Diabetes Eye Screening
Satisfaction Survey

2013

Rebecca Whitfield
Diabetic Retinopathy Screener/Grader
The aim of the satisfaction survey is to gather patient experience feedback from our patients over 5 key areas:

- The appointment
- Transport to and from the appointment
- The screener and the visit
- The results
- Demographic
Design

- We retrospectively designed our survey to gather all the information over the key areas.
- A sample of 200 patients was taken from the DESP patient data over various age groups, medical practices and over both genders.
- A pre-paid envelope was enclosed for return of surveys. The covering letter explained the need for the questionnaire and reassured that all answers would be anonymous.
The survey was sent out on 11th December to 200 patients.

Responses were accepted up till February 27th 2014

A total 88 patients responded to the survey which was 44% from the 200 surveys sent out. This was down from 111 patients (56% response) from 2012.
The appointment date and time

- Over 98% of people found they had enough time between receiving their appointment date to make suitable arrangements to attend.
- Most patients who responded would find a weekday appointment most convenient (65%), this was followed by an evening appointment (16%), 5% would have preferred a Saturday appointment date.

![Bar chart showing the distribution of preferred appointment times]
Does the use of dilating drops affect patients decisions regards transport to and from the appointment?

More than half (64%) of patients who responded felt the information given influenced their travel arrangements.

Most patients (60%) returned by a friend or a relative driving them.

11% of patients continued to drive themselves home.
Dilating drops.

- New question this year
- The majority of patients who returned the survey DID received eye drops during their appointment (82%) Of these, 8% admitted to still driving.
- 8% however said that they were not advised not to drive, but the information doesn’t tell us whether it was the same 8% of patients.
- 94% of patients who responded were aware of the dangers of driving straight after the instillation of drops

![Graph showing responses to question 6](image)
The screener and the visit

- Over 95% of patients were seen on time.
- 100% of patients were happy with the way the screener handled the appointment.
- 93% of respondents said the screener answered any of the questions they had.
- 99% of patients report the screener explained the procedure to them.
- 99% of patients said they had the importance of diabetic eye screening explained to them. An improvement of 3% based on last year.
9% of patients would have liked more information than was offered but 86% were happy with the information that was given.

- 20% of patients responded would have liked some leaflets to take away.
- This is an improvement from 33% last year
- 94% of patients were happy with the results letter received.

Patients who were unhappy stated reasons for this including:
- wanting more information about their diagnosis
- results being unclear
- not knowing what the results meant
- feeling the letter was generalized and impersonal
Patient demographics

- Most patients who responded attended PRH eye screening, followed by RSH.
- A good sample of patients had attended community centres.
- The male/female responses were roughly even but slightly more men (57% male responses)
- A good mix from all age groups responded, with the majority in the 55-64 age group (28%) - last year we saw slightly more from the over 65 group responding (23%)
RECOMMENDATIONS

- **Driving and drops**: The instillation of dilating drops and driving.
  - This year we knew that 8% chose to drive after having the drops. We don’t know if they had been told not to drive or if they had actually read the information - worth considering for next year’s survey.
- **Results letters**: More information and reassurance in the letters may benefit the patients in the future - cost implications to changing the results letters generated to patients so this would have to be looked at.
- **Appointment time**: 30% of patients noted that evening or weekend appointments would be preferable. May need to increase.
- **Patient identification**: We received quite a few comments and requests personal to the particular patient on this year’s feedback.
Comments

- “I have no problems, always seen on time”

- “I phoned and asked why I had been referred. A wonderful woman, whose name escapes me, answered all of my questions and concerns. I would give you 200 out of 100 for your service, only seen you twice as just moved here 2 years ago- but excellent rapport with patients, great explanations- I can not praise you enough. Thank you.”

- “Every screener I have seen has been very cheerful, pleasant and the whole session very relaxed”
Comments

- “I sincerely hope you continue with the health clinic service as it is far more convenient service than having to attend the hummingbird”

- “Very good- no problems”

- “I would have appreciated more detail about any damage already to my eyes”
“Very prompt and pleasant banter during visit – fantastic picture of back of eye”

“Was made to feel at ease, very sympathetic screener”

“When ever I go for my eye screening the staff are always very considerate and accommodating, always professional, keep up the good work. This helps us keep our eye sight”
Overall

- The overall results of the patient satisfaction survey are very pleasing.
- They reflect the hard work and dedication of all members of the Shropshire Diabetes Eye Screening Programme.
- Implement recommendations for next year.