence and trust in the **doctors and dentists** treating them increased by 2 percentage points from 86 percent in 2014 to 88 percent in 2017.

Similarly, outpatients who said they **always** had confidence and trust in the **nurses and midwives** treating them increased by 4 percentage points from 84 percent in 2014 to 88 percent in 2017.

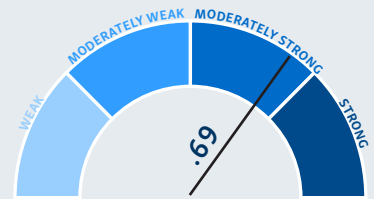


## IN 2017, MORE PATIENTS TOLD US THEY WERE ALWAYS GIVEN PRIVACY AT RECEPTION AND DURING THEIR EXAMINATION THAN IN 2014.

The number of patients who said they are **always** given **privacy at reception** **increased** by 2 percentage points between 2014 (83%) and 2017 (85%).

The number of patients who said they are **always** given **privacy during their examination** **increased** by 2 percentage points between 2014 (92%) and 2017 (94%).

### WHY ARE THESE CHANGES IMPORTANT?



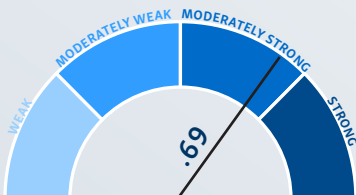
The moderately strong correlation (.69) between **dignity and respect** and overall experience means that outpatients who say they were treated with dignity and respect are more likely to rate their overall experience as "excellent."

## MORE PATIENTS TOLD US THEIR VIEWS WERE ALWAYS RESPECTED IN 2017

Overall, there was a 3 percentage point **increase** on this measure from 84 percent in 2014 to 87 percent in 2017.



### WHY ARE THESE CHANGES IMPORTANT?



There is a moderately strong correlation (.69) between **information** and overall experience. This means outpatients who say they were given good information are more likely to rate their overall experience as "excellent."



## +2 DOCTORS & DENTISTS

Outpatients who say doctors and dentists **always** answered questions about their condition and treatment in ways they could understand **increased** by 2 percentage points between 2014 (86%) and 2017 (88%).



## NINE OUT OF EVERY 10 PATIENTS TELL US THEY ARE GIVEN EXACTLY THE RIGHT AMOUNT OF INFORMATION ABOUT THEIR CARE AND TREATMENT.

This **increased** by 2 percentage points between 2014 (87%) and 2017 (89%).

## MORE PATIENTS TELL US THEY ARE GETTING THE INFORMATION THEY NEED TO MAKE INFORMED CHOICES

The number of patients who said they **definitely** had the information they needed to make informed choices about their condition and treatment **increased** by 2 percentage points between 2014 (74%) and 2017 (76%).



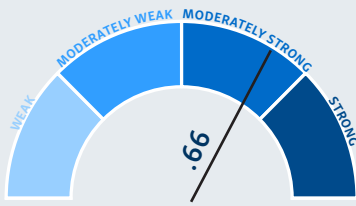
## IN 2017, MORE PATIENTS TOLD US THAT NOT ONLY DID STAFF SHARE THEIR X-RAYS AND TEST RESULTS IN A TIMELY MANNER, STAFF WERE ALSO MORE LIKELY TO EXPLAIN THEM IN WAYS THEY CAN UNDERSTAND.

Outpatients who say staff **always** shared information such as test results and x-rays in a timely manner **increased** by 2 percentage points between 2014 (67%) and 2017 (69%).



Similarly, outpatients who **completely agree** that staff talked to them about their tests and x-rays in ways they could understand **increased** by 3 percentage points between 2014 (78%) and 2017 (81%).

## WHY ARE THESE CHANGES IMPORTANT?



The moderately strong correlation (.66) between communication and overall experience means that outpatients who say they experienced good communication are more likely to rate their overall experience as “excellent.”

## THE PERCENTAGE OF OUTPATIENTS WHO SAID THEY FELT LISTENED TO BY DOCTORS/ DENTISTS AND NURSES/MIDWIVES INCREASED SIGNIFICANTLY BETWEEN 2014 - 2017.

The numbers of outpatients who said that they felt **doctors and dentists always** listened to what they had to say **increased** by 5 percentage points between 2014 (82%) and 2017 (87%).



Similarly, there was a 4 percentage point **increase** between 2014 and 2017 in the numbers of outpatients who said that **nurses and midwives always** listened to what they had to say (84-88%).



## IN 2017, MORE OUTPATIENTS TOLD US THEY DEFINITELY HAD ENOUGH TIME TO DISCUSS THEIR CARE AND TREATMENT WITH CLINIC STAFF

There was an increase of 3 percentage points on this measure between 2014 (83%) and 2017 (86%).

## +3 UNDERSTANDING DOCTORS & DENTISTS

Outpatients who say doctors and dentists **always** talked to them about their condition and treatment in ways they could understand **increased** by 3 percentage points between 2014 (83%) and 2017 (86%).

## IN 2017, MORE OUTPATIENTS LEFT OUR CARE FEELING CONFIDENT ABOUT WHAT TO DO (AND NOT DO), HOW TO TAKE THEIR MEDICATION, WHAT TO LOOK OUT FOR AND WHO TO CONTACT THAN IN 2014.

There was an **increase** of 4 percentage points between 2014 (78%) and 2017 (82%) in outpatients who said staff **definitely** discussed what they should and should not do in ways they could understand.

Outpatients who said staff **definitely** discussed medication, including what it was for and how to take it **increased** by 3 percentage points between 2014 (83%) and 2017 (86%).

Lastly, the numbers of patients who said staff **definitely** discussed what to look out for and who to contact in ways they could understand **increased** by 4 percentage points between 2014 (72%) and 2017 (76%).



## IN 2017, OUTPATIENTS TOLD US THAT OUR COORDINATION OF CARE BETWEEN REFERRERS, OTHER SERVICES AND THE CLINIC HAS IMPROVED SIGNIFICANTLY SINCE 2014.

The numbers of patients who said our performance on this measure was **excellent** **increased** by 5 percentage points between 2014 (37%) and 2017 (42%).

In addition the numbers of patients who said our performance was **poor** also **decreased** by 2 percentage points.

## +3 DISCUSS PLAN OF CARE

Outpatients who say staff **definitely** discussed their plan of care in ways they could understand **increased** by 3 percentage points between 2014 (82%) and 2017 (85%).

### WHY ARE THESE CHANGES IMPORTANT?

Over half our outpatients (54%) tell us that organisation of appointments and correspondence is **one of the three things that make the most difference** to the quality of their care and treatment.

They also tell us our performance on this dimension has **improved significantly** over the past four years.



### +7 WAITING TIME AT APPOINTMENT

The numbers of outpatients who say their wait time was **excellent** increased by 7 percentage points between 2014 (27%) and 2017 (34%).

### OUTPATIENTS TOLD US THEIR APPOINTMENTS WERE BETTER ORGANISED IN 2017

The number of patients who said the clinic was very well organised at their appointment **increased** by 5 percentage points between 2014 (74%) and 2017 (79%).

### OUR ORGANISATION PRIOR TO THE APPOINTMENT HAS IMPROVED SINCE 2014

- 1** **The amount of time** patients spend waiting to get an appointment appears to have **improved**; there was a 5 point **increase** in the percentage of outpatients who say their experience of the time spent waiting to get an appointment was **excellent** (from 30 percent in 2014 to 35 percent in 2017).
- 2** **Appointment times** are more convenient; there was a 5 percentage point **increase** in the numbers of patients who say the **convenience** of their appointment time was **excellent** between 2014 (29%) and 2017 (34%).
- 3** In 2017, 38 percent of outpatients told us we did an **excellent** job when they wanted to **change their appointment time**, an **increase** of five percentage points compared with 2014 (33%).
- 4** Our **communication** (letters or texts) about the appointment time improved; the numbers of patients who say our performance on this measure is **excellent** **increased** by three percentage points between 2014 (48%) and 2017 (51%).
- 5** **Information** about the appointment has also improved, with a 5 percentage point **increase** in the numbers of outpatients who say this is **excellent** (38 percent in 2014 to 43 percent in 2017).
- 6** Lastly, the numbers of outpatients who say it was very organised **prior to their appointment** **increased** from 71 percent in 2014 to 75 percent in 2017.

### IN 2017, OUTPATIENTS SAID OUR CLINIC AREAS WERE CLEANER...

Clinic areas and waiting rooms **very clean** +5 from 63% in 2014 to 68% in 2017

Clinic rooms **very clean** +2 from 81% in 2014 to 83% in 2017.

### ...TOILETS AND BATHROOMS ARE A LOT CLEANER...

The number of patients who said the toilet and bathroom areas were **very clean** **increased** by 7 percentage points between 2014 (50%) and 2017 (57%).

### ...AND A LOT MORE STAFF ALWAYS USE HAND HYGIENE.

Doctors/dentists **always** use hand hygiene +7 from 78% (2014) to 85% (2017).

Nurses/midwives **always** use hand hygiene +4 from 83% (2014) to 87% (2017).

Other staff **always** use hand hygiene +6 from 75% (2014) to 81% (2017).