

Cardiology Service Patient Experience Survey Results

June 2018

1. Introduction

To help shape the future service provision for cardiology services the six Staffordshire CCGs undertook a patient survey. The purpose of this survey was to capture and gather the views of service users to understand the expectations from existing services and what is important to patients when accessing Cardiology services.

The survey was available electronically for patients to access with hard copies made available via cardiology outpatient departments at the Royal Stoke, Stafford Hospital and through the British Lung Foundation.

In addition to this a site visit to capture direct patient feedback was undertaken at the Royal Stoke on the 17th May 2018.

2. Responses

The response rate to the patient survey was not significantly high with a total of 21 responses received. Although the response rate was low Commissioners feel that the responses provided demonstrate the experiences of the current services and that there is sufficient information to help shape future service developments.

3. Summary of Findings

Respondents came from a variety of localities with the majority of patients residing in the Cannock, Stafford & Surrounds or Stoke-on-Trent area. Of these the largest proportion (61.91%) were already receiving treatment from a service for a variety of heart conditions.

Out of the 21 responses received detailed below are the locations used by the respondents to receive their care:

Venue	Number of Responses
County Hospital	6
Royal Stoke Hospital	9
New Cross Hospital	2
Primrose Lane Clinic Wolverhampton	1
Cannock Chase Hospital	2
Little Aston Hospital, Sutton Coldfield	1

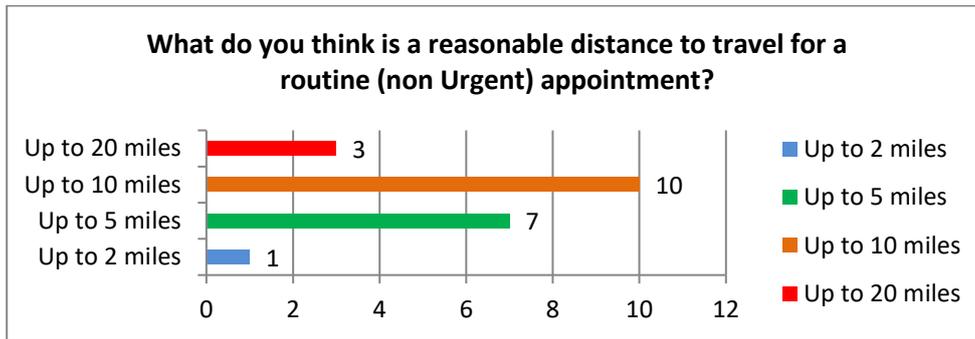
As part of the survey patients were asked their thoughts on service provision and what was important to them. Respondents reported the following:

- ❖ 47.62% reported that the location of the service was very important to them

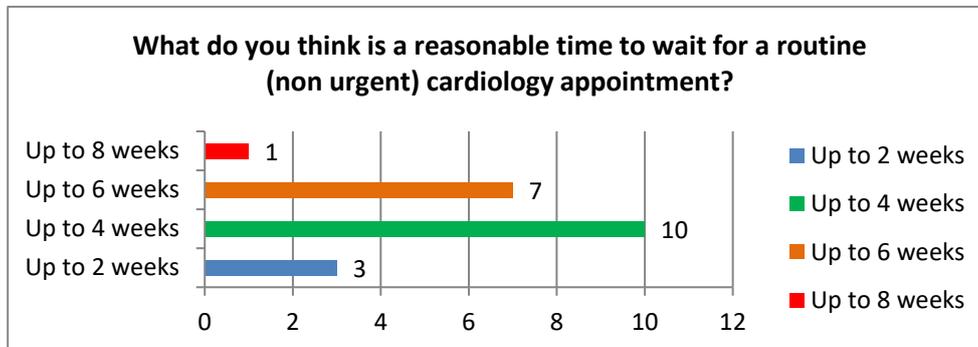
- ❖ 57.15% reported that the proximity to home was important or very important to them however 33.33% reported that this was not a concern
- ❖ 85.71% reported that the waiting times for appointment was very important to them

Alongside this 61.91% of respondents reported that the proximity to work was not an important factor; this is predominantly assumed to be that the largest proportion of patients were aged 61yrs plus and therefore not a working age.

In order to aid the development of future services patients were asked to consider what would be a reasonable distance to travel to an appointment. Respondents identified that they would be willing to travel to an appointment with the largest proportion willing to travel up to 10miles as indicated in the chart below:



Patients were also asked to consider what would be a reasonable time to wait for a routine (non-urgent) appointment. The largest majority reported that they would be prepared to wait for 4 weeks for a routine appointment as detailed in the chart below:



In addition to surveying patients on their thoughts for a future service provision, patients were also asked to rate their experiences of the current service to inform Commissioners whether there are any areas of service improvement that need to be considered.

The responses provided were extremely positive with patients reporting the following:

- ❖ 66.67% rated the current wait times as excellent
- ❖ 66.66% reported the location as very good or excellent

The friendliness and understanding of the reception staff and Consultants was rated as very good or excellent by a large proportion (95.24%) of respondents. This was reflected in some of the comments made:

'Cardiac surgeon we saw in Stoke was friendly, approachable, made us feel at ease and made sure we understood everything'

'Friendliness of staff and the way everything was explained'

The cleanliness of premises and professionalism of the staff was also rated as excellent by the majority of patients. (71.43% and 76.19%)

4. Patients Demographics

In response to the patient survey 100% of respondents were British, with 61.91% being male and 61.9% aged 61yrs and above.

71.43% of respondents reported Christianity as their religion or belief and 100% had not gone through any part of gender re-assignment, were pregnant or had recently given birth.

The largest proportions were married 85.71%, and 90.48% were heterosexual.

In terms of disabilities 55.56% considered themselves to have a Long Term Illness; however a full breakdown is provided below:



80% of respondents did not have caring responsibilities however from those that did all cared for an older person aged over 50yrs of age.