

# Dr Penn and partners

## Summary of Long-term Conditions Questionnaire Results March 2015

### Background

The practice introduced the use of ONE long 50 minute appointment as oppose to two shorter 30 minute appointments and one 10 minute phlebotomy appointment for those patients with combined respiratory and vascular diseases. Last year we surveyed patients who had attended for this new service. The results were very positive but only a small number of replies were received.

### Method

A search was run to ascertain the number of patients who had attended these clinics during the twelve months. 75 questionnaires were posted out to patients and contained a stamped addressed envelope to encourage reply.

### Number of Questionnaires Returned

54 questionnaires were returned and were analysed.

### Total Practice Percentage Results

Summary of Statements for practice	% of patients who agree /strongly agree 2015	% of patients who agree /strongly agree 2014
The appointment time was convenient	92%	91%
The length of time from booking the appointment to seeing the nurse was acceptable	79%	82%
The appointment started on time	92%	82%
The length of the appointment was appropriate for my needs.	89%	86%
I prefer to have ONE long appointment rather than attend 2 separate appointments	93%	91%
The practice is easy to get to.	83%	86%
The room was clean and tidy.	96%	95%
The environment was adequate	89%	95%
I was able to discuss my condition with the nurse	93%	96%
I was given information /advice on how I could reduce/prevent worsening of my symptoms/disease	91%	87%
I understood all the information / advice given	98%	95%
Written information given was sufficient	83%	78%
The clinical staff treat me with dignity and respect	100%	100%
The nurse was professional and friendly	100%	100%
I am more aware of the effect my diet has on my condition/health	87%	82%
I am more aware of the effect smoking has on my condition / health	91%	86%
I am more aware of the importance of being active	86%	87%
I am more aware of the effect alcohol has on my condition / health	86%	91%

I am aware of the different treatments and support options available if I wish to change my lifestyle	92%	86%
The nurse was knowledgeable about my condition	95%	95%
I know what to look for in terms of new symptoms or changes in my condition	89%	92%
I am thinking of or have started to make changes to my diet	75%	64%
I am thinking of or have started to make changes to my smoking habit	45%	41%
Since my appointment I have become more active	63%	59%
I feel more confident about my condition which has reduced the need to see a doctor about it	86%	82%
I feel less anxious / depressed about my condition	75%	60%
I feel my breathing has improved since my appointment with the nurse	62%	59%
I understand the importance of taking my medication regularly	95%	95%
Attending the clinic has improved my lifestyle/health	58%	55%
I feel the appointment will reduce the need for me to see a doctor about my condition	82%	77%
When asked how satisfied the patient was with the appointment they were asked to score between 1 and 10 (10 being highest)		
Scored 4	2%	5%
Scored 6	5%	5%
Scored 7	11%	9%
Scored 8	5%	5%
Scored 9	15%	14%
Scored 10	59%	55%
No response	3%	9%

## Discussion

The aim of this study was to compare satisfaction levels one year following the launch of this service and the initial audit of satisfaction levels.

### Access

The results shows 93% now prefer to have one longer appointment than three appointments. This is not a statistically significant increase from the 91% last year but it does demonstrate this remains the preferred model for most patients. The appointment time was convenient for 92% as against 91% last year, this again confirms the result from last year. 89% thought the 50 minute appointment was appropriate as against 86% last year. Again not statistically significant but confirms last year's survey.

### Environment

This again scored highly confirming last year's result. It is hoped this will improve with the imminent move to new premises in Crossgates.

### Clinical Care

The same high level of satisfaction with the care given by our nurses was demonstrated with all areas scoring much the same as last year.

### Physical and Emotional Impact of Appointment

This year's results were slightly improved on last year and could indicate there is a cumulatively positive effect from this new approach to the treatment of long term conditions.

The issue of not having blood test results available at the time of the appointment will not be an issue going forward.

### Year of Care

From the beginning of the year we have been introducing the year of care model for our patients with diabetes and COPD. This will involve an initial appointment with the Health Care Assistant who will explain this model of care to the patient and take relevant bloods and other tests at that time. These results will be sent to the patient ahead of their appointment with the practice nurse and they will be asked to bring to that appointment any areas they would like to discuss with the nurse.

We will be monitoring this new model of care very closely and it will be interesting to compare the results with the previous model.

During this year we will be extending this model to other long term conditions.

## Actions

- The Nurse Manager to disseminate the results to the nursing team and congratulate them on providing a service that demonstrates such high level of patient satisfaction.
- We will continue the programme of training in order to ensure that all our practice nursing team are qualified in all long term conditions.
- As described above we will increasingly manage patients with long term conditions in line with the 'year of care' guidance.