

# City Health Care Partnership

## Patient Satisfaction Survey 2019 Summary Report

Report (V01)  
July 2019



Prepared by

**SMSR**  
RESEARCH

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## Introduction

Since 2009, CHCP CIC has measured the experiences of their service users through a patient satisfaction survey. This is an integral part of CHCP CIC's engagement activities and is conducted on an annual basis. CHCP CIC commissioned SMSR Ltd, an independent research company to undertake their annual patient satisfaction survey. This is CHCP CIC's tenth annual patient satisfaction survey and the eighth since becoming a co-owned social enterprise.

The main aim of the survey was to ensure patients and service users had the opportunity to give their views on their experiences of accessing CHCP CIC services and to ensure these views are used to improve patient care in the future. It was also important to monitor satisfaction and trends over time.

This report contains a summary of the key findings from the 2018/19 survey together with comparisons between portfolios, and the 2017/18 Patient Satisfaction survey. Historical organisational comparisons have been omitted from 2018/19's reporting due to changes in the structure of the organisation which is no longer comparable with previous years' data.

It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore occasionally figures may add up to 101% or 99%.

## Methodology

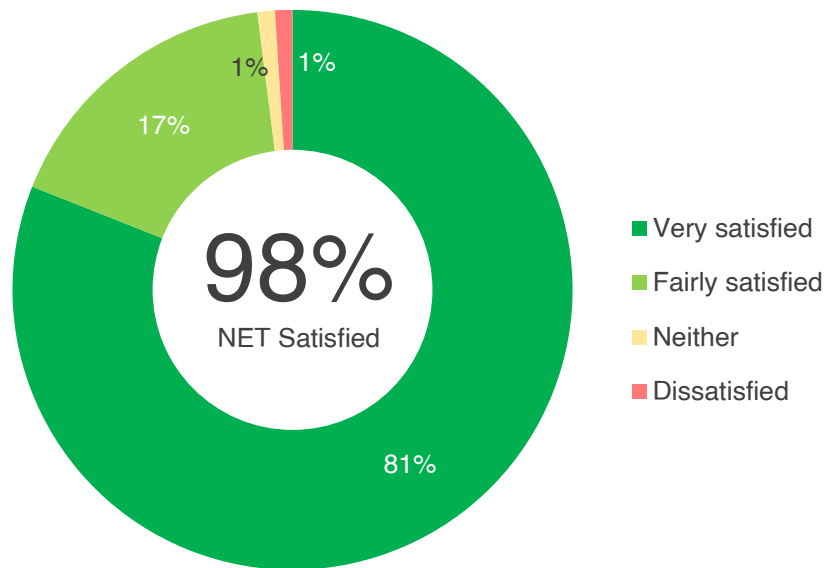
Prior to the fieldwork commencing, SMSR and staff from CHCP CIC undertook a full review of the questionnaire. It was agreed that most questions were still relevant and therefore would remain consistent in order for comparisons to be made. Additional questions have been added this year so that CHCP CIC can provide relevant feedback to their commissioners.

The methodological approach for the consultation remained consistent with the three years previous, with all surveys being undertaken via interviewer-led completion. The needs of each service and their users were taken into consideration when deciding if the interviews would be undertaken in-situ or over the telephone. For some services, mixed methodology was used to maximise response rates for hard to reach patients. A small number of surveys were self-completed due to the sensitive nature of the service.

From April 2018 to April 2019, 2361 patients were surveyed across all appropriate services with quotas being drawn from levels of usage. All interviews were undertaken by trained and experienced SMSR staff.

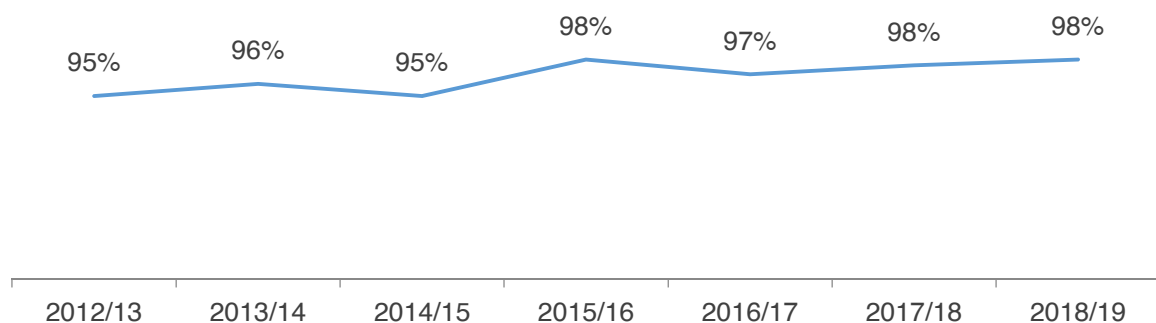
## Overall Experience

How satisfied are you with your overall experience?



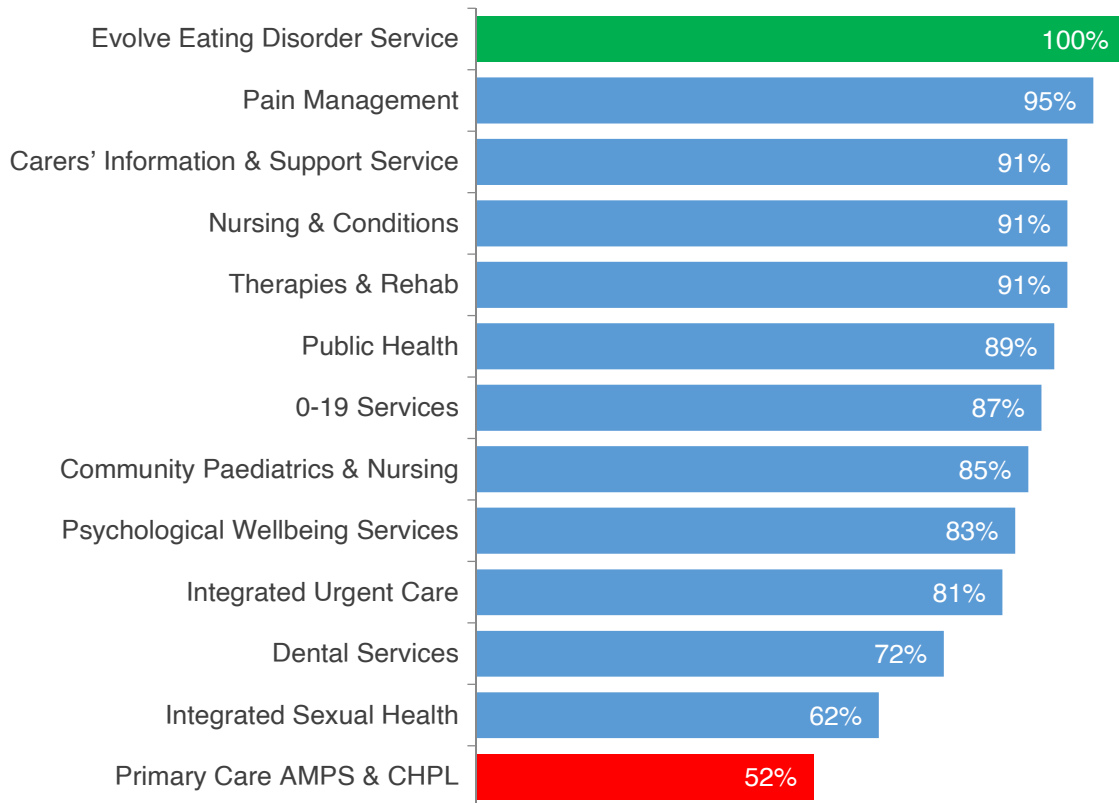
More than 8 in every 10 patients interviewed revealed they were very satisfied with the overall experience provided by CHCP CIC and almost all patients said they were satisfied to some extent (98%). This represents another extremely positive result recorded during 2018/19.

How satisfied are you with your overall experience? **NET Satisfied**



When examining net satisfaction over time, 2018/19's results represent the joint highest score since 2012 and remains consistent with the previous year's result.

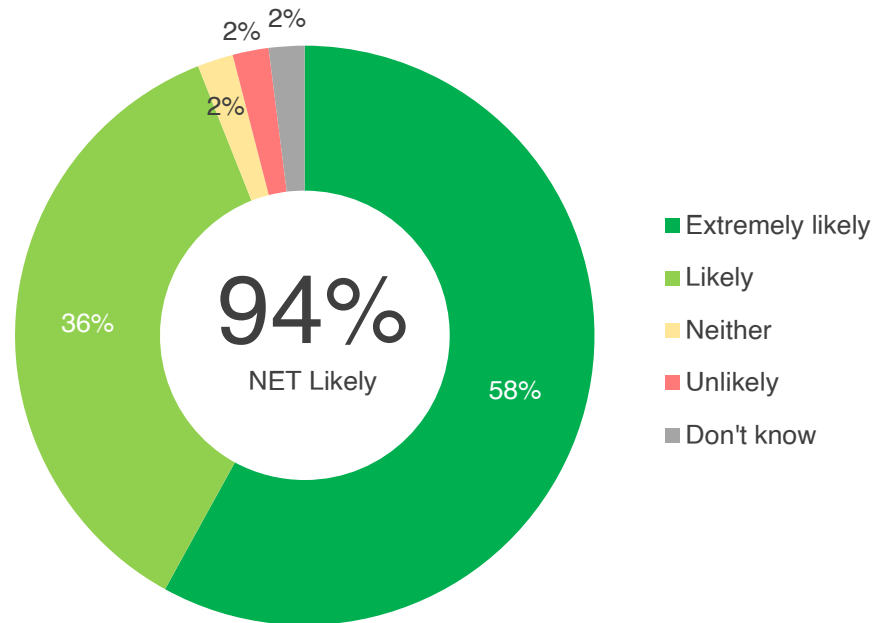
How satisfied are you with your overall experience? **VERY SATISFIED**



When considering results at service level, fewer patients accessing Dental, Integrated Sexual Health and Primary Care services expressed they were very satisfied with their overall experience.

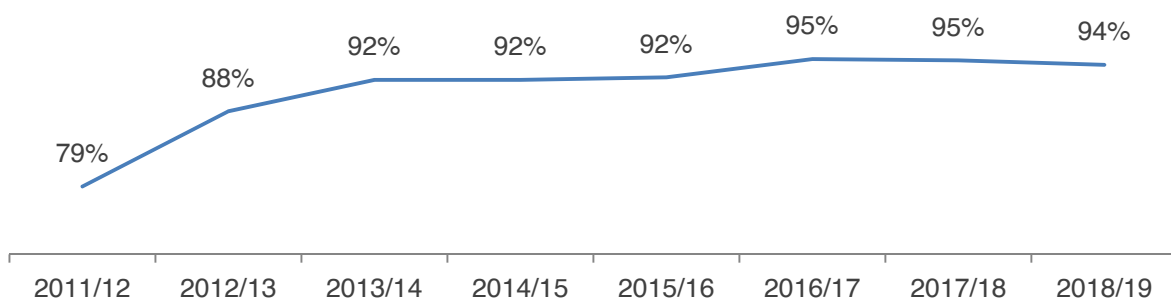
Other notable findings include BAME patients were less likely to say they were very satisfied with the overall experience when compared to white patients (74% vs 81%) and those who considered themselves disabled were more likely to say they were very satisfied when compared to non-disabled patients (85% vs 80%).

How likely are you to recommend our clinic/service to friends and family if they needed similar care or treatment?



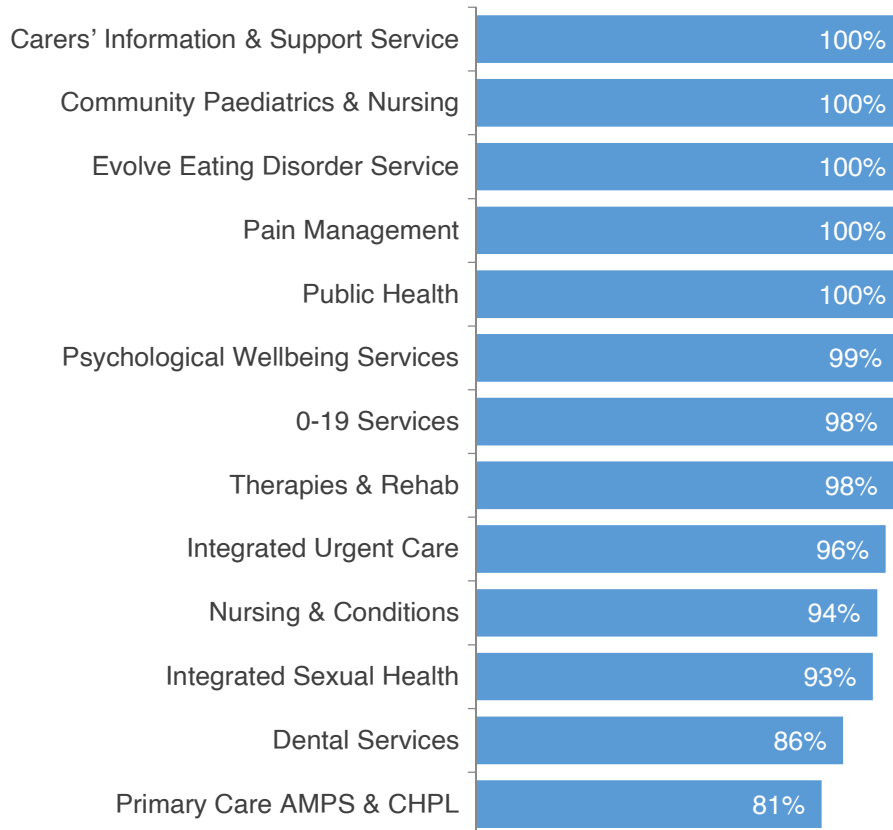
The vast majority of patients interviewed said they were likely to recommend CHCP CIC's services to friends and family, more than half expressing they would be extremely likely to do so. A very small percentage of respondents were neither likely nor unlikely (2%) or unlikely (2%) to recommend services to friends and family if they needed similar care or treatment.

How likely are you to recommend our clinic/service to friends and family if they needed similar care or treatment? **NET Likely**



The percentage of patients who are likely to recommend CHCP CIC's services has dropped by 1% since 2017/18. However, the percentage continues to remain very high, remaining stable across the last three years.

How likely are you to recommend our clinic/service to friends and family if they needed similar care or treatment? **NET LIKELY**



All services recorded high levels of likeliness to recommend amongst patients with 5 services attaining 100%. Users of Dental and Primary Care services were again less likely to recommend the health provision to friends and family, although the majority said they would do so. Furthermore, patients who accessed services within the Integrated Community Care portfolio (69%) more frequently said they were extremely likely to recommend services compared to those being treated within the Health and Wellbeing portfolio (50%).

Patients accessing services in the East Riding were found to be more inclined to be extremely likely to recommend services when compared to patients in Hull (62% vs 55%) as were patients aged 55 or over compared to younger respondents. Again, disabled patients were more likely to propose they were extremely likely to recommend services compared to non-disabled patients (85% vs 80%).



When asked what, in particular, was good about the care received a number of prevalent words and themes were revealed which centred on helpfulness, manner, provision of information, care and support and general satisfaction.

- Helpful / resolved my issue / got medication
- Nice manner / friendly staff
- Provided information / answered questions
- Caring / supportive
- Generally satisfied / everything was good



“I thought it was a very good service, overall. If I had any problems they would always take note of what was said”.

“They were caring and cared about me personally. I have never been in hospital so I was scared and they reassured me.”

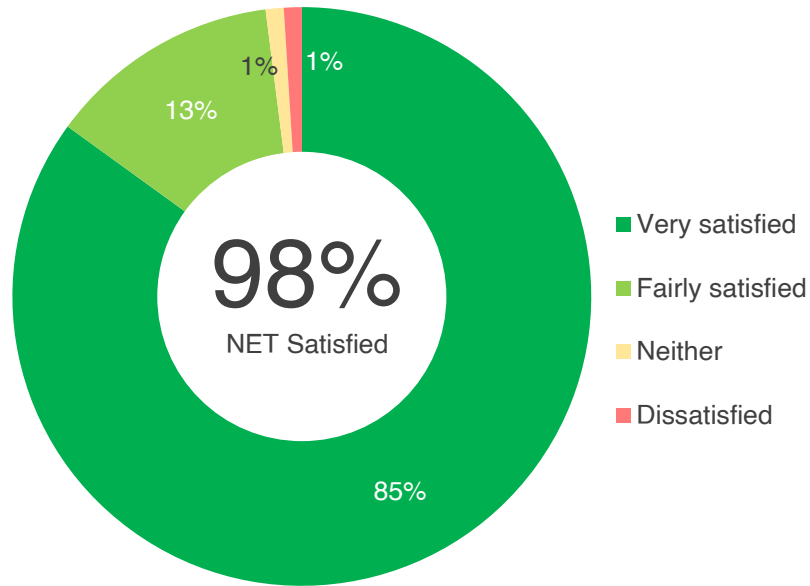
“It was quick to be honest. We went straight through and I felt supported as well.”

“It was all fantastic and she was very informative. She had a really good attitude and told me a lot more than the last person.”

“I felt embarrassed explaining to the nurse and she reassured me that I did the right thing in coming in”.

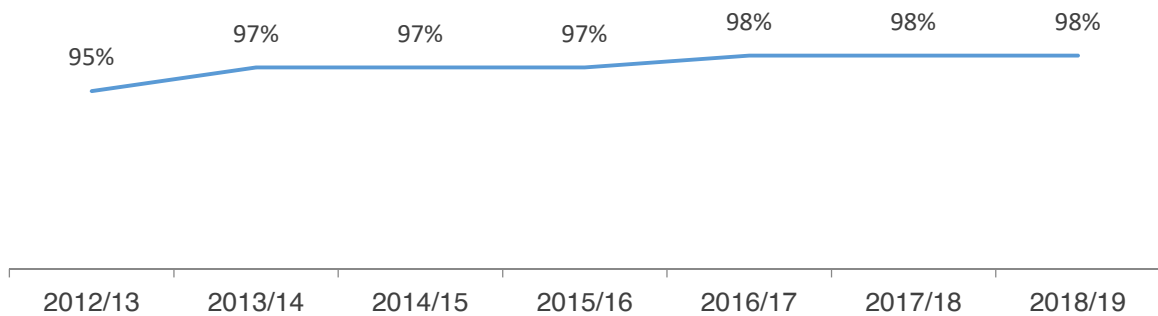
“It was prompt and she understood what I was talking about. She was very helpful.”

How satisfied are you with the standard of care and support you have received?



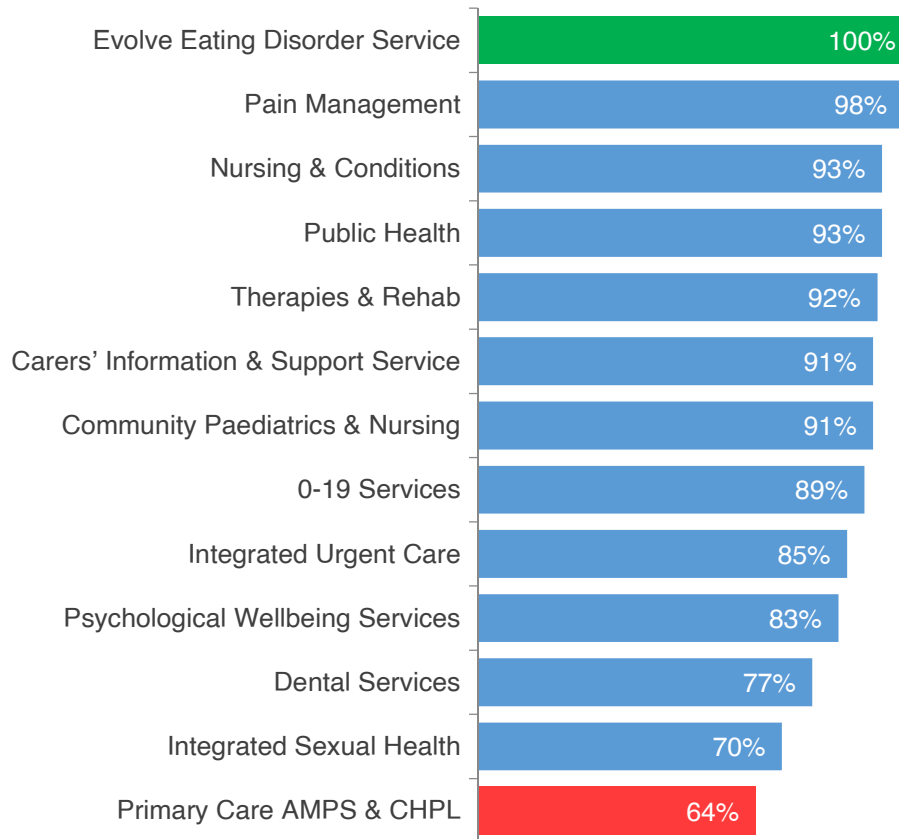
Patients were found to be overwhelming satisfied with the standard of care and support they received and more than 8 out of every 10 said they were very satisfied. Just under a sixth expressed they were satisfied (13%) and just 1% said they were neither satisfied nor dissatisfied and a further 1%, dissatisfied.

How satisfied are you with the standard of care and support you have received? **NET Satisfied**



Satisfaction with the standard of care and support continues at its highest percentage since 2012/13, consistently doing so since 2016/17.

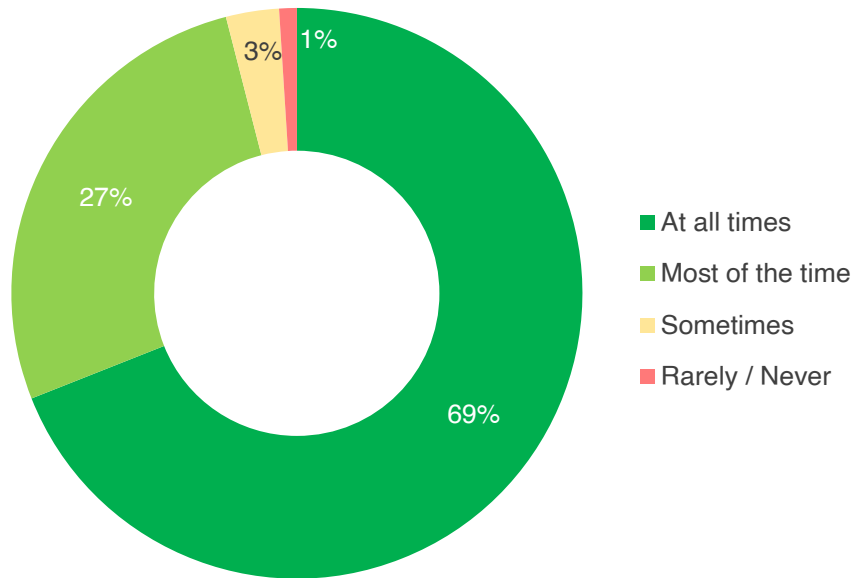
How satisfied are you with the standard of care and support you have received?  
**VERY SATISFIED**



When comparing patients who said they were very satisfied with the standard of care and support received, Dental, Integrated Sexual Health and Primary Care services continued to record lower levels of satisfaction. Overall, patients using services within the Integrated Community Care portfolio (93%) were more likely to be very satisfied with the standard of care received than those using Health and Wellbeing services (80%).

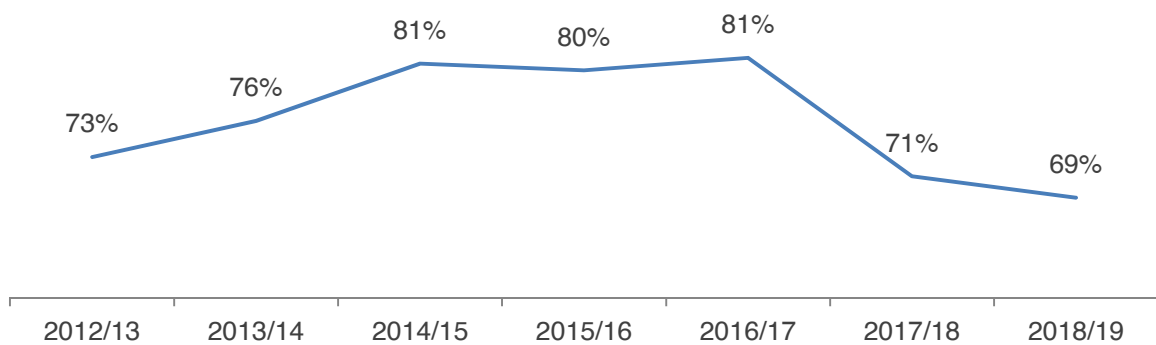
A higher percentage of patients who interviewed at services based in the East Riding (89%) said they were very satisfied with care standards compared to those attending services in Hull (83%). There was a 10% difference between White and BAME patients when considering those who said they were very satisfied with the standard of care received (86% vs 76%).

On reflection, did you get the care that mattered to you...?



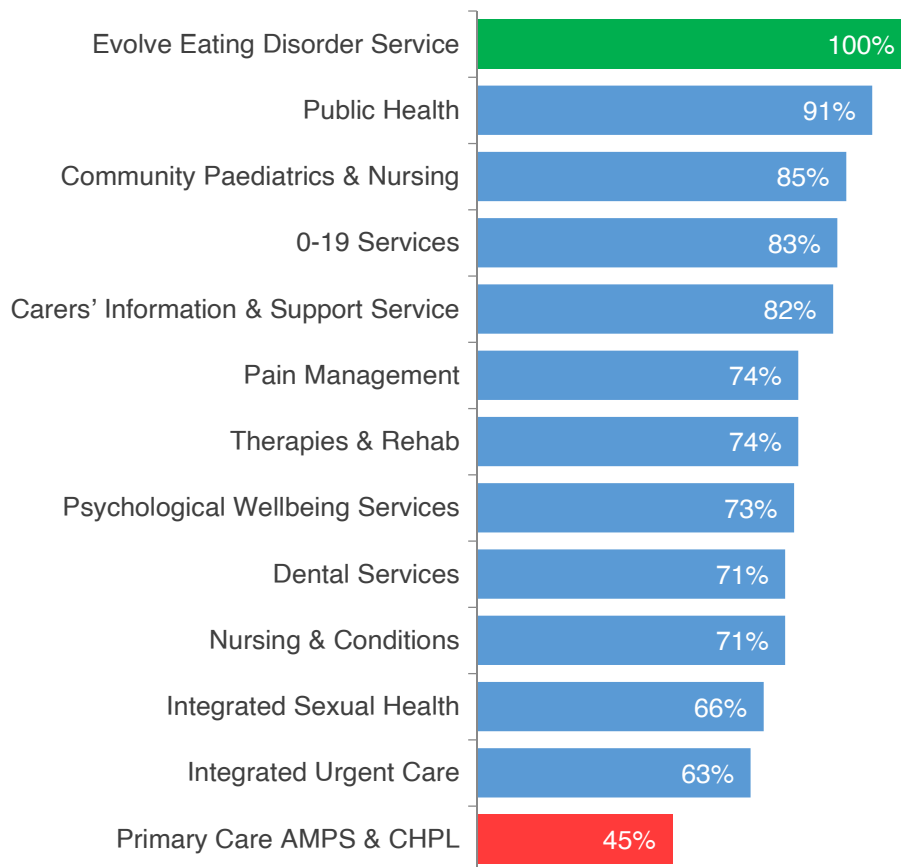
More than two-thirds of patients (69%) felt they received the care that mattered to them at all times; a quarter (27%) said they did so most of the time. Only 3% revealed they received the care that mattered to them sometimes and only 1% rarely / never.

On reflection, did you get the care that mattered to you **at all times**?



Looking at time trends since 2012/13, the percentage of patients who felt they received the care that mattered to them at all times dropped to its lowest point during 2018/19 (69%). However, this is only a 2% drop from the previous year and may be due to the organisation's acquirement of new services during 2017/18.

On reflection, did you get the care that mattered to you **at all times**?

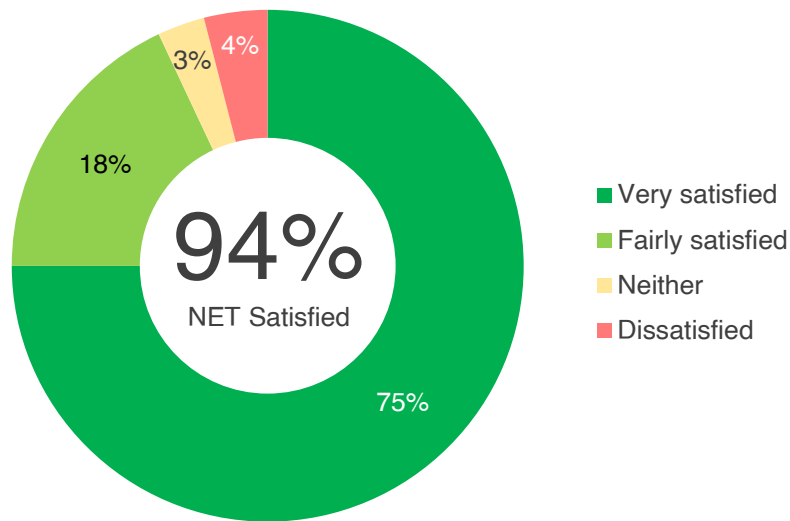


When inspecting the percentage of patients who said they received the care that mattered to them at all times at service level, Primary Care and Sexual Health services continue to record lower scores with less than half of Primary Care patients providing this opinion. When inspecting portfolios, Integrated Community Care services fared better overall than those within Health and Wellbeing (73% vs 66%).

Little variance was found when taking account of patient demographics; those accessing services in Hull were less likely to say they received the care that mattered to them at all times than service users in the East Riding (66% vs 71%).

## Accessing Health Services

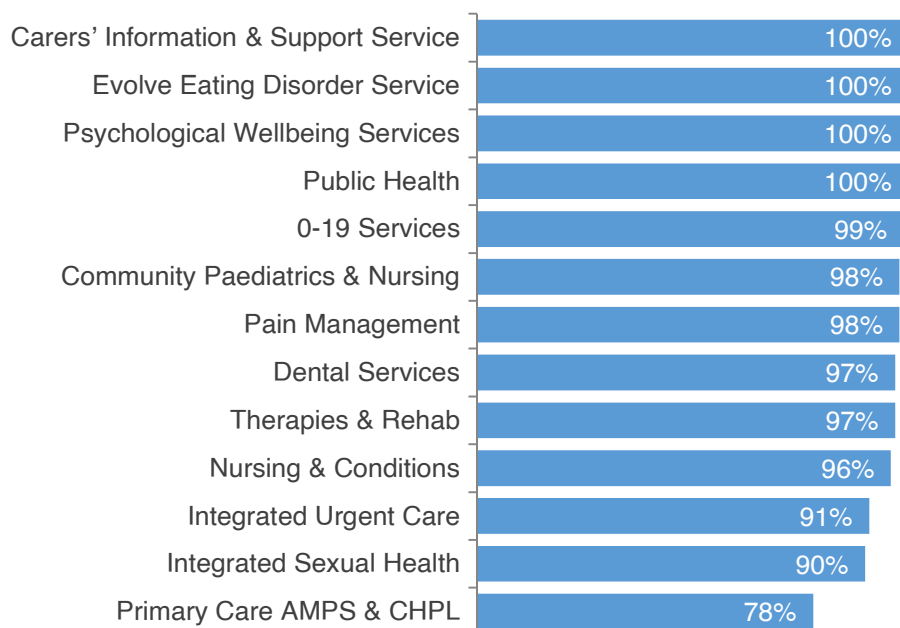
How satisfied were you with the initial contact with the service?



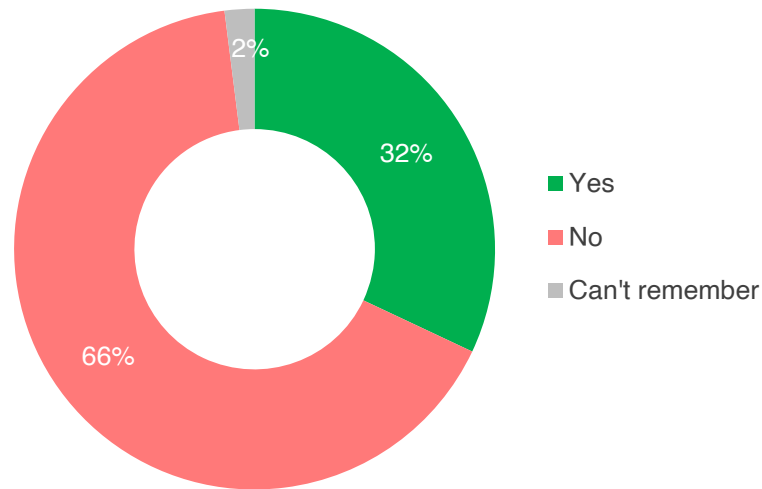
Overall, more than 9 in every 10 patients said they were satisfied with the initial contact when accessing CHCP CIC services. Three-quarters (75%) said they were very satisfied with initial contact; a further fifth (18%) said they were fairly satisfied. A small percentage mentioned they were neither satisfied nor dissatisfied with the initial contact and 4% said they were dissatisfied. When considering NET satisfaction 2018/19's figure was down 1% from the previous year.

High levels of overall satisfaction with initial contact were observed across all services with satisfaction amongst Primary Care service users notably lower.

How satisfied were you with the initial contact with the service? NET Satisfaction



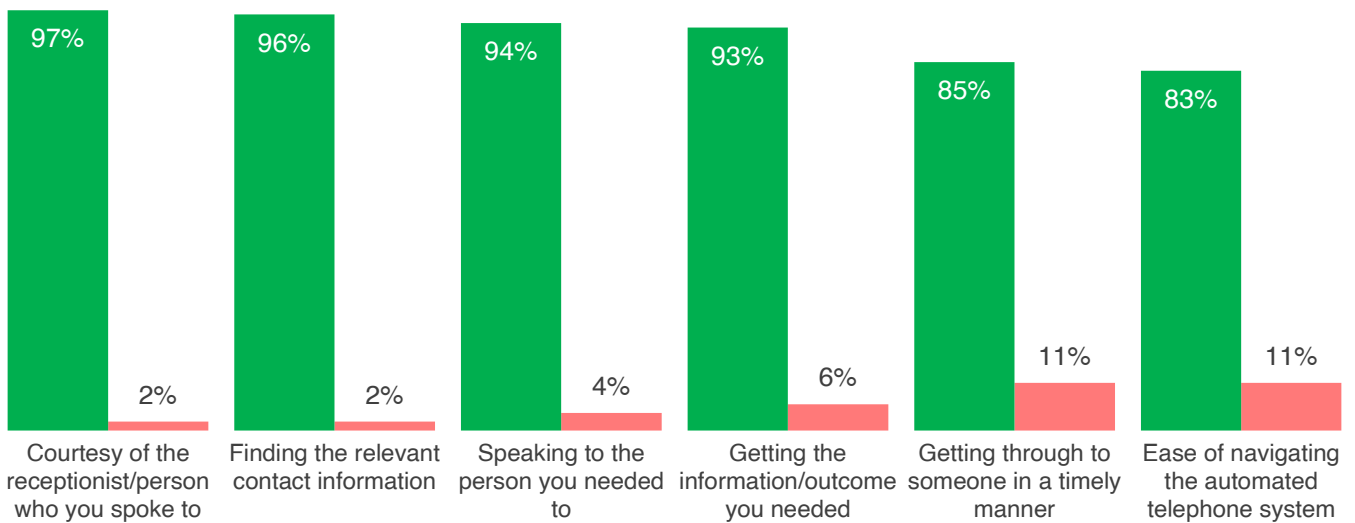
Have you contacted the service by telephone in the past 12 months?

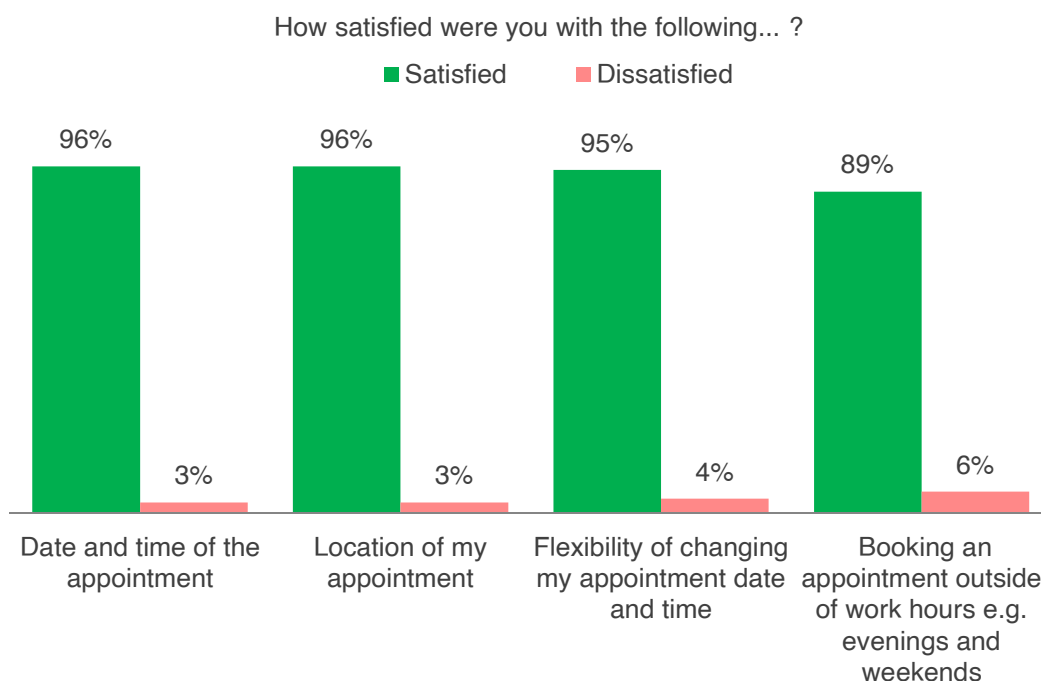


Around a third of patients (32%) contacted services via telephone during 2018/19. This continues a downward trend across previous years for this method of access with 65% of respondents making contact by telephone during 2011/12.

The majority of patients were satisfied with all aspects of initial contact; a tenth mentioned they were dissatisfied with getting through to someone in a timely manner (11%) and navigating the automated telephone system.

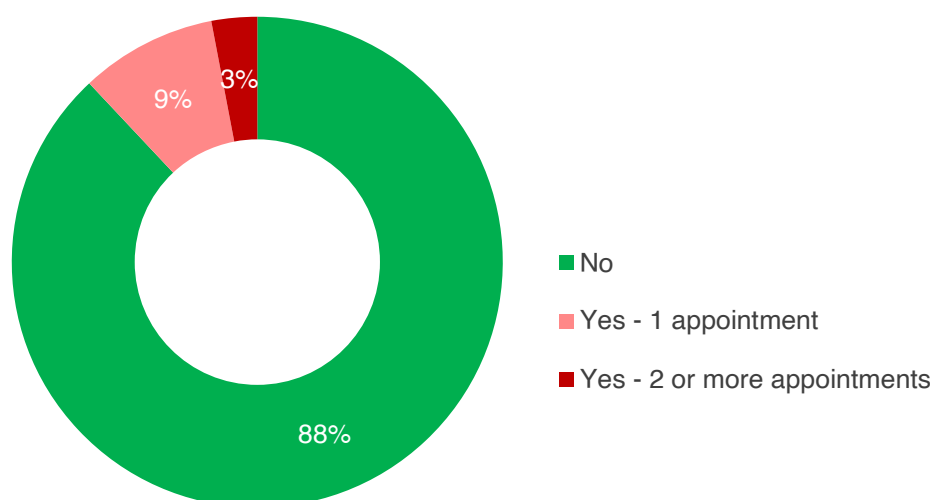
How satisfied were you with the following aspects of your initial contact by telephone?  
■ Dissatisfied ■ Satisfied





Patients also expressed high levels of satisfaction when booking appointments with more than 9 in every 10 patients satisfied with the date and time, location and flexibility of changing appointments. The level of satisfaction with booking an appointment outside of working hours rose by 4% during 2018/19.

Have any of your appointments been cancelled or changed to a later date in the last 12 months?

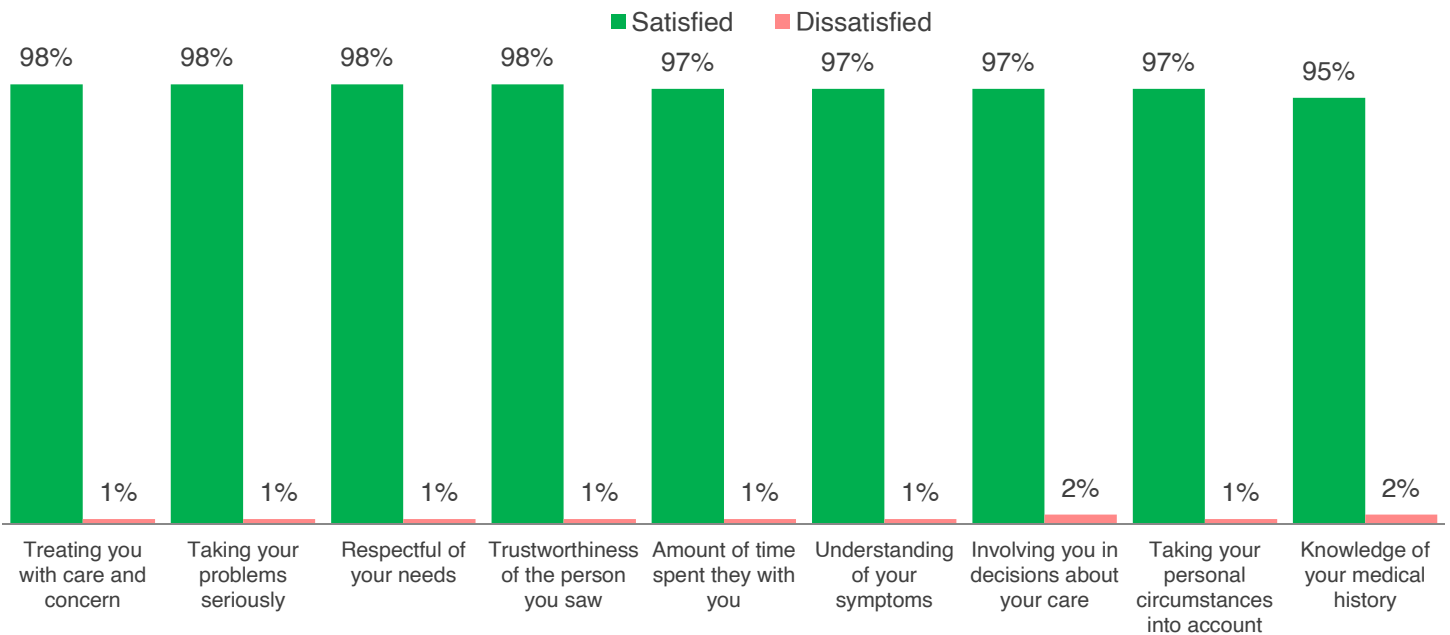


Nearly nine-tenths of patients confirmed that no appointments had been cancelled or changed in the last 12 months. This represented a reduction of 6% from the previous year.



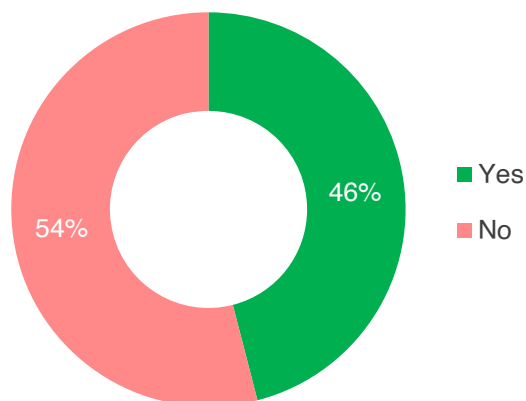
## Health Professional

Thinking about the health professional that you saw. How satisfied or dissatisfied were you with the following?



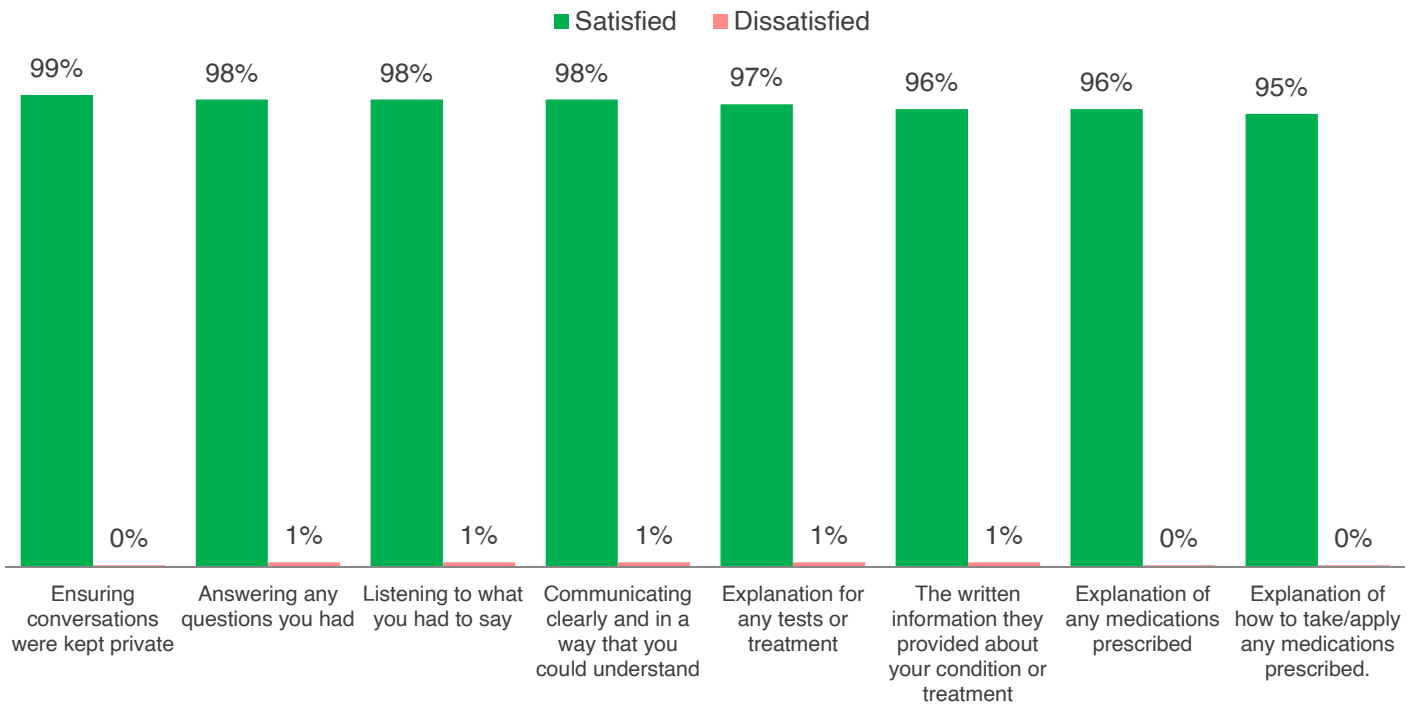
The vast majority of patients continue to be satisfied with health professionals, although BAME patients consistently provide lower levels of satisfaction across all aspects, most notably concerning taking problems seriously (93% BAME vs 98% White). Those accessing Primary Care services also provided lower levels of satisfaction across the statements.

Have you experienced a reduction in the number of times you have had to tell your story to different services or health professionals?



Just under half of patients confirmed they had experienced a reduction in the number of times they had to tell their story to different services or health professionals.

Thinking about the communication from the health professional. How satisfied or dissatisfied were you with the following?



Again, patients expressed extremely high levels of satisfaction when asked to think about communication from the health professional, although satisfaction with written information, explanation of medication and how to take medication reduced slightly since 2017/18. Satisfaction with aspects of communication amongst patients accessing Primary Care services were also lower compared to other service areas.

When asked what, in particular, was good about the health professional a number of prevalent words and themes were revealed which centred on staff manner, helpfulness provision of information, efficiency and professionalism.

- Nice manner / friendly staff
- Helpful / resolved my issue / got medication
- Provided information / answered questions
- Quick / efficient service / seen straightaway
- Professional/knew what they were doing



“They were first class and they understood. Any concerns I had they talked it through with me.”

I live on my own and I cannot do it myself. With the nurses coming I’m still able to live in my own home. I can keep my independence.”

“They understand and are good at their job and they treat you as an individual.”

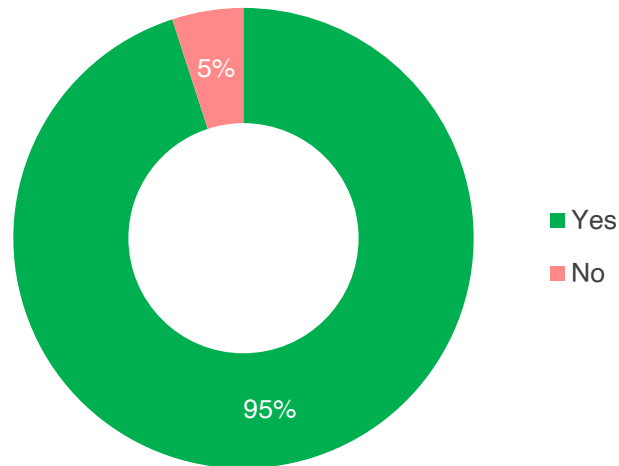
“They advised me to wait a little longer to see an out of hours GP to prescribe me some good painkillers”

“She was listening to my concerns and acting upon them. She asks relevant questions as well and tries to push me into a better position”

“She was caring and talkative and asked me if there was anything else I wanted to know.”

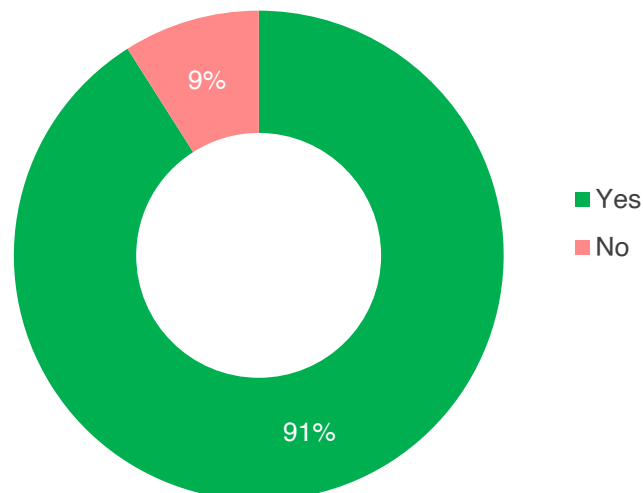
## Self-Care

Has the care that you received supported or encouraged you to manage your condition more independently in your day to day life?



Questions regarding self-care were exclusively asked to patients accessing CCG+ commissioned services. The vast majority confirmed the care they had received supported or encouraged them to manage their condition more independently in their day to day life, an extremely positive reflection on these services. The percentage of those who did confirm the care they received helped manage their condition rose by 1% during 2018/19.

Has the care that you received contributed to an improvement in your quality of life?

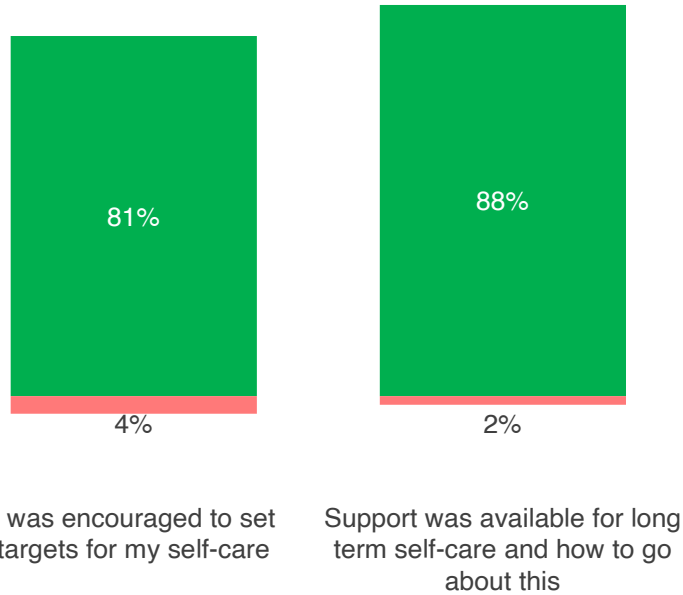


Furthermore, more than 9 in every 10 patients who accessed CCG+ commissioned services said the care they received contributed to an improvement in quality of life, again a 1% increase since 2018/19.

Do you agree or disagree with the following statements?

■ Agree

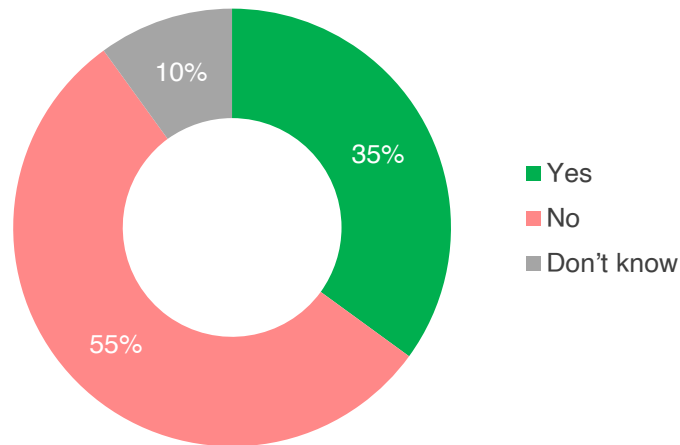
■ Disagree



More than 8 in every 10 patients agreed they were encouraged to set targets for self-care and that support was available for long-term care. A small percentage disagreed with the statements (4% and 2%). Both agreement figures were down from 2017/18: setting targets for self-care -8%; support available for long term care -5%.

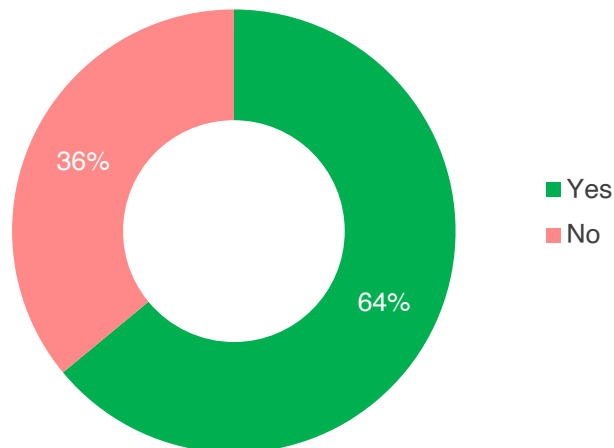
## Making Every Contact Count (MECC)

Were you made aware that you could be referred to another CHCP CIC service if you needed it?



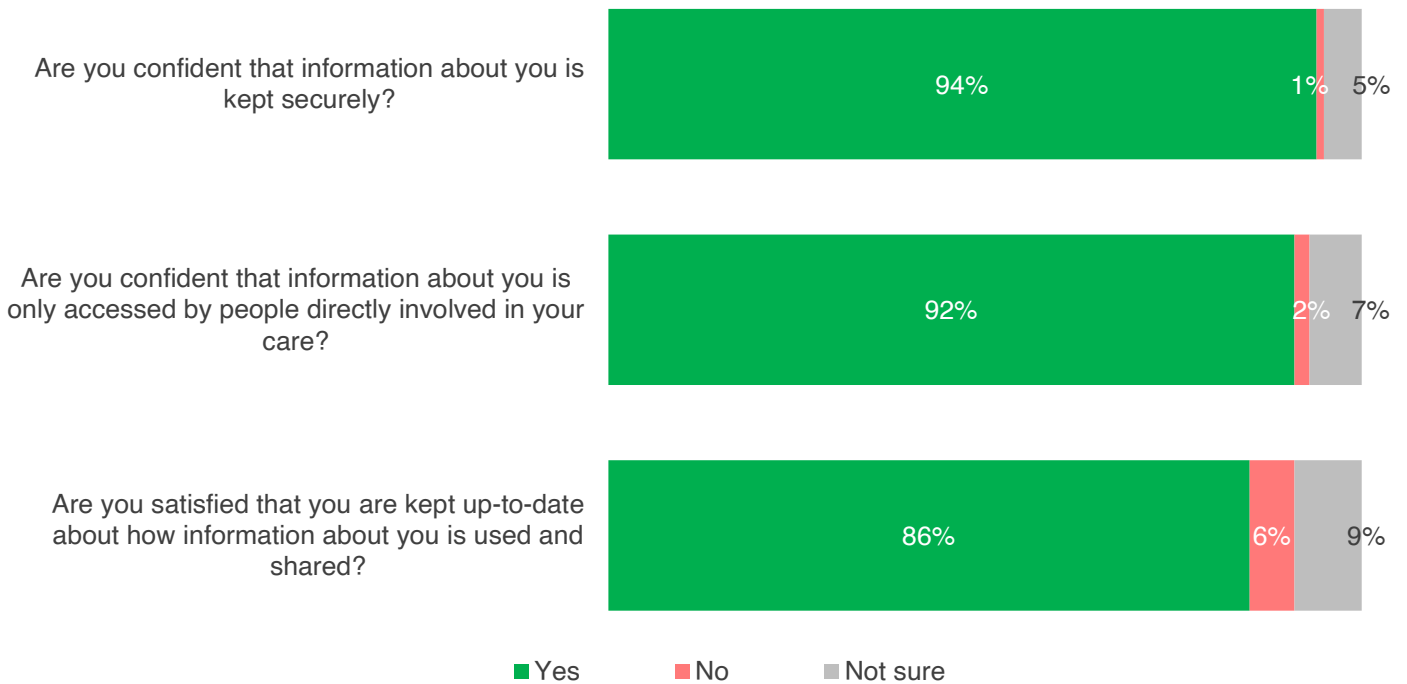
Just over a third (35%) of patients said they were made aware that they could be referred to another CHCP CIC service if they needed it, with over half stating they were not made aware (55%). A tenth (10%) did not know. Awareness has dropped by around a tenth since 2017/18 (43%).

If you received an offer of referral, did you take this up?



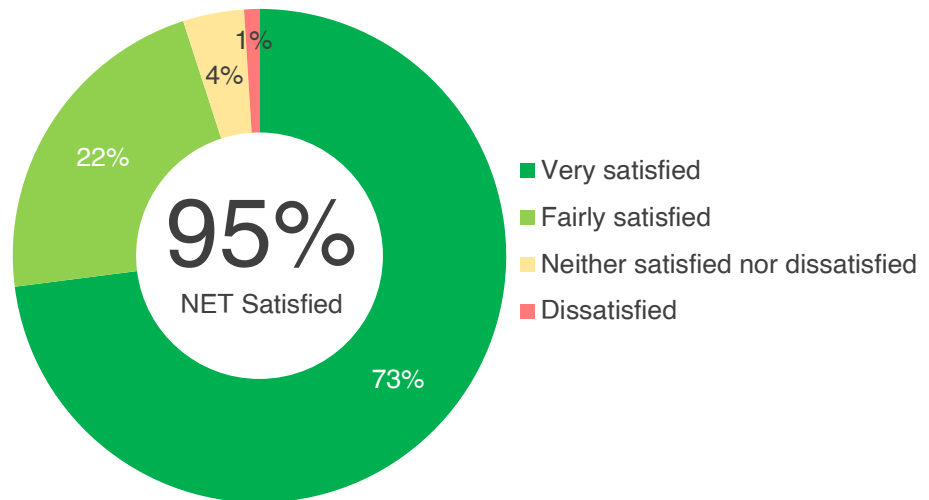
Of the patients who received an offer of referral, two-thirds (64%) took up the offer, the second highest take up recorded since 2012 (the highest being 67% during 2017/18). So awareness has decreased whereas take-up has remained high. Furthermore, 8 in every 10 patients said they were satisfied with the referral process.

## Information / Communication



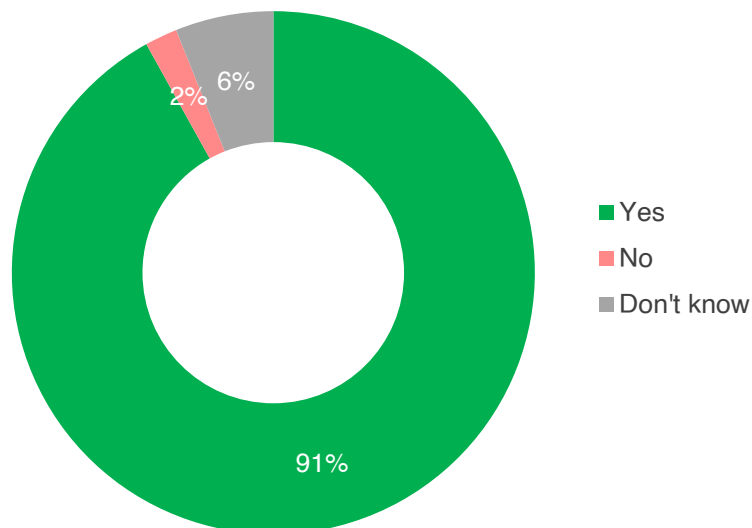
Patients continue to be extremely confident that information about them is only accessed by people directly involved in their care and that information about them is kept securely. These findings were consistent across services and demographics. More than 8 in every 10 patients were satisfied they were kept up-to-date about how information about them is used and shared, a 3% increase since 2017/18. There was no notable variance across services and demographics regarding information security.

How satisfied are you with the opportunities to give feedback about the service or make a complaint?



More than 9 in every 10 patients were satisfied with opportunities to provide feedback about the service or make a complaint with almost three-quarters (73%) stating they were very satisfied (a 1% increase from 2017/18). Just 1% of patients were dissatisfied with opportunities to give feedback or make a complaint with 4% neither satisfied nor dissatisfied.

If you were not happy with the service you received or had concerns, would you raise them?



Nine-tenths (91%) of patients confirmed they would raise concerns if they were not happy with the service they had received. This figure has remained consistent over the past 4 years. Disabled patients were slightly less likely to confirm they would raise any issues when compared to non-disabled patients (91% vs 94%) as were BAME patients when compared to White patients (88% vs 92%).



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