

Musculoskeletal Service

AQP Musculoskeletal Service Patient Experience Audit **Report July - September 2013**

Hounslow and Richmond Community Health Care NHS Trust

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Musculoskeletal Physiotherapist

July - September 2013

1. Introduction / Background

NHS Richmond went live with a new service, AQP Back and Neck Pain in October 2012. Specific criteria were set by NHS Richmond that set out who was eligible for this service. As part of the quality measures of the service a patient satisfaction survey was included.

This is the third quarterly audit of the 'patient satisfaction questionnaire'.

2. Aims / Objectives

- To establish the patients experience of the AQP service. The questionnaire should help identify areas of service quality and areas where the service could potentially be improved, to further enhance positive patient experience and quality of care.
- To comply with CQC- Essential standards of quality and safety (standards 1,2,4 13, and 16)
 - (1) Respecting and involving people who use services
 - (2) Consent to care and treatment
 - (4) Care and Welfare of people who use services
 - (13) Staffing
 - (16) Assessing and monitoring the quality of service provisions
- **Service Evaluation Questions**
 1. Were you satisfied with the Physiotherapy Assessment you received?
 2. After your assessment did you have a better understanding of what your problem is?
 3. Was the main reason you had an appointment dealt with to your satisfaction?
 4. Where you satisfied with the treatment / advice you received?
 5. Do you feel confident to carry out the treatments / advice you have received?
 6. In your opinion, were the MSK physiotherapy team:
 - a. Considerate
 - b. Respectful
 - c. Professional
 - d. Easily Contactable
 7. Overall, how satisfied were you with the service provided by the MSK Physiotherapy Team?
 8. Where you given a copy of your individual management plan with self-care advice included?
 9. Where you given advice on how to access local exercise classes or other community resources / service?
 10. If they were available which (if any) of these times would you want to use if an appointment was offered (tick as many as you like)?
 11. Would you recommend this service to a friend?
 12. Any other comments.

3. Methodology

- Between July and September 2013 Physiotherapists working at Whitton Corner Health Centre, Centre House Sheen Lane and Teddington Memorial Hospital, were asked to give all AQP patients a 'patient satisfaction questionnaire' at the point of discharge.
- Patients were given an anonymous questionnaire and asked to complete it in the waiting area. Once filled in it was placed in a sealed box kept in the reception area.
- The questionnaire used was a modified version of a sample from the Chartered Society of Physiotherapy.

- The questionnaire contained positive and negative worded statements that are scored using a modified five point Likert scales ranging from “very satisfied” to “very dissatisfied”. It also consisted of questions which were answered with yes and no and a comments box.
- The aim was to have at least 20% of all AQP patients surveyed who had been discharged between July to September 2013. This is in line with the AQP service specification.

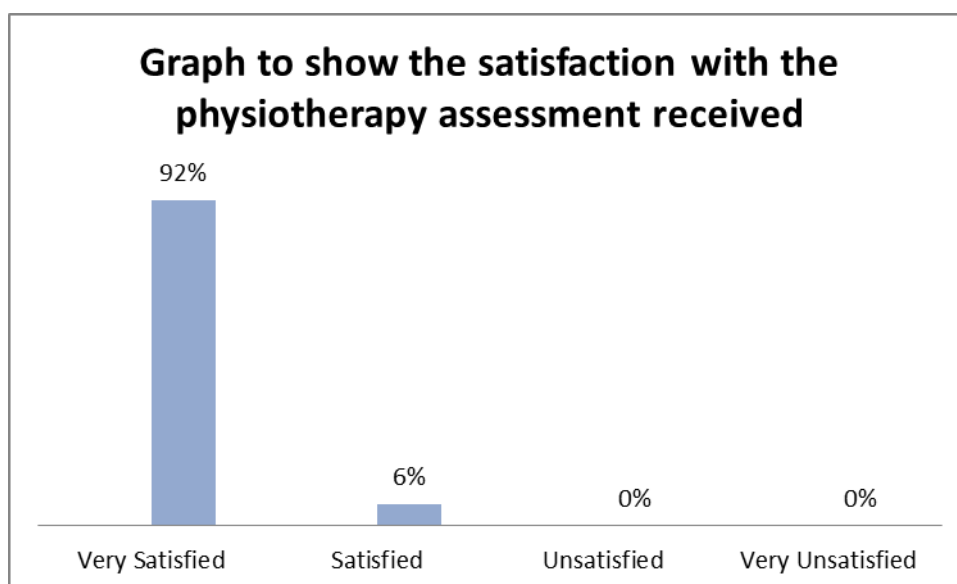
4. Results

The following data is a representation of 48 cases audited by the Musculoskeletal Service (covering physiotherapy clinics at; Whitton Corner Health Centre, Centre House Sheen Lane and Teddington Memorial Hospital).

All questionnaires included were answered in full; therefore there was no need for any to be excluded.

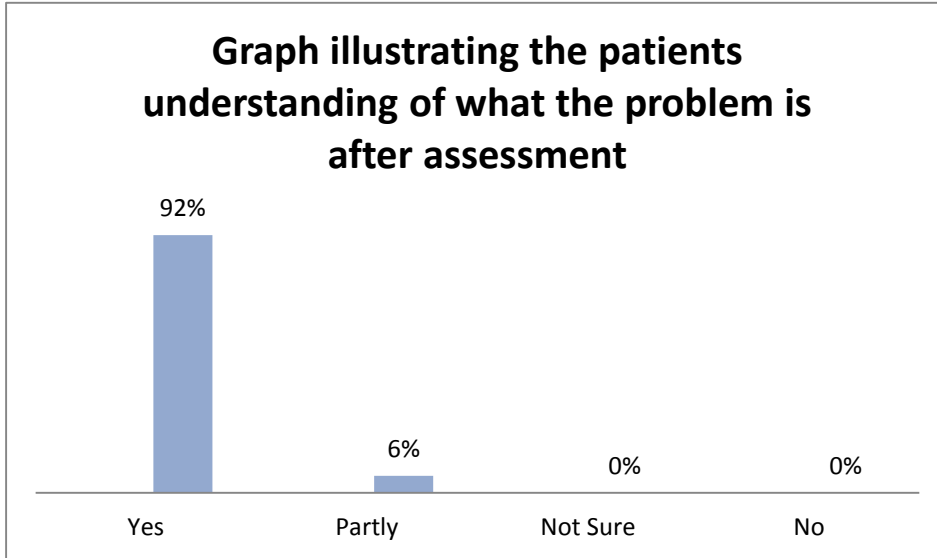
Since the last patient satisfaction questionnaire audit (April to June 2013), the content of the questionnaire has not changed.

5.1



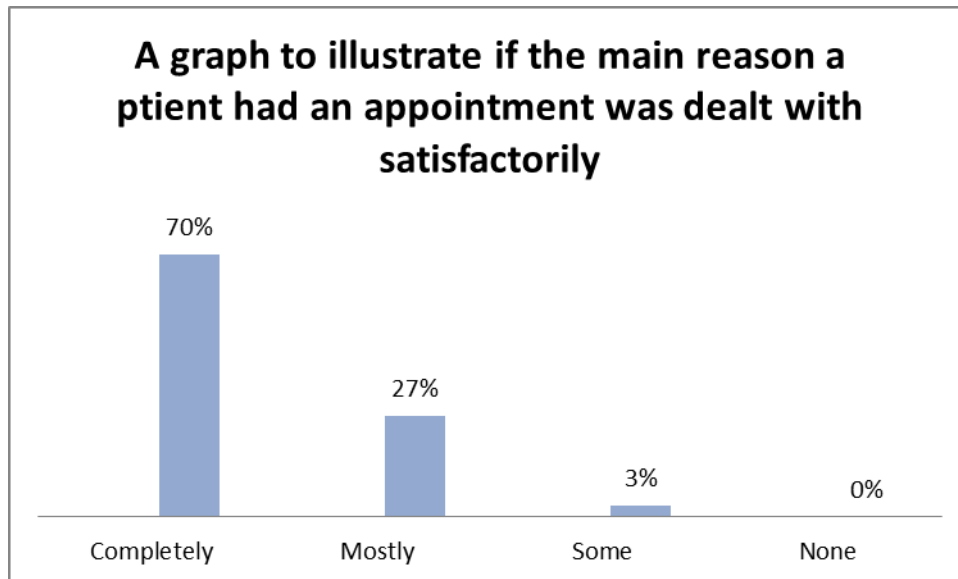
	A table to identify patient satisfaction with the physiotherapy assessment received (*n = 48)	
	Frequency	Percentage
<u>Very Satisfied</u>	44	92%
<u>Satisfied</u>	4	8%
<u>Unsatisfied</u>	0	0%
<u>Very Unsatisfied</u>	0	0%

5.2



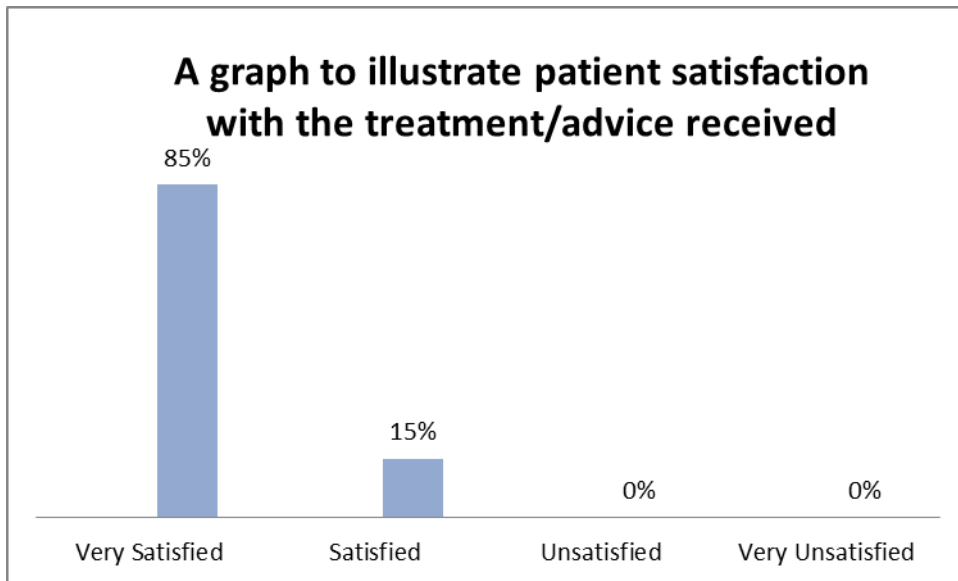
	A table to identify patient understanding of their problem after assessment (*n = 48)	
	Frequency	Percentage
<u>Yes</u>	44	92%
<u>Partly</u>	4	6%
<u>Not Sure</u>	0	0%
<u>No</u>	0	0%

5.3



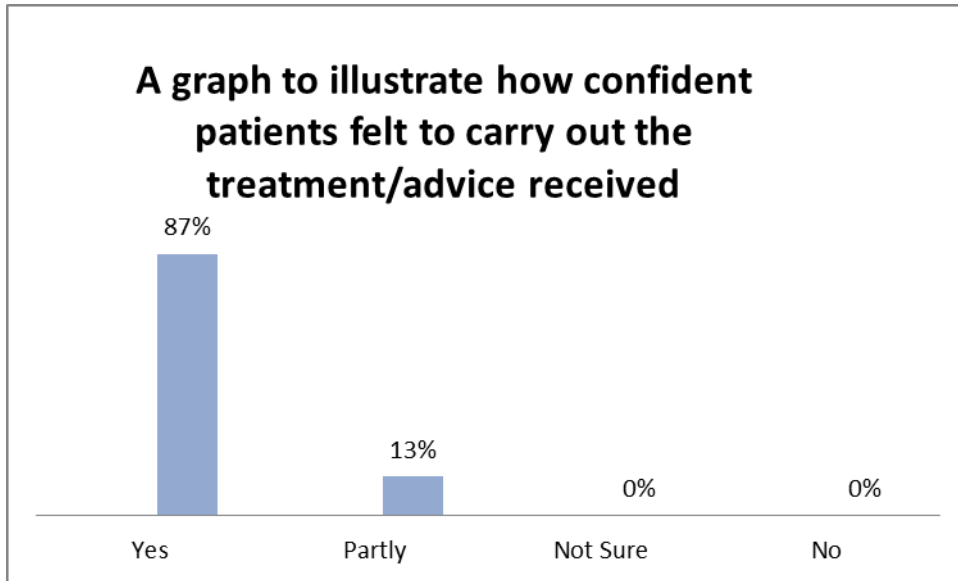
	A table to identify if the main reason a patient had an appointment was dealt with satisfactorily (*n = 48)	
	Frequency	Percentage
<u>Completely</u>	34	70%
<u>Mostly</u>	13	27%
<u>Some</u>	1	3%
<u>None</u>	0	0%

5.4



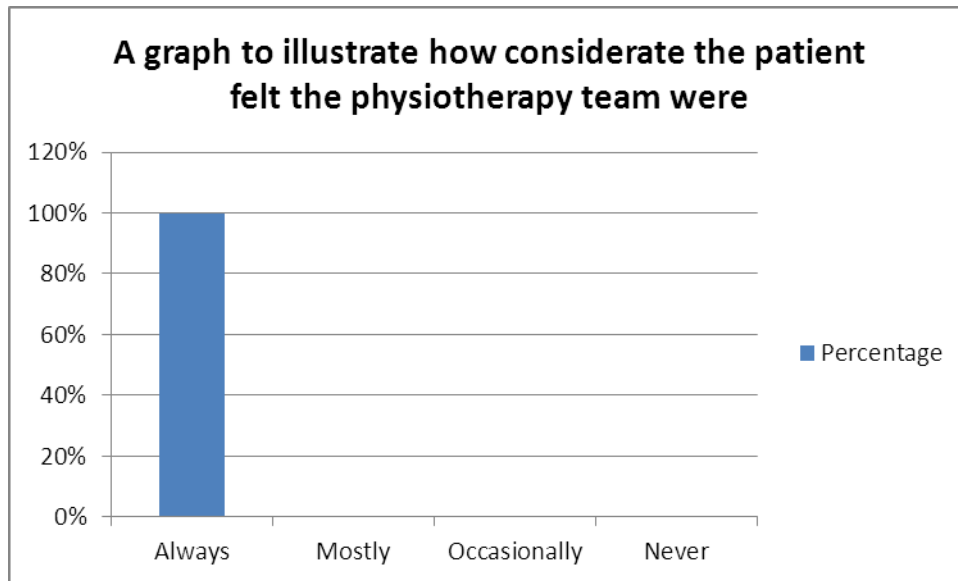
A table to identify patient satisfaction with treatment/advice received (*n = 48)		
	Frequency	Percentage
<u>Very Satisfied</u>	41	85%
<u>Satisfied</u>	7	55%
<u>Unsatisfied</u>	0	0%
<u>Very Unsatisfied</u>	0	0%

5.5



	A table to identify how confident patients felt to carry out the treatment/advice received (*n = 48)	
	Frequency	Percentage
<u>Yes</u>	42	87%
<u>Partly</u>	6	13%
<u>Not Sure</u>	0	0%
<u>No</u>	0	0%

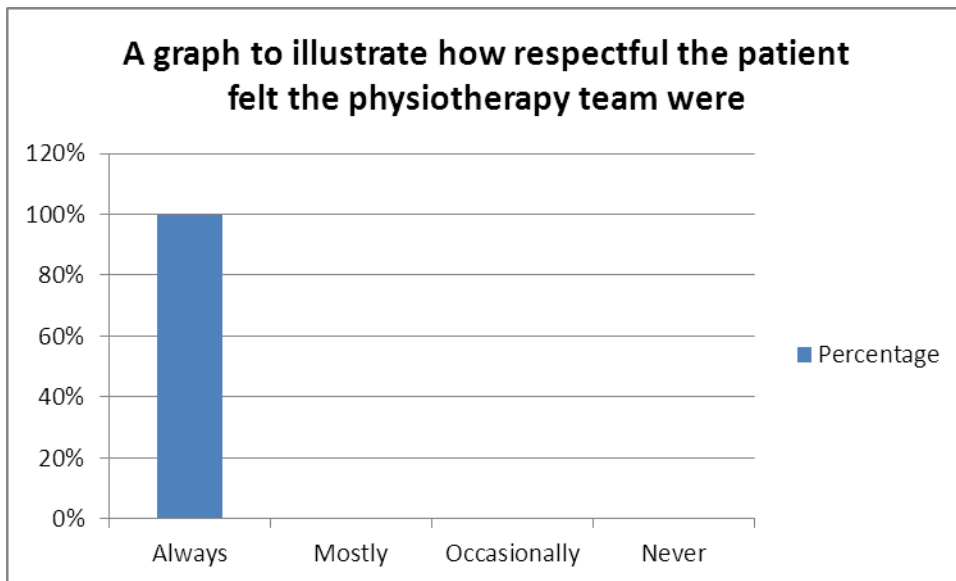
5.6a



	A table to identify how considerate the patient felt the physiotherapy team were (*n = 43)	
	Frequency	Percentage
<u>Always</u>	43	100%
<u>Mostly</u>	0	0%
<u>Occasionally</u>	0	0%
<u>Never</u>	0	0%

***5 respondents failed to answer this question.**

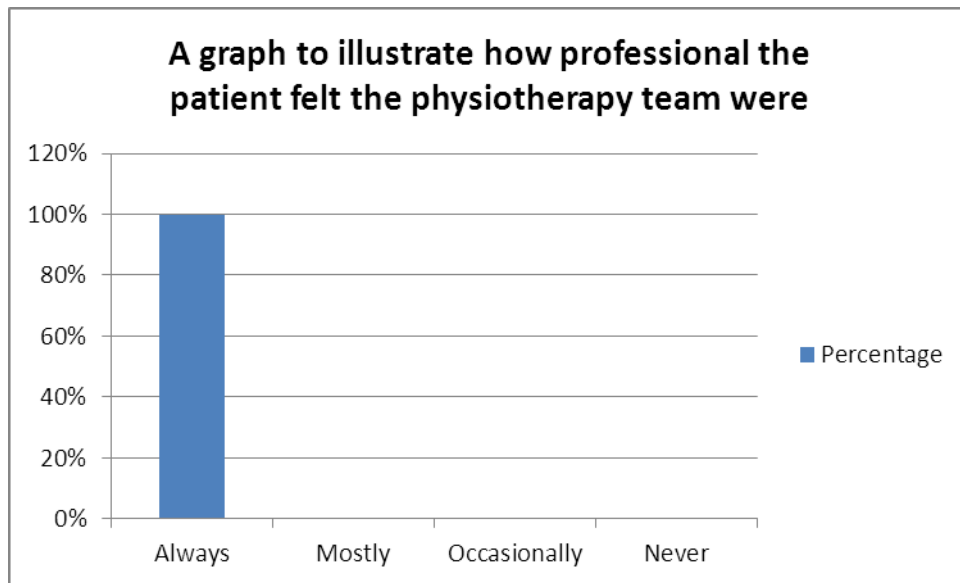
5.6b



A table to identify how respectful the patient felt the physiotherapy team were (*n = 35)		
	Frequency	Percentage
<u>Always</u>	35	100%
<u>Mostly</u>	0	0%
<u>Occasionally</u>	0	0%
<u>Never</u>	0	0%

***13 respondents failed to answer this question.**

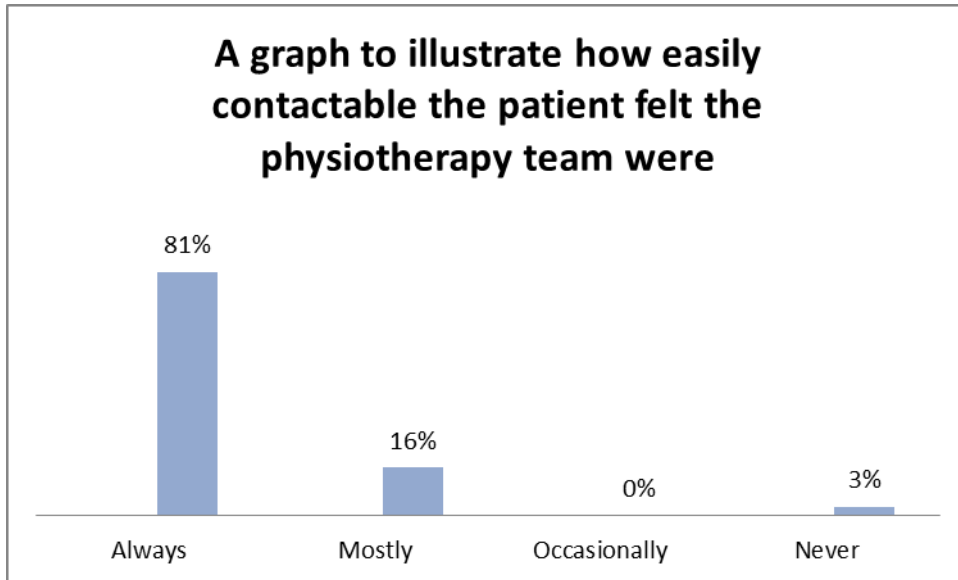
5.6c



	<u>A table to identify how professional the patient felt the physiotherapy team were (*n = 35)</u>	
	<u>Frequency</u>	<u>Percentage</u>
<u>Always</u>	35	100%
<u>Mostly</u>	0	0%
<u>Occasionally</u>	0	0%
<u>Never</u>	0	0%

***13 respondents failed to answer this question.**

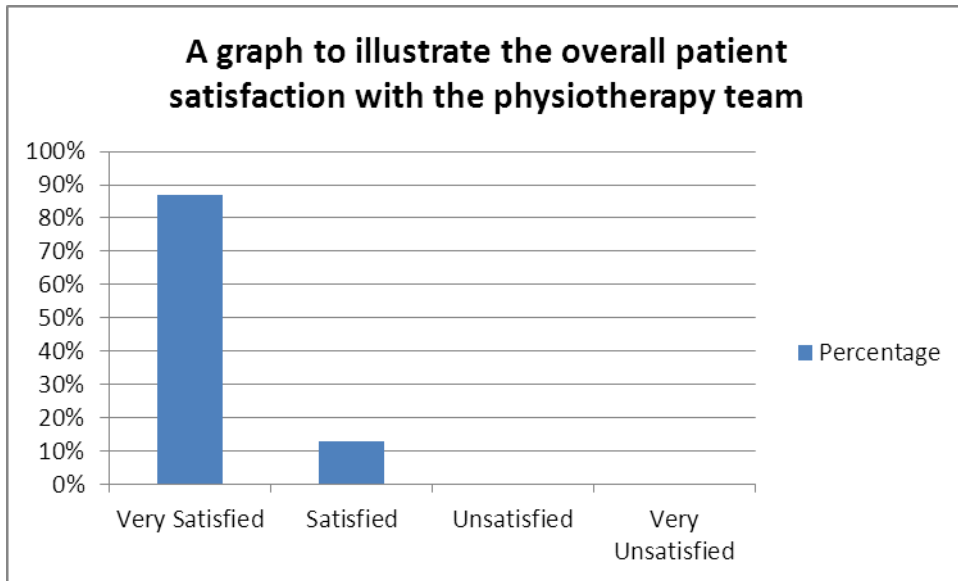
5.6d



	A table to identify how easily contactable the patient felt the physiotherapy team were (*n = 31)	
	Frequency	Percentage
<u>Always</u>	25	81%
<u>Mostly</u>	5	16%
<u>Occasionally</u>	1	0%
<u>Never</u>	0	3%

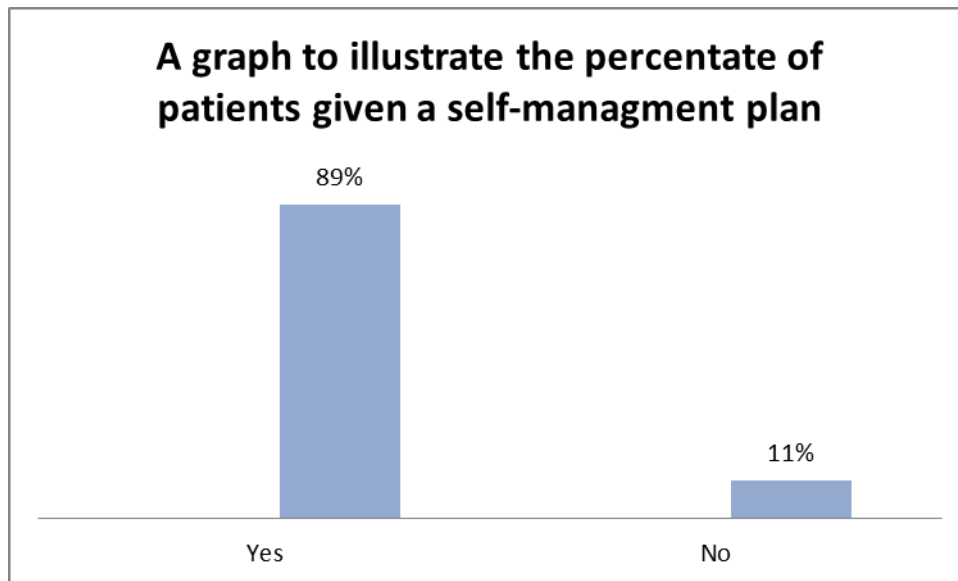
***17 respondents failed to answer this question.**

5.7



A table to identify overall patient satisfaction with the physiotherapy team (*n = 48)		
	Frequency	Percentage
<u>Very Satisfied</u>	42	87%
<u>Satisfied</u>	6	13%
<u>Unsatisfied</u>	0	0%
<u>Very Unsatisfied</u>	0	0%

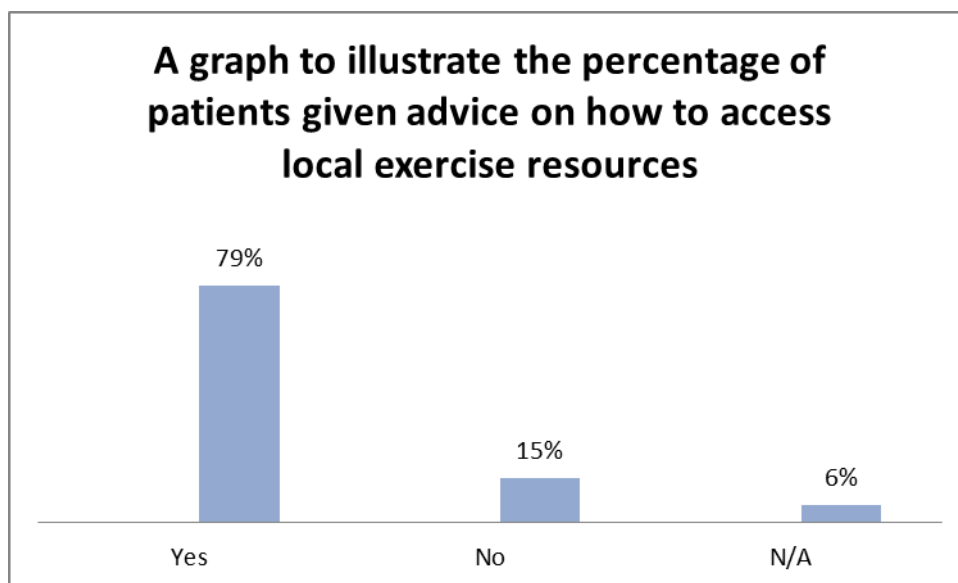
5.8



A table to identify the percentage of patients given a self-management plan (*n = 46)		
	Frequency	Percentage
<u>Yes</u>	42	89%
<u>No</u>	4	11%

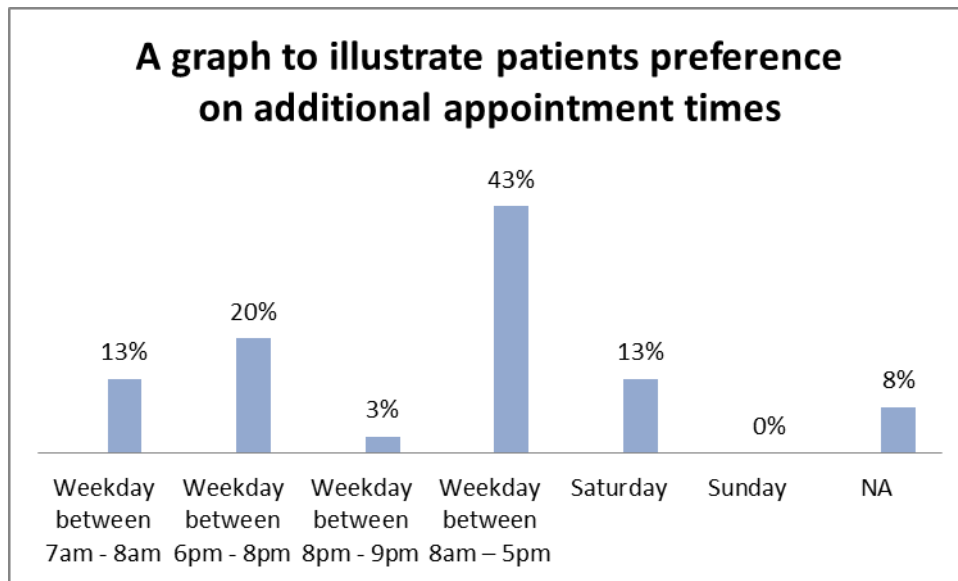
*2 respondents failed to answer this question.

5.9



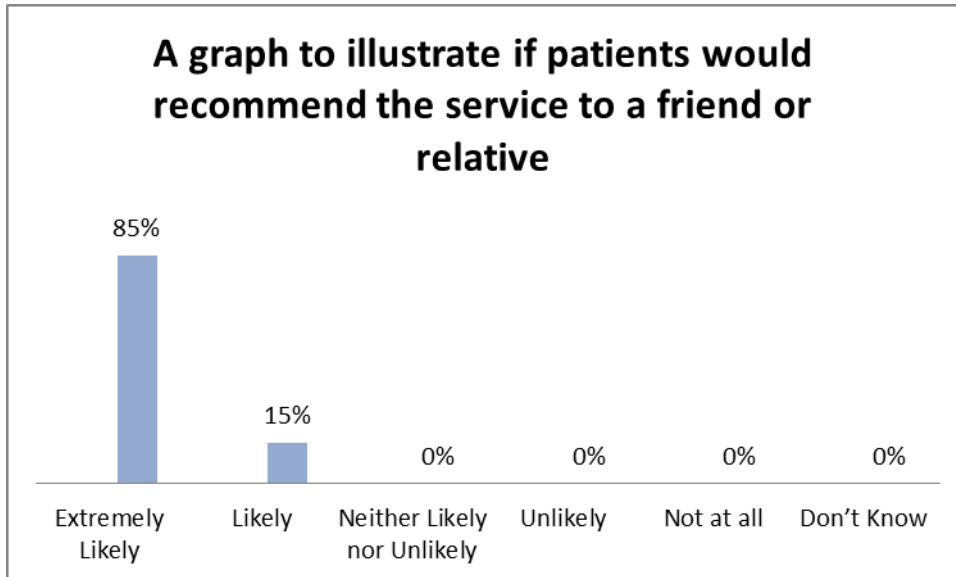
A table to identify the percentage of patients given advice on how to access local exercise resources (*n =48)		
	Frequency	Percentage
<u>Yes</u>	38	79%
<u>No</u>	7	15%
<u>N/A</u>	3	6%

6.0



	A table to identify patient preference on additional appointment times (*n = 62)	
	Frequency	Percentage
<u>Weekday between 7am - 8am</u>	8	13%
<u>Weekday between 6pm - 8pm</u>	13	20%
<u>Weekday between 8pm - 9pm</u>	2	3%
<u>Weekday between 8am - 5pm</u>	26	43%
<u>Saturday</u>	8	13%
<u>Sunday</u>	0	0%
<u>NA</u>	5	8%

6.1



	A table to identify the percentage of patients that would recommend the service to a friend or relative (*n = 48)	
	Frequency	Percentage
<u>Extremely Likely</u>	41%	85%
<u>Likely</u>	7%	15%
<u>Neither Likely nor Unlikely</u>	0%	0%
<u>Unlikely</u>	0%	0%
<u>Not at all</u>	0%	0%
<u>Don't Know</u>	0%	0%

7. Comments taken from questionnaires:

- **Positive comments:**
 - “Great service”
 - “My physio was very pleasant. I feel much better and I will continue to work on my exercises.”
 - “Punctual service. Much appreciated”
 - “Very good physiotherapy service.”
 - “Much better service than before, a lot more flexible.”
 - “Really excellent service, very impressed.”
 - “Good experience.”
 - “Excellent, thank you.”
 - “(Named physio) was fabulous! (Named physio) with the class was thorough and charming. LiveWell is a wonderful concept and Andy (LiveWell coach) is great too.”
 - “The therapist was experienced, professional, and had a reassuring manner. Thank you.”
 - “A really great service and team. I feel so much better and more confident and I have seen really good results.”
 - “Thank you to the helpers I had.”

- “(Named physio) was a very pleasant and helpful person and helped me as much as she was able to.”
 - “Thank you (Named physio), you are great!”
 - “Thank you (Named physios x2) have been excellent in every way.”
 - “The appointment was easy to get. After one session only, I feel much better.”
 - “I feel more able to manage the pain in my back and shoulders.”
 - “Thank you.”
 - “Excellent all round, thank you (Named physio).”
 - “Excellent, I felt calm.”
 - “Very good thank you.”
- **Room for improvement:**
 - “When referred I had expected more hands-on or massage type therapy. If this were provided, I would request female only.”
 - A patient had underlined “MSK” on the satisfaction survey paperwork with “??” next to it. Jargon implied.

8. Summary / Conclusions

Overall the report is very positive with excellent feedback from patients.

- 92% of patients were *very satisfied* with their physiotherapy assessment, 6% were *satisfied* and no *unsatisfied* respondents. Last quarter 87% of patients were *very satisfied*.
- 92% of patients reported *understanding* their problem after the assessment, 6% reported *partly* understanding, there were no respondents who were *not sure* or *not understanding* the problem after assessment.
- 70% of patients felt that their main reason for attending physiotherapy was *completely* dealt with, 27% reported it was *mostly* dealt with. The remaining 3% felt that it was *somewhat* dealt with.
- 85% of patients were *very satisfied* with the treatment received. The remaining 15% reported being *satisfied* with treatment.
- 87% of patients felt confident to carry out treatment/advice received, 13 % felt *partly* confident. There were no respondents who were *not sure* how confident they felt to carry out treatment/advice received.
- 100% of patients reported that their physiotherapist was *always* considerate, respectful and professional.
- 81% of patients were *always* able to contact the physiotherapy team, 16% were *mostly* able to contact. The remaining 3% felt that they were *never* able to contact the physiotherapy team.
- 87% of patients were *very satisfied* with the physiotherapy team overall. The remaining 13% reported being *satisfied*.
- 89% of patients were given a self-management plan. The remaining 11% were not.
- 79% of patient reported being given advice on accessing local exercise resources – a significant improvement on 42% from last quarter. On-going exercise after having been discharged from physiotherapy is an important part of a patient’s long term self-management plan to improve health and well-being. We aim to discuss this aspect of a patients’ on going self-management with all patients following their episode of care with the service. 79% of patients reporting they were given information reflects well on this key performance indicator. However, there are several reasons why a patient may not be given information on discharge, the most common being that either the patient already access’s gym / leisure services or they have declined, preferring to continue with their home programme on their own. We recognise that patients may change their mind at a future date and so that they have information to hand if they wish to explore other options, we are currently developing an information sheet, ‘accessing local exercise’, that will be given to all patients on discharge.
- The most desirable additional time slots for appointments were weekdays between 8am - 5pm (43%) and 6-8pm (20%) with the next popular being 7am – 8am (13%) therefore if the unit was open weekdays between 7am – 8pm, there would be a combined total of 76% of respondents satisfied with

the opening hours provided. The least desirable being Sundays (0%). This is an area that will be looked into, in regard to staff working flexibly to meet service user's needs.

- 100% of patients reported that they would recommend the service to family and friends.

In addition to the very positive objective data gathered there were also several complementary comments added to questionnaires.

Some of these comments provide further evidence of how patients are being given home programs / on-going self-management plans, and have been sign posted to other community services such as Live Well.

Overall the questionnaire has provided evidence that demonstrates the high levels of patient satisfaction with the musculoskeletal physiotherapy service.

9. Recommendations

- The 'accessing local exercise resources' information sheet was finalised following the last audit. This is generally offered to all patients on discharge, but there have been some new staff this quarter which may account for the drop from 100%. All new staff are given an induction but some of the AQP requirements are verbally passed on. There needs to be a clear written induction sheet for the requirements for the AQP service.
- Consider looking into offering additional appointment slots between 6-8pm on weekdays.
 - Before doing this, it may be beneficial to ask on the next questionnaire 'are you happy with the current time slots available?' Yes or No? If no, then go to question 10.

10. Action Plan

See 'Clinical Audit Action Plan' attached below.

Audit Ref No.	
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Clinical Audit Action Plan

KEY (Change status)

- 1 Recommendation agreed but not yet actioned
- 2 Action in progress
- 3 Recommendation fully implemented
- 4 Recommendation never actioned (please state reasons)
- 5 Other (please provide supporting information)

Project title	AQP Patient Satisfaction Survey		
Arm <i>Hounslow or Richmond</i>	Richmond	Service	AQP Musculoskeletal Service
Action plan lead	Name: Ronnie Bowles	Title: Musculoskeletal Service Clinical Manager	Contact: 020 8714 4023

Ensure that the recommendations detailed in the action plan mirror those recorded in the "Recommendations" section of the report.
 The "Actions required" should specifically state what needs to be done to achieve the recommendation.
 All updates to the action plan should be included in the "Comments" section.

No	Recommendation	Actions required <i>(specify "None", if none required)</i>	Action by date	Person(s) responsible <i>(Name and Job Title)</i>	Comments/ action status <i>(Provide examples of action in progress, changes in practices, problems encountered in facilitating change, reasons why recommendation has not been actioned etc)</i>	Change stage <i>(see Key)</i>
1.	At point of discharge; all patients to be given an information sheet on 'accessing local exercise resources'	-Finalise information sheet -Advise all staff to give info sheet to patients on discharge -Review progress in next audit	10/04/13	Ronnie Bowles MSK Service Manager	All sites have the service resource sheet to give to patients clearly available. Minutes of staff meetings highlight information dissemination.	3
2	Consider looking into offering additional appointment slots between 6-8pm on weekdays.	Develop a business case for offering a wider range of appointments outside traditional service hours.	1/6/13	Ronnie Bowles MSK Service Manager	On going at present due to a new recruitment process currently under way.	5 see comment .