

Community Diabetes Specialist Nursing (DSN) Service Consultation Questionnaire (Secret Shopper)

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Index		Page
1.0	Background	3
2.0	Aim	3
3.0	Objectives	3
4.0	Sample	3
5.0	Data Sources and Methodology	3
6.0	Results	4-7
7.0	Conclusions	7
8.0	Recommendations and Action Plan	7
 Appendices		
Appendix One:	Questionnaire	8-10
Appendix Two:	Comments relating to the service	11

1. Background

The improvement of quality and clinical outcomes are at the centre of recent NHS reforms. It is particularly important that quality is assessed by patients themselves.

2. Aim

2.1 The aim of this survey is to evaluate the quality of diabetes care delivered by clinicians within the diabetes specialist nursing service.

3. Objectives

- 3.1 The objectives of the survey were:
- To identify the amount of time allocated for clinic appointments is sufficient
 - To establish whether patients feel they are engaged in care planning and have sufficient information to influence their diabetes management
 - To identify any area of service delivery that patients feels is suboptimal

4. Sample

4.1 Nine community diabetes specialist nurses were selected, with seven having five patients randomly selected, one nurse with four patients selected and one nurse had two patients selected. Therefore N=41.

5. Data Sources and Methodology

5.1 Data source for this survey was a paper questionnaire and information from the completed questionnaires was analysed using Microsoft Access.

6. Results

6.1 Demographics

6.1.1 Table one represents the age range and gender of the service users. Forty-one service users completed the survey and they all belonged to "White" ethnic group. Twenty five respondents (61%) were female and 15 (37%) respondents were male. One patient (2%) did not reply to the question of gender.

Table one: Age groups of respondents (N=40)

Age group	Male	Female
18-24	1	0
25-34	0	2
35-44	0	0
45-54	1	4
55-64	1	5
65-74	9	10
75-84	3	3
85 and over	0	1
Total	15	25

6.1.2 Table two demonstrates that over 56% of the female respondents were in the age range of 65 to over 85 years of age. A total of 80% of male respondents were in the age range of 65 to over 85 years of age.

6.1.3 The questionnaire also asked respondents whether they had a physical disability and if so, were their physical disability met by the Trust. A total of six respondents (14.6%) considered they had a physical disability; five felt their physical disability needs were met by the Trust. One respondent felt her needs had only been partially met. Respondents were asked to explain why they felt their needs were not met, to help us make improvements. The comment is below:

- No one around to help her go to the toilets

6.2 Friends and Family Test

6.2.1 The first question asked was the Friends and Family Test score which asks respondents whether they would recommend a service to their friends and family should they require it. The methodology of the score requires that those that state “Extremely Likely” are considered to be promoters, those that state “Likely” are passives and those that score anything else are detractors. The percentages are calculated and a score produced by subtracting the percentage of detractors from the percentage of promoters. The final score is expressed as a number not a percentage and may be used to compare against other services or is a re-audit against previous scores.

Table one: How likely are you to recommend our Diabetes Specialist Nursing service to friends and family if they needed similar care or treatment? (N=41)

Response Category	Number	%
Extremely likely	36	88%
Likely	5	12%
Neither likely nor unlikely	0	0%
Unlikely	0	0%
Extremely unlikely	0	0%
Not at all, or don't know	0	0%
Total	41	100%

6.2.2. The table above shows that five respondents stated they were likely to recommend the service (passives) and none were “neither likely nor unlikely” or “unlikely” or “extremely unlikely” (detractors). The remainder (36) stated they were extremely likely to recommend the service (promoters) therefore the Friends and Family score is 88. This is calculated by subtracting the detractors (0%) from the promoters (88%).

6.2.3 In order to make the Friends and Family score more meaningful the Department of Health ask that respondents be asked why they give the score that they do. Six respondents chose to comment. Comments were all positive; the responses are listed below:

- Extremely helpful when referring her mother
- Very good experience
- Very good service
- Yes, would recommend our service and has done to a family member
- Already recommended to a friend and advised her doctor how good the service was.
- Would recommend our service to anyone needing it

6.3 Information

6.3.1. Respondents were then asked several questions relating to the clinician, information, advice and opportunities to talk to the nurse. At the end of each question they were given the opportunity to comment. The first question related to the amount of time spent talking to the patient at clinic, by telephone or during a home visit. A total of

thirty-six (88%) of patients said they were very satisfied and five (12%) satisfied. Four patients chose to comment:

- Spends as much time as is needed
- Newly diagnosed – would have liked more input but happy with Chris Parry contact
- Very good
- Excellent – spent over an hour and never felt rushed

6.3.2. The respondents were asked about the information given to them by the nurse regarding their results and helping the respondent to understand their meaning. Thirty-four respondents (83%) were very satisfied and the remaining seven respondents (17%) satisfied with information. Two respondents chose to comment:

- Practical and understandable
- Felt the nurse knew more than the doctors

6.3.3 The next question asked whether respondents had enough information given to them by the nurse regarding any changes to medication and their effects on their diabetes control. Thirty-two respondents (78%) were very satisfied, seven (17%) satisfied and two (5%) neither satisfied nor dissatisfied. Three respondents chose to comment:

- Nat suggested that other types of insulin were available
- Felt Rebecca joined up all the dots – rather than treating all the problems separately
- Discussed with the doctor

6.3.4 Respondents were asked were they given the opportunity to discuss and plan with the help of their nurse for their future diabetes care. Thirty-four respondents (83%) were very satisfied and seven respondents (17%) were satisfied with discussions and planning their future diabetes care. One respondent commented:

- To discuss further at clinic appointment

6.3.5 Respondents were asked whether they had been given the information and education to help them in your diabetes management?

Table one: Have you been given the information and education to help you in your diabetes management?

Response Rate	Number	Percentage
Very satisfied	33	81%
Satisfied	6	15%
Neither satisfied nor dissatisfied	1	2%
Slightly dissatisfied	1	2%
Dissatisfied	0	0%
Total	41	100%

The table above shows that 81% of respondents stated they were very satisfied with information and education to help with their diabetes management. This question also recorded the sole response of “slightly dissatisfied” throughout the questionnaire. Three respondents commented:

- Has attended the Xpert course and found it very useful
- No information given on Xpert course
- Has been on the Xpert course

6.3.6 Respondents were asked about the consistency of advice given to them. Thirty-one respondents (76%) were very satisfied, seven (17%) were satisfied, one (2%) neither satisfied nor dissatisfied and two respondents (5%) did not answer this question. One respondent commented:

- Couldn't remember the question but was given conflicting advice from Angela on the Xpert course and Jill on the telephone

6.3.7 The final question in this section related to opportunities to talk about the issues or concerns that are affecting you and your diabetes. Thirty-five respondents (85%) were very satisfied and six respondents (15%) were satisfied. One respondent commented:

- To discuss further at clinic appointment

6.4. Overall Satisfaction with the Service

6.4.1 Respondents were given the opportunity to comment about the service in a free text section concerning any area of care that they were unhappy with and to suggest improvements. Five comments were received; three of these comments were less positive feedback and the other two comments were positive.

- Only comment relates to the appointment system to see the diabetes consultant always changed before the six months
- A very caring nurse who is prepared to listen and spend as much time with you as needed. Best service she has had in 30 years. Cannot praise Chris Parry highly enough
- Extremely happy with the service, especially with the help and advice given by Chris Parry
- Would have liked more daily contact to help him through the early stages of taking insulin
- Unable to get hold of Christine Cadwallader and when messages left does not return calls. This has happened several times. She said her practice nurse has the same problem.

6.4.2 Finally, respondents were given the opportunity to comment about the service in a free text section if there was any part of the service or nursing care that they were particularly happy with. Thirty-five comments were made. All comments were positive relating to the service, staff, information and education. A full list of the comments is in Appendix two to this report.

- Very happy with the nursing care received. Always helpful and prompt at returning any messages left
- Noreen is fantastic – listens and appreciates other problems in relation to her diabetes.
- Very happy with care and found the Xpert course very educational and enjoyed the course.
- Felt the nurse went above and beyond the call of duty – we run an excellent service
- A brilliant service and has a lot of faith in Jacqui who is very understanding and has helped her understand her diabetes control
- Very happy with the service and has been given more information from Jacqui than she has in the last 26 years
- Extremely happy with our service and the NHS. Excellent care received from Christine Cadwallader

7. Conclusions

The general feedback from service users shows that 100% of respondents would be either extremely likely or likely to recommend the service.

- 7.1.1 Over 63% of the respondents were in the age range of 65 to over 85 years of age. A total of 80% of male respondents were in the age range of 65 to over 85 years of age whilst only 56% of female respondents were in the same age range.
- 7.1.2 Six respondents considered they had a physical disability of which one felt that her needs were only partially met by the Trust.
- 7.1.3 100% of respondents were very satisfied or satisfied in areas concerning; time spent talking to them, information given to them regarding results, opportunity to discuss and plan for future diabetes care and the opportunity to talk about issues.

8. Recommendations and Actions

8.1 The recommendation and action plan for this audit is below:

Key finding	Recommendation	Action Required	Person Responsible	Completion Date
Accessibility at trust premises	To identify from the respondents which trust estates facilities did not meet their physical requirements	To highlight findings to the estates manager and trust director Julie Thornby with responsibility for estates management	Angela Cook	September 2014

Appendix one

Community Diabetes Specialist Nursing (DSN) Service Consultation Questionnaire

The following statements concern aspects of diabetes care you receive from your diabetes specialist nurse. Please tell the interviewer your response to each statement.

If the statement does not apply to you because you have no experience of that aspect of the service please indicate by stating not applicable.

Q1 How likely are you to recommend our Diabetes Specialist Nursing Service to friends and family if they needed similar care or treatment?

- | | |
|--|--|
| <input type="checkbox"/> Extremely likely | <input type="checkbox"/> Unlikely |
| <input type="checkbox"/> Likely | <input type="checkbox"/> Extremely unlikely |
| <input type="checkbox"/> Neither likely nor unlikely | <input type="checkbox"/> Not at all, or don't know |

Q2 Please can you tell us the main reason for the score you have given?

Q3 How satisfied do you feel with the following subjects:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Slightly dissatisfied	Dissatisfied
The amount of time spent talking to you(clinic, telephone, HV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given to you by the nurse, regarding your results & helping you understand their meaning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given to you by the nurse regarding any changes to your medication and their effects on your diabetes control.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to discuss and plan with the help of the nurse for your future diabetes care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you been given the information and education to help you in your diabetes management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The consistency of advice given to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities to talk about the issues or concerns that are affecting you and your diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Comments on the amount of time spent talking to you

Q5 Comments on information given to you by the nurse, regarding your results & helping you understand their meaning.

Q6 Comments on information given to you by the nurse regarding any changes to your medication and their effects on your diabetes control.

Q7 Comments on opportunities to discuss and plan with the help of the nurse for your future diabetes care.

Q8 Comments on the information and education to help you in your diabetes management?

Q9 Comments on the consistency of advice given to you

Q10 Comments on the opportunities to talk about the issues or concerns that are affecting you and your diabetes

Q11 Additional comments: Is there any area of your care that you are unhappy with and could you suggest any improvements

Q12 Additional comments of satisfaction; is there any part of the our service or the nursing care that you are particularly happy with

Physical Disabilities

Please answer the following questions if you consider you have a physical disability

Q13 Please tell us something about the nature of your physical disability

Q14 Do you feel your physical disability needs were met by this Trust

Yes

No

Q15 If you have answered No, please explain why, to help us make improvements.

About you

Q16 Are you male or female?

Male

Female

Q17 How old are you?

Under 18

55-64

18-24

65-74

25-34

75-84

35-44

85 and over

45-54

Q18 Which ethnic group do you consider you belong to?

White

Chinese

Mixed

Other

Asian or Asian British

Do not wish to say

Black or Black British

Other detail

Thank you for your help, the results of this survey will help to improve our service.

Appendix Two

Question twelve:

- Very happy with care received x 5

- Happy with service all round
- Very happy with service – hope that a cure or better treatment could be available in the future
- No complaints
- Very happy with service x 6
- Only started seeing Rebecca and everything ok
- Excellent service – happy with Rebecca and feels she provides very good care
- Very happy with the service and help offered
- Overall we offer a good service
- Very happy with the nursing care received. Always helpful and prompt at returning any messages left
- Very happy with the help and advice given
- Noreen is fantastic – listens and appreciates other problems in relation to her diabetes. A very supportive service which is vital to help and support patients.
- Very happy with the service and care received from Noreen
- Very happy with care received from Noreen
- Very happy with care and found the Xpert course very educational and enjoyed the course.
- Felt the nurse went above and beyond the call of duty – we run an excellent service
- Very happy with our service and the help and advice received from Fiona.
- Happy with service now – but felt very left out years ago when nothing was really explained
- Happy with care received
- A brilliant service and has a lot of faith in Jacqui who is very understanding and has helped her understand her diabetes control
- Very happy with the service and has been given more information from Jacqui than she has in the last 26 years
- Fantastic care from Jacqui - has helped her understand more than anyone else
- Very happy with care
- Found Jacqui to be friendly, approachable and is prepared to listen. Explains everything very well
- Extremely happy with our service and the NHS. Excellent care received from Christine Cadwallader