

Patient and Carer Feedback for the Site A Service

The DEPEND research project is being conducted in collaboration with the University of Manchester and is taking place in our Rheumatology Department. The project aims to improve the way in which anonymous patient feedback is collected, analysed and used. One of the methods to improve the collection of digital feedback is to install a patient feedback kiosk which will look similar to this:



What questions will be asked on the kiosk?

The kiosk will have two main friends and family test questions on

1. How likely are you to recommend this service to your friends and family if they needed similar care or treatment? 2. Please tell us about your experience: For example, what went well? what could be improved?

There will also be screening questions to make sure that only patients and carers who use Site A services answer the survey and optional demographic questions at the end (sex and age). To see a demo version of the survey on your PC of this survey please [click here](#) (please use internet explorer).

Won't patients already receive a text with the Friends and Family test on?

While the kiosk is being tested out, patients will not get the text message asking for the friends the family feedback. This decision was made to ensure that patient's aren't asked twice (to lower the risk of survey fatigue).

When is the kiosk arriving?

The kiosk will arrive on Wednesday 28th June and will be tested over a period of approximately 9 months until March 2018.

Where will the kiosk be positioned?

The kiosk will be next to the desk (which is sometimes used by the eye hospital) in Area 4 Site A Outpatients. This position isn't ideal as it's quite tucked away but due to the size of the kiosk it was deemed the best place to start with so there were no health and safety concerns. Over the 9 month period we could try out moving it to other positions to see if it helps improve the number of people who use it. Staff name and Staff name will approve any position changes.

How should I encourage patients and carers to use the kiosk?

It would be great if you could mention to patients that we have a new kiosk to collect digital feedback and explain where it is. We are particularly trying to capture positive feedback as well as areas for improvement.

What other options are there for patients and carers to give their feedback?

There will still be the option for patients and carers to complete the pen and paper Site Patient Experience survey in the waiting area. Over the coming weeks we will also develop an online version of the kiosk survey and publicise the link in a poster and potentially the Site A website. We have a poster we can put up to show patients and carers the different ways they can provide their feedback.

Which company supplies the kiosk and software?

The company is called CRT Viewpoint and they are based in Coventry. In case of any faults with this kiosk their customer service number is...

Who should I contact if there is a problem?

Please contact Papreen for information about supporting patients to use the kiosk.

Researcher: Staff name

Project Manager: Staff name

Staff email

Staff email

Tel:

Tel:

Project lead at Site A: Staff name

Project Lead: Staff name

Staff email

Staff email

Tel:

What support is available for patients to use the kiosk?

There will be DEPEND researcher (Staff name) who will attend at various times throughout this 9 months to observe how it is being used. Papreen will also organise with the Site A volunteers extra support and explanations for patients and carers about how to use the kiosk while they are in the outpatient area. This will probably be only for the first few weeks after it has been installed. We will also put the Friends and Family test leaflet (from the NHS England website) in the outpatient's area to explain a bit more about the test.

How will the team receive feedback?

Survey responses will be collected by the DEPEND team and reports will be produced each month for the service which will be sent to Staff name and Staff name for discussion within the team. See the few examples attached for what this might look like. At a corporate level the reports will be sent to Staff name, Staff name and Staff name who have all be involved with the design of the tools for DEPEND.

How should the kiosk be cleaned?

The kiosk can be cleaned with a detergent wipe on a regular basis, however if it was to become contaminated with bodily fluids it will be cleaned with a bleach solution. The domestics manager Staff name has been advised of this.

Who has been involved in the approvals of the Kiosk?

The DEPEND project and tools to help improve feedback have been discussed in detail with Staff name, Staff name, Staff name, Staff name and Staff name.

From an information governance perspective, the survey has been approved by Staff name.

From an infection prevention and control perspective, the kiosk has been approved.

From an electrical safety perspective the kiosk will be PAT tested by an electrician from estates before first use.

In terms of the placement of the kiosk Staff name – Outpatient's Manager and Staff name have been involved in this decision.



Developing and Enhancing the Usefulness of Patient Experience and Narrative Data:
DEPEND study

**Summary report of the Friends and Family Test data
Captured 1st Aug to 31st 2017 on the new digital kiosk**

Results

- 43 surveys were completed and 1 of these was invalid because that was not a patient or carer within the Site A service, it was a test survey.
- Of the 42 respondents, 71% were patients and 29% were carers.
- 47% of respondents were ‘extremely likely’ to recommend the Site A service to their friends and family if they needed similar care or treatment.
- 15% of respondents were ‘extremely unlikely’ to recommend the Site A service to their Friends & Family.
- The majority of the respondents were female (56%).
- The highest number of respondents were between the ages of 45-54 years of age (30%).

Free text comments

Total 17 respondents typed free text comments on their experiences of service at the practice.

Positive feedback	Negative feedback
<p>Of the 17 respondents, 35% (15) typed positive comments about the service in the free text box, such as <i>‘everything is right’</i>. They have also expanded on why they think so. As one respondent said, <i>‘The service which I received was amazing, the staff and doctor was really polite and made me feel very welcome’</i>. Thank you’. Service users are so satisfied that one of them said, <i>‘very thorough, no need to improve, well lead’</i>.</p>	<p>In comparison, only 2 people have expanded on why they had a negative experience. Just one main issue has been raised was waiting time. Examples are listed below:</p>
<p><u>Staff attitude and professionalism</u> Many positive comments were expressed on staff professionalism such as, <i>‘lovely staff, all amazing, and so helpful. Kind and loving people’</i>, and <i>‘amazing’</i>. ‘Excellent consultant (Dr. xxxx). Positive steps has been taken to prevent further joint damage (hopefully)’. <i>‘Excellent staff’</i></p>	
<p><u>Care quality</u> ‘Helpful and understanding’. ‘Nice staff , very friendly’.</p>	

<p>'Lovely staff, all amazing and so helpful, kind, loving people'</p> <p>Below are the words used to describe the characteristics of the staff: 'Very well', 'very good', 'nice', 'friendly', 'understanding', 'helpful', 'cheerful', 'polite', 'excellent', 'made me feel very welcome'.</p> <p>Also, one of them said, 'Injection for pain great improvement'. 'Injection for pain, great improvement'</p>	
<p><u>Access</u> 'Booking and check in is good...'</p>	<p><u>Access</u> 'I am out of area and the blood tests taken by my GP are not accessible by Site A so this has affected my treatment at times'</p>
<p><u>Waiting time</u> 'Short wait time' 'Usually seen on time' 'Quick service'</p>	<p><u>Waiting time</u> 'Long wait' 'Very late'</p>

We need your help

- If you notice the screen has frozen on the kiosk, please switch it off and on again at the socket and it should re-boot and work fine again.

We are looking for examples of where the feedback has led to positive improvements to the service which we can put up on a 'you said, we did' poster. It would be great if you indicate your preferred examples of this kind from the report.

- We are interested to hear from staff who may want to ask new questions on the survey that would be useful for the service and staff with any ideas for further advertisements of different feedback options. Please get in touch with Papreen Nahar to discuss this:
 Email: Papreen.nahar@Manchester.ac.uk Phone: 01612757640

Next steps

- We are aware that the kiosk screen keeps 'freezing' so have placed a note on the kiosk to say if this happens it will need to be switched off and on again.
- We will be coming to interview staff and conduct a focus group to get staff views about the Kiosk use for feedback. We are hoping to discuss how the monthly report is useful to them and whether it is possible to improve further. Also we will be coming along to observe the staff team meetings where the feedback is being discussed to see how this is impacting on care.
- We have changed the wording of the free text question slightly to encourage more detailed responses.
- We have increased the font size of the electronic survey to make it more eye-catching and easy to read.

- We have developed a similar online version of this survey which has been advertised on a large poster in the Site A waiting area.
- To raise awareness among patients about providing feedback, we have made a handout to distribute to the patients via support staff from the blood pressure room.
- We will continue to have volunteers presented at least once per week to help patients/carers use the kiosk if needed.
- There are lots of typographical errors within the free text comments (see corresponding open ended results section of the report). We have contacted the company to ask that the free text box is expanded to more than one line to a) encourage more free text responses b) enable respondents to see what they have written and revise if needed.
- We will continue to provide a monthly summary to accompany the report at the end of each month until January 2018.
- We are monitoring the response rate of the electronic survey, paper survey, online and survey throughout this study to see what impact it has. The text survey is currently switched off during this study.