The Robert Jones and Agnes Hunt Orthopaedic Hospital
NHS Foundation Trust

Service Evaluation of Patient Satisfaction in the Orthotics Department 2013/2014

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Introduction

NOMAG (National Orthotic Managers Advisory Group) expressed an interest in running a national project of all the in-house Orthotic Services in the UK looking at the levels of patient satisfaction within the individual department.'s and collating the information as a whole.

Each of the centres with a representation at NOMAG was asked to undertake this service evaluation and to submit the results so a national picture was given.

The Orthotics Department at Robert Jones and Agnes Hunt Trust agreed to partake in this project. Our Hospital sees an average of just over 1000 attendances a month across the three hospital sites within Shropshire.

Aims & Objectives

The aim of this service evaluation was to determine a local and a national picture of the service provided by in house Orthotics Departments in the UK.

Locally we were looking for evidence to show we provide a very high level of service to our patients when they are attending outpatient appointments. The results would show our waiting times, efficiency at the appointment and the level of information and understating the patient received regarding their treatment.

Sample

The project was conducted at all three sites and data collection started on 01/12/2013. All patient groups were included in the service evaluation – short and long term users, all medical conditions including orthopaedic, diabetic, rheumatology, medical and all categories of orthoses were included.

Once the data collection started we ran until we had identified 150 patients who had been supplied with an orthoses, patients were identified at the point of orthoses supply and their details recorded.

Methodology

Below are the steps taken to undertake the service evaluation:

1.) A questionnaire was written by NOMAG (appendix 1)
2.) The questionnaire was developed for patient to complete 6 weeks following delivery of their orthoses. It was decided 6 weeks would give patients adequate time to gradually wear in their orthoses and to have completed their Orthotic treatment.
3.) Data was collected from all the Orthotist clinics for outpatient treatment and questionnaires were posted out after 6 weeks after supply of their orthoses.
4.) Questionnaires were retuned via pre-paid envelopes which were posted along with the questionnaires.
5.) Once the questionnaires were returned, data was collected and collated using Microsoft excel.
6.) The final report was written by the Principle Orthotist.

Results

A total of 148 questionnaires were sent out with a return rate of 50%.

The results showed that 58% of patients were seen within 4 weeks of their referral being made to the Orthotics Department.

97% of patients reported they were seen within 30 minutes of their appointment time and 100% found the reception staff to be helpful.

97% of the patients reported that the Orthotist introduced themselves and 99% of patient reported they felt they were listened to by the Orthotist during their appointment when they spoke about their problem.

100% of the patients audited reported that the details of their clinical examination were explained to them and 99% felt their dignity and privacy was respected during their appointment.

94% of patients felt they were given the opportunity to discuss any concerns or to ask questions regarding their Orthotic treatment, and 96% advised they understood why they had been provided with an orthoses.

57% of patients advised they were supplied with verbal information only, 36% were given both verbal and written, and 4% reported they were only given written instructions.

86% of patients advised they knew how to proceed if they encountered any problems and 86% of patients reported the results of their Orthotic treatment meet with their expectations.

93% would be likely or extremely likely to recommend the service to friends and family and 93% of the patients reported their overall experience in Orthotics was very good or excellent.

Discussion

The results are split into 2 main areas – patient satisfaction whilst in the department and the second prior to the appointment.

The level of patient satisfaction of the Orthotics service at RJAH at 93% recommending the service to friends and family and 93% reporting it as very good or excellent is a delight to see. The results do however show that 42% of patients are waiting more than 4 weeks for an appointment.

The questions around the actual appointment and the Orthotist gave some very high percentage answers and therefore shows that patients are fully informed of their treatment plan and the expectations of the orthoses.

The other area of concern is in regard to the format instructions were given to patient. The question read “What format were your instructions given?” and patients were given options of written, verbal or both. This concludes that only 40% were given written information. The department has a large selection of patient information leaflets which are all specific to an individual orthoses, and as there is a vast number of orthoses available it is difficult to always have a specific leaflet.

Since this project we have published 5 new leaflets, and continue to be writing new ones all the time.

Conclusion

The service evaluation conducted within Orthotics during 2013/2014 concluded that a very high level of patient satisfaction is achieved within the dept.

Recommendations

All patients should be receiving information leaflets at their supply appointment therefore additional leaflets are needed to be written to cover more orthoses to enable this to happen

All patients need to be advised by the Orthotist how to proceed if they encounter problems with their orthoses and written instructions are provided to back this up.
This is continue to improve as more leaflets are written on different orthoses.

Action Plan

This improvement plan should be drawn up when all the recommendations have been agreed and should be submitted at the same time as the Report It is intended to show what will be done and when, and who will be responsible for ensuring that the actions are carried out. It should also include a review date by which time all actions should have been completed and a re-audit date agreed.

Area Requiring Improvement	Actions Required	By Whom	By When
Additional patient information leaflets	Leaflets to be written as when requested/need to be updated. Some have already been completed and forwarded to Audit Dept.	Orthotist's	On Going
All patients to receive an information leaflet	Patient to be handed a relevant information leaflet (if available) which contains contact details	Orthotist's	Immediately

Review Method	Review Date	Review Group
Waiting list monitoring	On Going	RJAH – Jane Dewsbury, Eric Hughes CCG

Re-audit Date	Project Lead	Group

Appendix 1.

Orthotics Patient Satisfaction Questionnaire

Patient ID number:

Question 1: How long did you wait between your referral and your appointment date? (Days/Weeks)

Question 2: Were you seen within 30 minutes of your appointment time?

Yes *1* No *2*

Question 3: Did you find the reception staff friendly and helpful?

Yes *1* No *2*

Question 4: Did the Orthotist introduce themselves to you?

Yes *1* No *2*

Question 5: Do you feel that the Orthotist listened to you when you spoke about the problem you have/had?

Yes *1* No *2*

Question 6: Were the details of your initial assessment explained to you?

Yes *1* No *2*

Question 7: Was your dignity and privacy respected?

Yes *1* No *2*

Question 8: Were you given the opportunity to discuss any concerns or questions regarding your treatment?

Yes ☐ *1* No ☐ *2*

Question 9: What format were your instructions given?

Written ☐ *1* Verbal ☐ *2* Both ☐ *3*

Question 10: Do you understand why you have been provided with an orthosis?

Yes ☐ *1* No ☐ *2*

Question 11: Were you advised how to proceed if you encountered problems?

Yes ☐ *1* No ☐ *2*

Question 12: Did the results of your treatment meet your expectations?

Yes ☐ *1* No ☐ *2*

Question 13: If a family member or a friend were to require care or treatment at hospital, how likely is it that you would recommend this service?

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Not at all	Don't know
☐	☐	☐	☐	☐	☐
1	*2*	*3*	*4*	*5*	*6*

Question 14: Overall how would you rate your overall experience in your Orthotic Department?

Excellent	Very Good	Good	Fair	Poor	Very Poor
☐	☐	☐	☐	☐	☐
1	*2*	*3*	*4*	*5*	*6*