



Consultant level patient feedback

Rigorous patient experience surveys that deliver detailed and statistically reliable results at an individual clinician level.

www.patientperspective.org

Patient Perspective is a Care Quality Commission approved survey contractor. Our consultant level feedback survey gives an independent assessment of each consultant, using random samples of patients and validated questions. These results can be used for individual appraisal as well as being used for targeted improvement initiatives by team, clinic, site, department or division. We provide individual consultant reports including comparisons with colleagues, Trust averages and national benchmarks. As the surveys are carried out by post, clinical staff are not involved in carrying out the surveys, and patients feel comfortable in giving an honest assessment.

Methodology

We work with the Information Department at the Trust to generate random samples of patients for each consultant.

We send questionnaires to up to 100 patients for each consultant. A reminder is sent to non-responders. We aim to achieve 50 completed questionnaires for each consultant, giving statistically reliable results.

Reporting

At consultant level, we provide results in a number of ways with different levels of detail. Results include:

- Posters
- Consultant level graphs
- Summary scores and responses per consultant
- Detailed statistical tables
- Free-text comments

What our customers say...



"Having worked with you for a number of years we feel confident knowing our surveys are handled efficiently and professionally."



"A reliable, flexible service and good value for money."

Questionnaire

We use a modified version of the CQC national outpatient questionnaires for this survey.

The questionnaire comprises 35 questions, including the following specifically about the consultation:

- Did you have enough time to discuss your health or medical problem with the doctor?
- Did the doctor seem aware of your medical history?
- Did the doctor explain the reasons for any treatment or action in a way that you could understand?
- Did the doctor listen to what you had to say?
- If you had important questions to ask the doctor, did you get answers that you could understand?
- Did you have confidence and trust in the doctor examining and treating you?

We also cover the outpatient clinic and the hospital as a whole, including questions on:

- Waiting times for the appointment
- The hospital environment
- Tests and treatment
- Information, privacy and involvement
- Leaving the outpatient department
- Overall rating of care, including the Friends and Family Test question

Timetable

We can start the survey within 2 weeks of request, with the first results being available 4 weeks later and then updated monthly as more consultants reach the target of 50 responses.

CONTACT STEVE BRUSTER FOR A DISCUSSION ABOUT HOW WE CAN BEST HELP YOU



call **01865 205100**

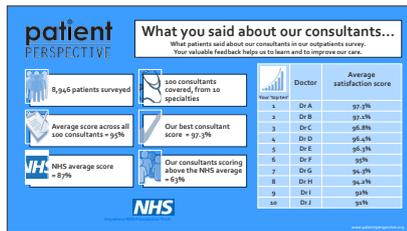


or email him at **surveys@patientperspective.org**

Results reporting

Posters

Results posters, aimed at patients and to be displayed in outpatient areas, give an overall summary of the survey results including the number of patients surveyed, average scores, national comparisons and overall top performers.



Individual Consultant Graphs

For each of the consultant specific survey questions a graph is provided by main specialty with results for each consultant.



Consultants can compare their scores for each question against their colleagues in that specialty as well as the Trust average and national benchmarks. They can also compare how they are performing over time, where data is available. Confidence intervals are used to illustrate the reliability of the results.

Consultant Summary Scores

This shows a summary of the question score by consultant, as well as the number of responses received for each consultant for that question. Consultants are grouped by their main specialty.

Statistical Tables

The statistical tables show a detailed breakdown of how patients responded to each question.

Free-text comments

Patients are asked to say whether there was anything particularly good about their care at the outpatient department, whether there was anything that could be improved and to add any other comments they wish to make. Comments are displayed verbatim and comment by comment. They can also be grouped (eg 'particularly good', 'could be improved', 'other').

The comments are used as supporting evidence to the survey scores. Themes also appear over time and consultants have the opportunity to see exactly what their patients are saying about the care they have received.

Management information

Additional management information is provided monthly to allow senior staff to identify variation across specialty, site or department. Trends are also highlighted for key questions.

Information Governance

We work with confidential patient information every day and have designed our systems and processes to protect the information we hold at all times.

We have successfully completed and had approved our NHS Information Governance Toolkit submission which confirms to the NHS that we have the required systems and processes in place for accepting, handling and processing confidential patient information.

We are ISO9001 and ISO27001 certificated.

How much will this cost?

As with all surveys, the costs reduce markedly when larger numbers of patients are surveyed.

The cost for one consultant is £200 (+VAT). However, for 20+ consultants this drops to £150 per consultant (+VAT).

You can choose how many consultants you would like feedback on by individual, specialty, site or Trust-wide.

What's included?

All costs associated with carrying out the survey and reporting results are included. For example, the following are included within the cost:

- A named project manager supporting you throughout the process
- All packing and postage
- Professional printing of questionnaires in booklet format
- Help leaflets in multiple languages
- Telephone translation in 300+ languages
- Freephone patient helpline staffed directly by Patient Perspective employees
- Telephone completion of questionnaires, as required
- Data entry (including typed patient comments)
- All reporting (including database of patient comments)

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A recognised expert in patient experience surveys, Patient Perspective Ltd is a **nationally approved survey contractor**.



We are an approved contractor for both the Care Quality Commission National Patient Survey Programme in England and the Scottish Government Better Together survey programme.

We are **specialists in reliably and accurately reporting patient experience survey results to services, teams or individuals**.



We provide high quality information to help healthcare teams improve the services and care they provide and to help individual clinicians in their professional practice and development.

We are **experts in carrying out patient experience surveys using proven methods tailor made to meet your needs**.



We design and run postal, telephone and web-based surveys, hold focus groups and face-to-face interviews to help you gather patients' perspectives on their experiences of care.

We help you **take action to improve services based upon what patients and their families tell you about their healthcare experiences**.



We can advise you on quality improvement approaches and help you design and facilitate quality improvement activities such as workshops to turn your patient experience feedback into improvement actions.

We use **scientifically rigorous methods which deliver statistically reliable results**.



Patients are enabled to say what matters to them and staff can be confident they have reliable and meaningful information.

We offer a **personalised, responsive service focused on your needs**.



Our considerable experience and expertise means that we can make the same 'quality commitment' to each of our customers: a personalised relationship, a tailor made service, a focus on quality.

What our customers say...

"Just finished the board meeting and they were mightily impressed with the information. So a credit to the system and everyone involved."

"The whole service from start to finish was excellent. Ad hoc enquiries dealt with promptly and efficiently."

If you would like more information on consultant level surveys, would like to see a copy of the questionnaire, or wish to speak with the lead person at another NHS Trust that we are working with, please contact us.

We offer a range of support options that can be fully tailored to meet your specific requirements.

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