



Charity registered in England & Wales  
(215199) and in Scotland (SC 039136)

Stourbridge, Dudley & District  
**Voluntary Support Group**  
Your Group, working for you

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## ***Patient Satisfaction Survey***

# **2010**

## ***Adult Survey***

Why is this survey important?

Because it will show if the newly restructured diabetes service is working for YOU.

- This survey was commissioned by the DDIP (Dudley Diabetes Improvement Partnership), with production and postage funded by the Stourbridge, Dudley & District Voluntary Support Group of Diabetes UK.
- The survey was anonymous, with information provided for use in this audit only.
- The resulting reports and presentations were prepared by Mr Simon Hanson, a Committee Member of the Voluntary Support Group, in his own time.
- Notes under the 'Comments' sections are Mr Hanson's interpretation and/or summary of the actual comments provided by the respondents.

# Adult Survey Report

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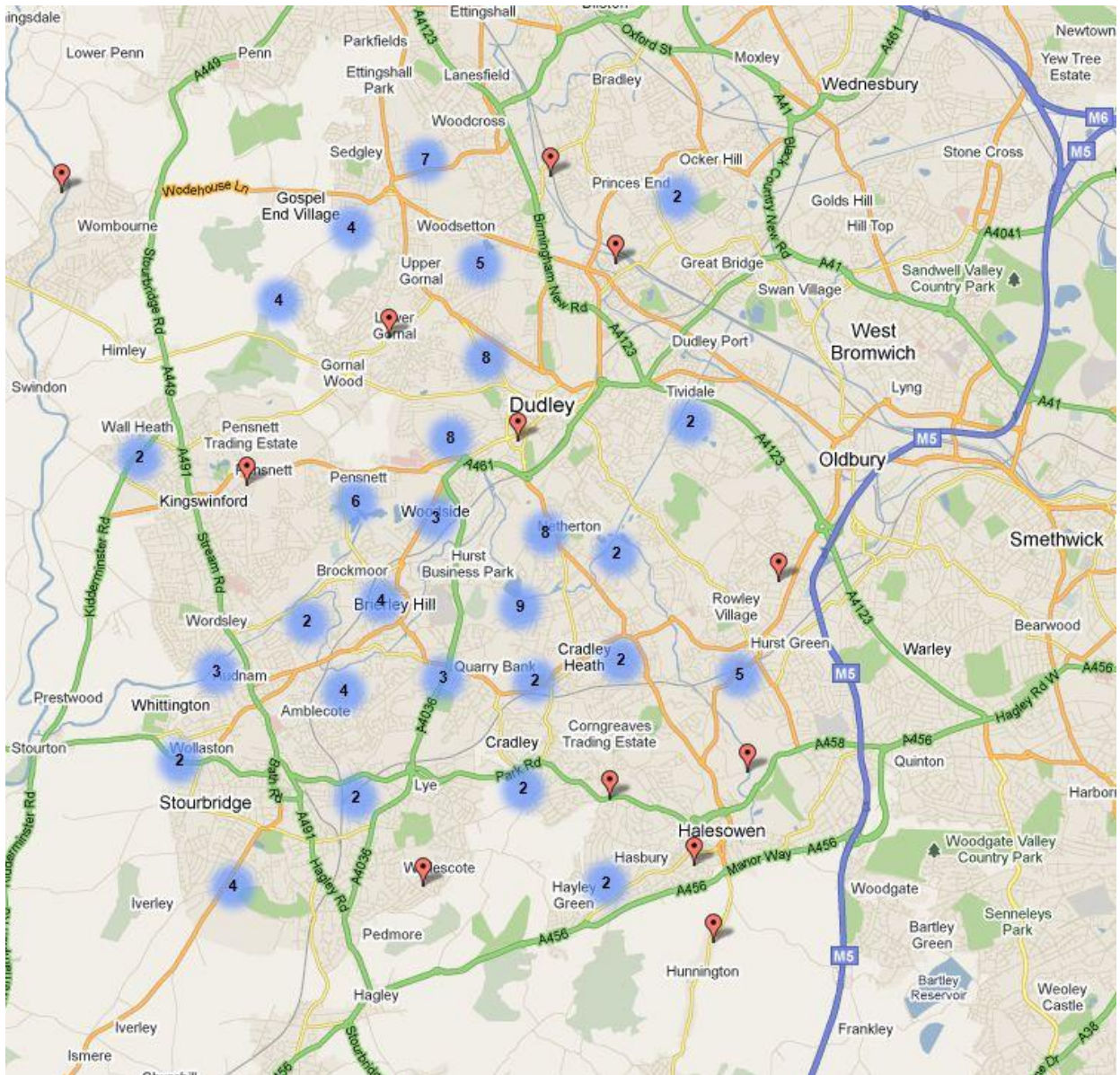
## Survey Distribution

RHH	55
Doctors Surgeries	354
Distributed to	20 Surgeries

## Responses Received

- Pilot survey 10
- Main Survey 147
- Total Received 157

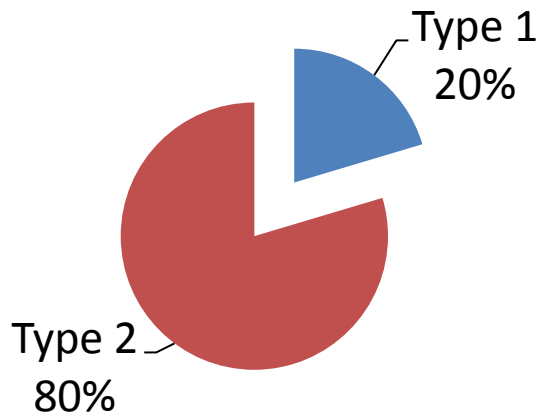
# Geographical Distribution



**Based in 126 responses that gave post codes**

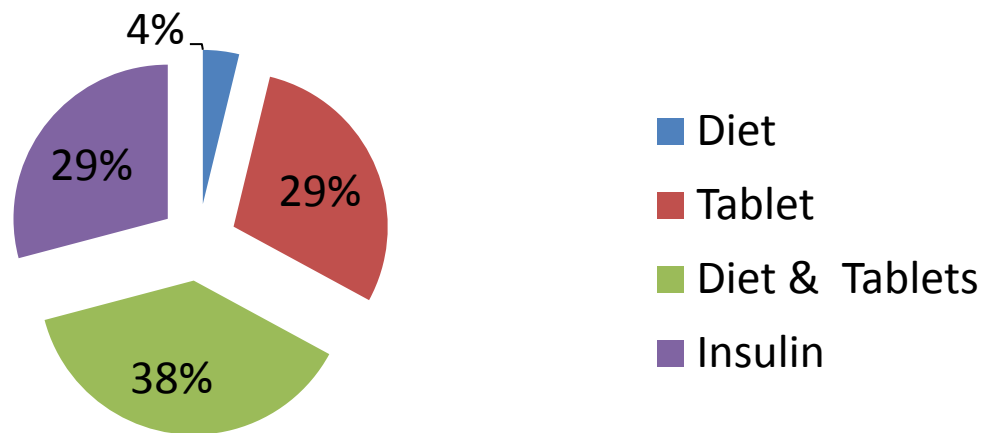
## Section One – About Your Diabetes

1a. What Type of diabetes do you have?



Type 1	20%	32
Type2	80%	125

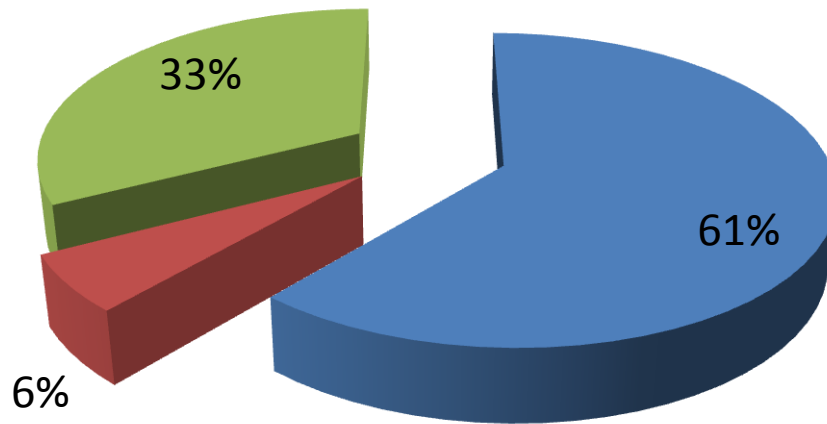
If you have Type 2, how are you treated?



Diet	4%	6
Tablets	29%	46
Diet & Tablets	38%	60
Insulin	29%	46

1b. Who looks after your diabetes? - Please tick all that apply

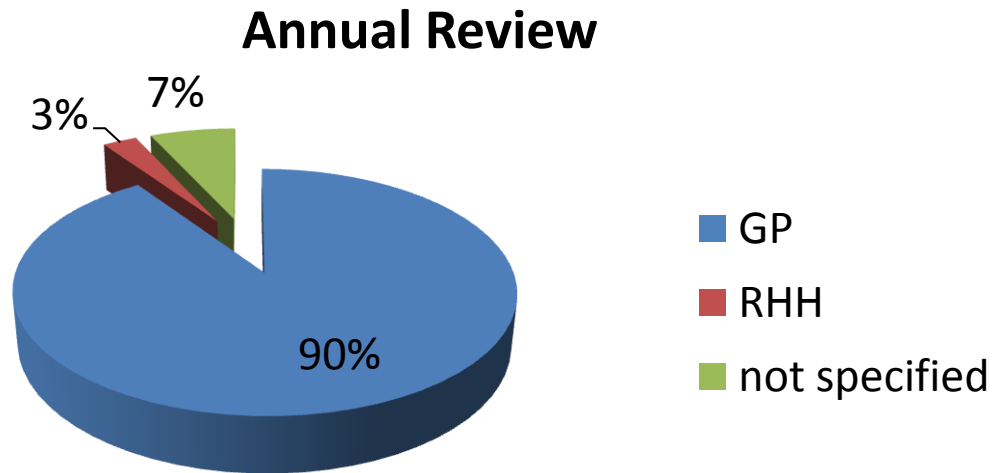
■ GP ■ Community ■ RHH ■ Other



GP	61%	124
Community	6%	12
RRH	33%	66
Other	0%	0

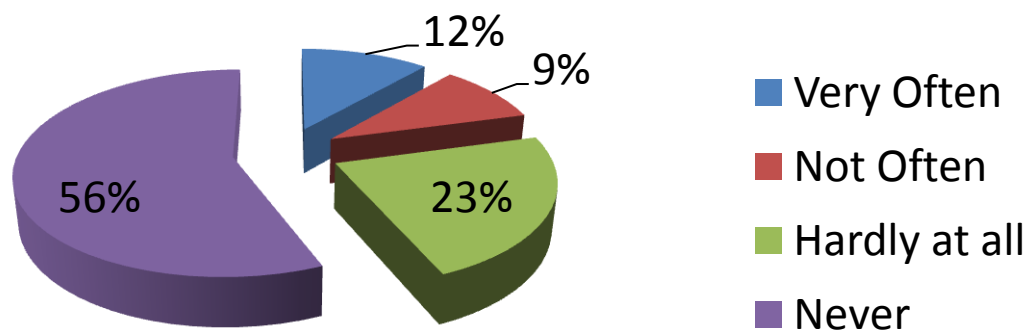
## SECTION 2 – ABOUT YOUR CARE

2a. Please write the address where you go to for your Annual Review.



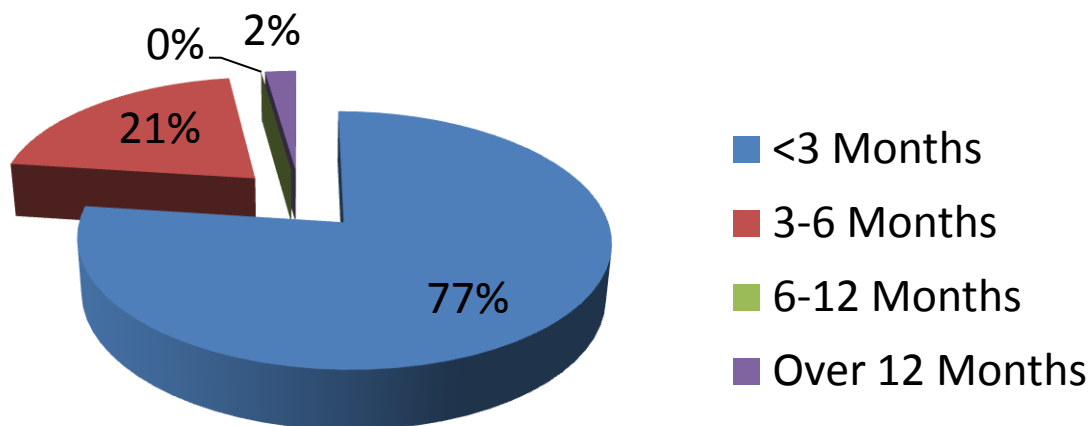
GP	90%
RHH	3%
Not Specified	7%

2b. How often have your Annual Review appointments been changed in the last 12 months?



Very Often	12%	17
Not often	9%	14
Hardly at all	23%	34
Never	56%	84

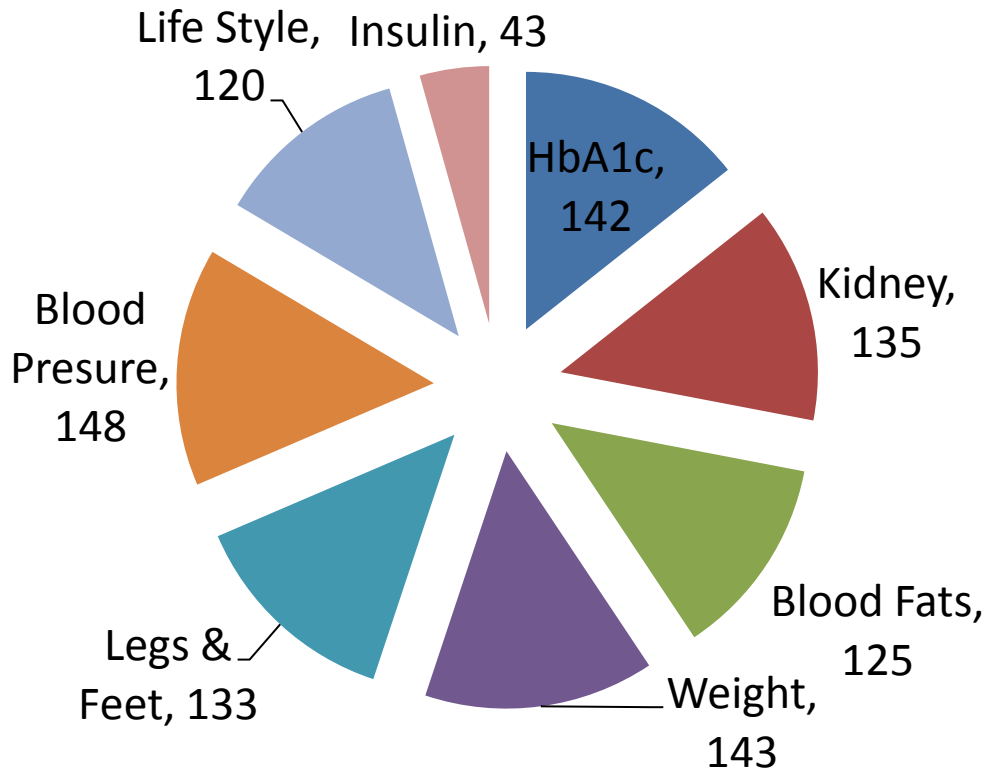
2c. If your appointments have been changed what is the longest time your appointment has been delayed?



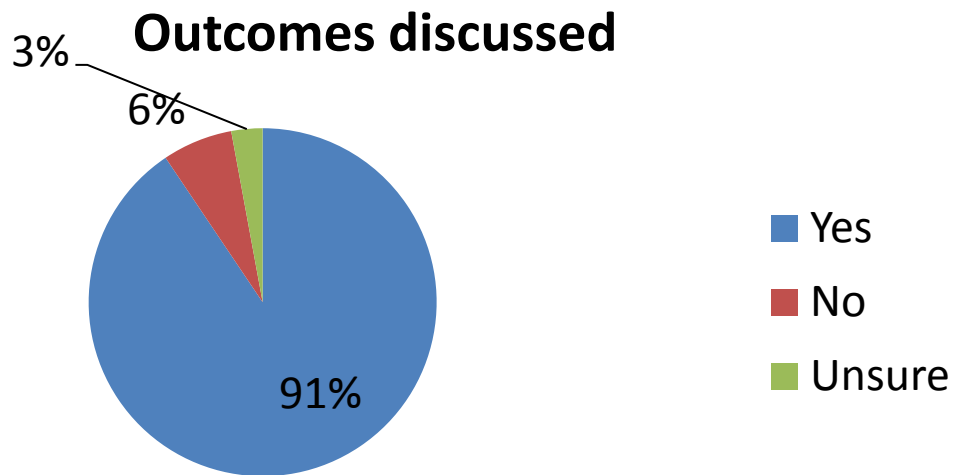
<b>&lt;3 months</b>	<b>77%</b>
3-6 months	21%
6-12 months	0%
Over 12 months	2%

**Comments**

2d. when you attend for your annual review do you receive the following tests?



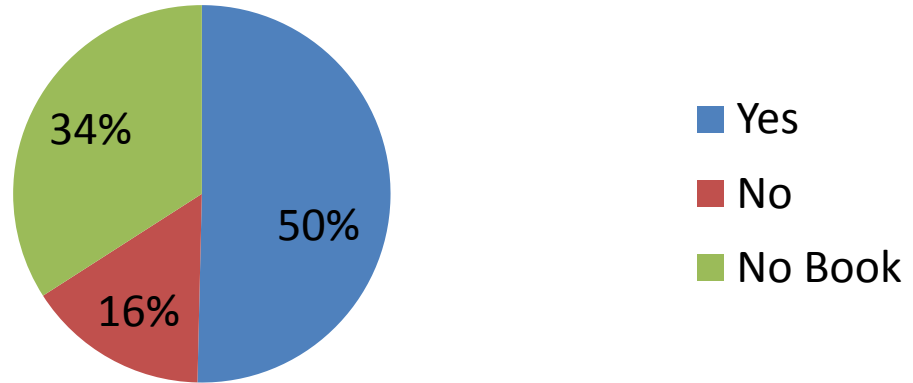
2e. Are the outcomes of these checks discussed with you?



Yes	91%	125
No	6%	9
Unsure	3%	4

2f. Are they recorded in your patient handheld record book?

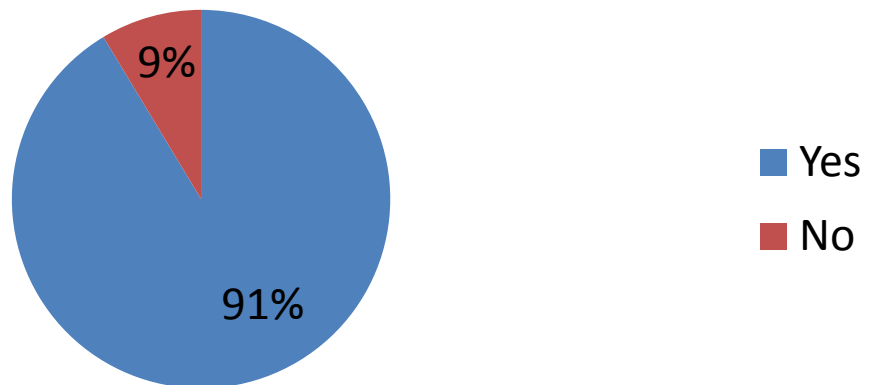
## Recorded in Patient Record Book



Yes	50%	68
No	16%	21
No Book	34%	46

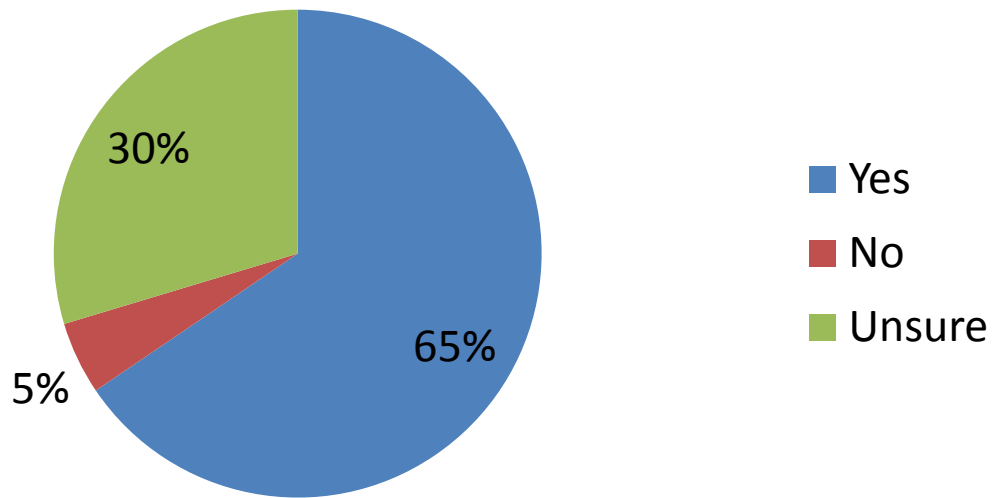
### Comments

2g. Do you agree with the healthcare professional a target for you to work towards during the next 12 months to better manage your diabetes?



Yes	91%	127
No	9%	12

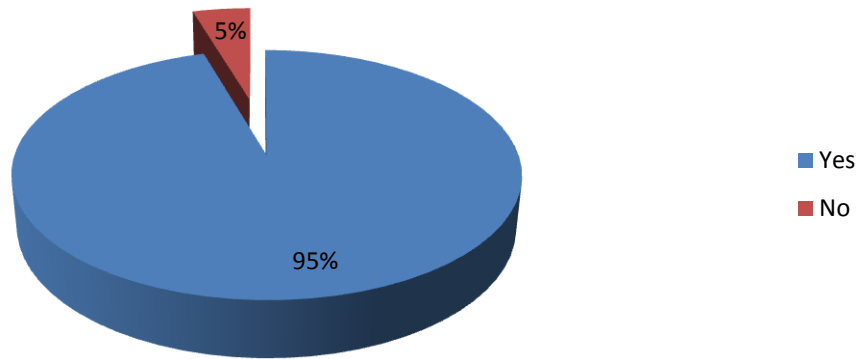
2h. If you ask, can you see a GP with a special interest in diabetes?



Yes	65%	95
No	5%	7
Unsure	30%	43

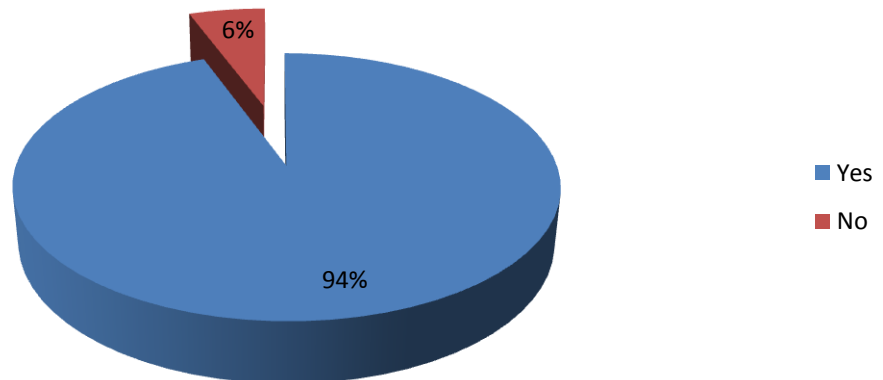
## SECTION 3- EYE SCREENING

**3a.** Have you been CALLED for Digital Retinal Eye Screening in the last 15 months?



Yes	95%	147
No	5%	7

**3b.** Did you ATTEND?



Yes	135	94%
No	8	6%

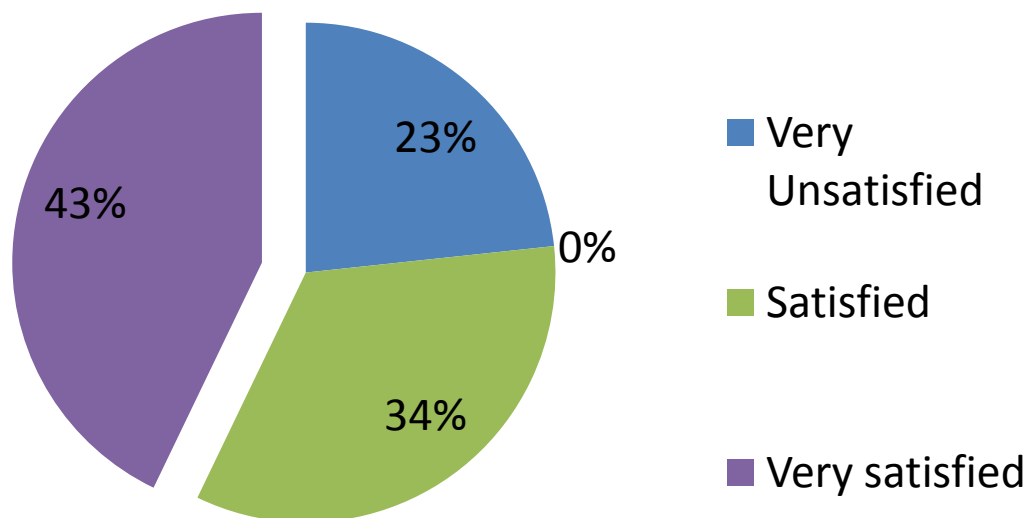
**3c** Was the eye screening centre location convenient for you?

Yes	136	
No	4	
Accessibility Good	107	
Hours Good	81	

3d If you were not satisfied. Why?

See appendix 3D

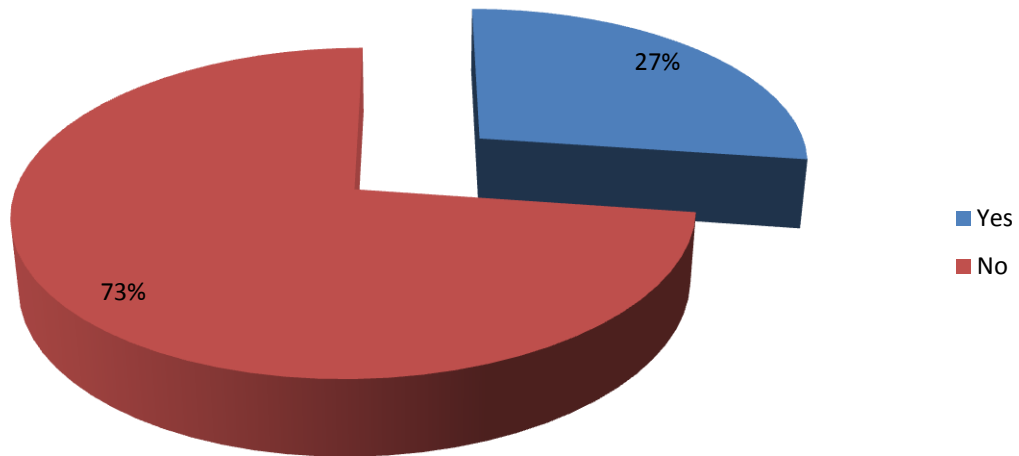
3e. How satisfied were you with your eye screening experience?



Very Unsatisfied	23%	31
Not Satisfied	0%	0
Satisfied	34%	45
Very Satisfied	43%	57

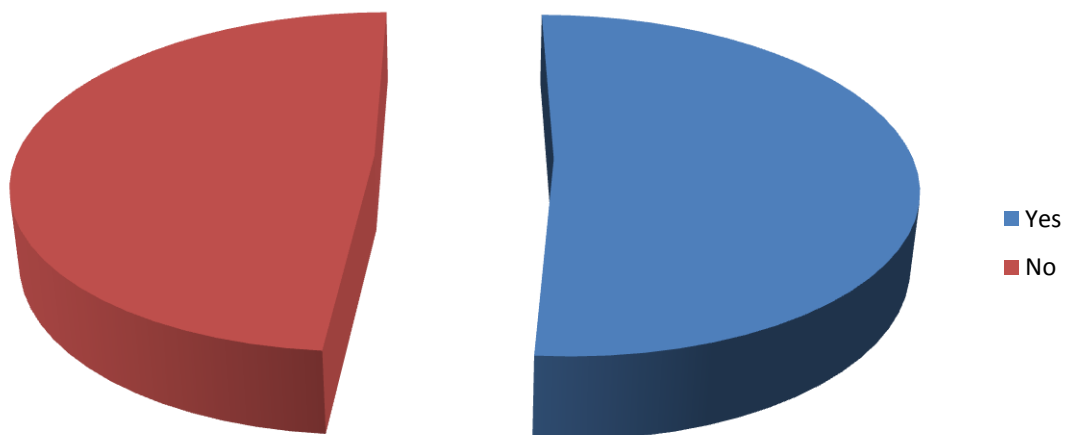
## SECTION 4-YOUR DIABETIC EXPERIENCE IN HOSPITAL

4a. Have you been in hospital for any reason in the last 12 months?



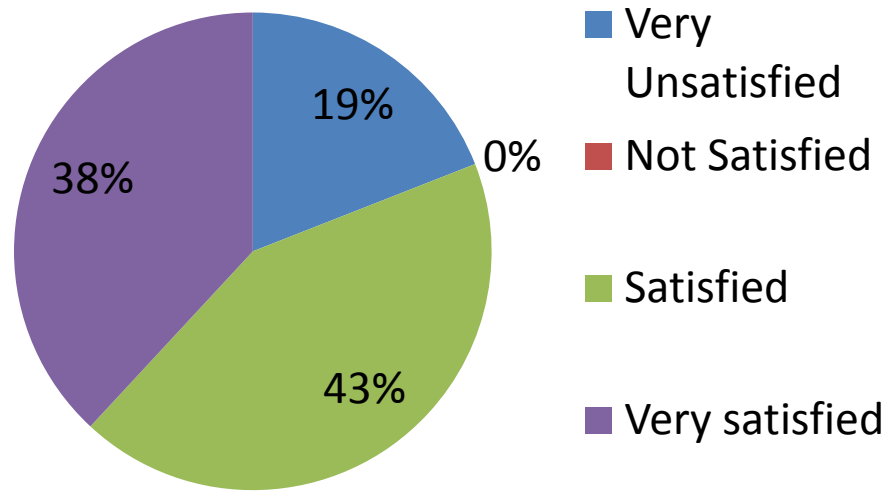
Yes	40	
No	107	

4b. Did a specialist diabetes nurse come to see you whilst in hospital?



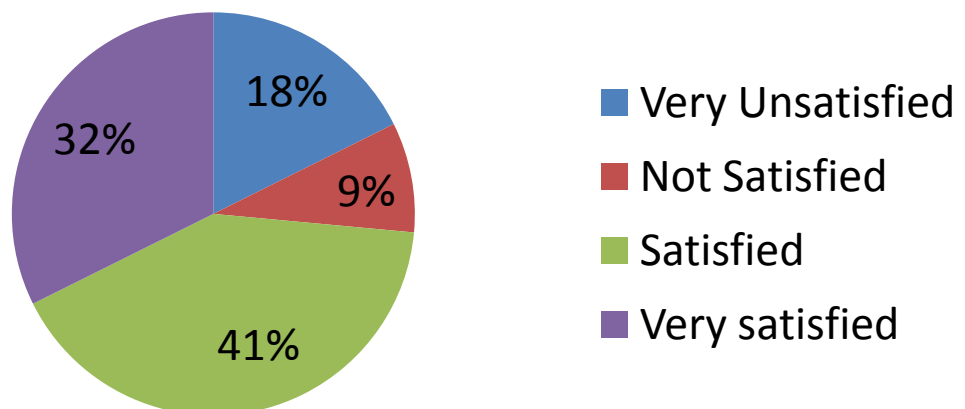
Yes	19	
No	18	

4c. If 'Yes' did you find the advice about monitoring your diabetes control helpful?



Very Unsatisfied	19%	4
Not Satisfied	0%	0
Satisfied	43%	9
Very Satisfied	39%	8

4d. Were you satisfied with your diabetes control whilst staying in hospital?



Very Unsatisfied	18%	6
Not Satisfied	9%	3
Satisfied	41%	14
Very Satisfied	32%	11

4e If NOT satisfied, Why?

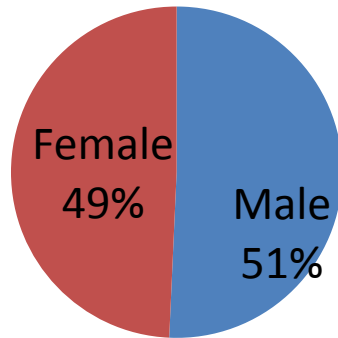
See appendix 4E

4f If your **Outpatient** diabetes appointments at the hospital have been changed what is the longest time your appointment has been delayed?

<3	8
>3	1
<6	1
>6	1

## SECTION 5 -ABOUT YOURSELF

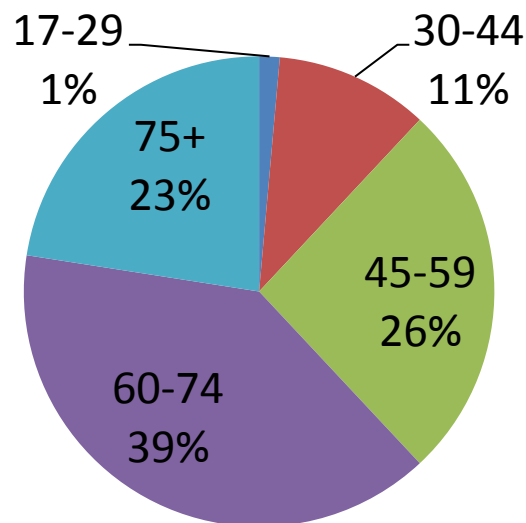
5a. Are you:



Male	51%	71
Female	49%	69

### Comments

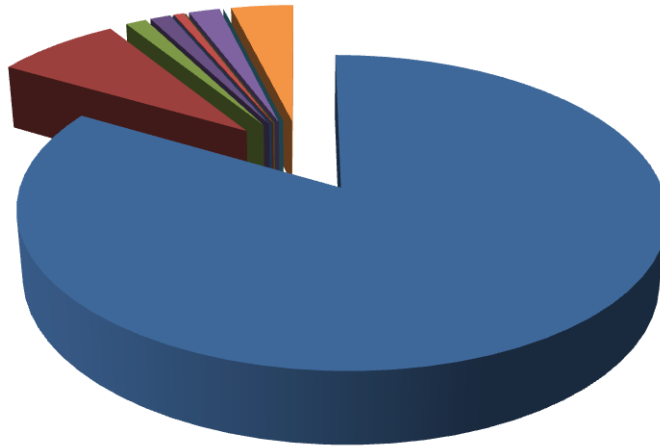
5b. Your age please



17-29	1%	2
30-44	11%	15
45-59	26%	37
60-74	39%	56
75+	23%	32

**Comments**

**5c. Your ethnicity please**



- White
- Bangladeshi
- Indian
- Pakistani
- Black Caribbean
- Black African
- Chinese
- Irish
- Mixed
- Other
- Dont Know
- Prefer not to say

White		131
Bangladeshi		12
Indian		2
Pakistani		2
Black Caribbean		0
Black African		0
Chinese		0
Irish		1
Mixed		0
Other		3
Dont Know		0
Prefer not to say		6

**Comments**

# Appendices

## Appendix 3D

- 102 – No body available to do eye screening
- 112 – I do have a screening clinic closer where i live

## Appendix 4E

- 013 – My Nova Rapid was stopped during my 6 day stay after i was involved ion R.T.A ( motor scooter)
- 056 – I was on a sliding scale and my after operation acre was unsatisfactory. My blood sugar wasn't checked once after returning from surgery at Russell's Hall

## Appendix 5D

- 044 - The Service I receive ay my Gp's is excellent. I cannot fault it
- 066 – It is very good
- 040 – Changed doctor surgery as previous felt very unlooked after since being diabetic & given “Silly” advice was with xxxxx Surgery
- 011 – When I see the diabetic nurse i am very satisfied
- 010 – I did see a specialist diabetes nurse at our doctors but we don't have to see her know & our doctor & nurse do not see me or my husband & i have never had my feet looked at
- 078 – I am very pleased with the care i have had for my diabetes so far
- 071- I am very satisfied with all the care I have from Sister Janet Baugh
- 051- I have always found my diabetes care dealt with very well
- 083 – All very good. Only this is I'm not keen on the change of Dr i see each visit, through i do understand why it happens
- 055 – I am very happy and grateful for all the help i receive; everyone gives me top quality service
- 089 – Very Good
  
- 056 – The service i received at the Russell's Hall diabetes centre was very poor. I received little help with monitoring my insulin and blood sugar results and this prompted me to return to my GP for care
- 094- Keep up the good work
- 058 – My last appointment at the Chiroprapist clinic was April 21<sup>st</sup> 2010. My next appointment i have been told after ringing them is not until October which is a long time on saying this i was told i could always go private! I think the waiting times between appointments is to long I was told it is a 20 week waiting time between one appointment to the next
- 143 – Should have been cared for by DR @ Surgery but no diabetic nurse so hospital took over
- 141 – Fantastic support from diabetes nurses – Thank You Very Much
- 103 – Very happy with my care from Julie & Bev (specialist nurses). They are always available if i have any problems.
- 133 – More information about things you can eat and thing you can't
- 099 – Very well looked after
- 108 – Excellent service
- 145 – Very satisfied
- 015 – No complaints, Best service from doctors surgery Thank You

016 - I am very satisfied with my overall diabetic care thank you

118 – Over all very satisfied and feel that i am being looked after

020 – Completely satisfied

111 – The doctor at RRH left to return home to Africa and a new doctor took over. On the both occasions i have seen this doctor .y insulin has been increased.

Since June this year, i have had more hypo's than i have had in nearly 40 years.

On 2 occasions the Para medics have has to be called, as i have been in diabetic comas, too much insulin.

I have therefore lost confidence in the hospital doctor and the hospital in general as a result I refuse to attend the diabetic clinic.