

Service Evaluation of Patient Satisfaction in the
Orthotics Department
February 2017 – May 2017

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Contents	Page No.
1. Introduction	3
1.1 Aims and Objectives	3
2. Methodology	3-4
2.1 Sample	3
2.2 Process of evaluation	4
3. Results	4 -5
3.1 Waiting times	4-5
3.2 Patient feedback on their experience during the appointment.	5
3.3 Patient feedback on the information they were given during the appointment	6
3.4 Patient feedback on their perception of the service.	6
4. Discussion	6-9
4.1 Conclusion	9
4.2 Recommendations	9-10
4.3 Improvements to future audits	10
5. Graphs	11-13
6. Appendix	
6.1 Questionnaire	14
6.2 Positive patient feedback	14
6.3 Patient suggestions	14

1. Introduction

This survey was devised and utilised within the orthotics service at the Royal Wolverhampton NHS Trust (RWHT) to examine the levels of patient satisfaction within each aspect of the service. The results of this audit should enable us to determine which areas we are excelling in and which areas may require improvement.

The RWHT Orthotics service sees an average of 1000 attendances per month, across all venues.

1.1 Aims and Objectives

The aim of this service evaluation was to determine a local picture of the service provided by the orthotics service at The RWHT.

This survey provides evidence of the level of service offered to our patients when they are attending orthotic out-patient appointments. The results will highlight waiting times, efficiency at the appointment and the level of information and understanding the patient received regarding their orthotic treatment. Patient perception/opinion of the service will also be captured.

2. Methodology

2.1 Sample

The project was conducted at New Cross hospital, Cannock Chase hospital, West Park hospital, the Gem centre for children and the diabetes centre orthotic clinics. All patient groups were included in the service evaluation – short and long term users, all medical conditions including orthopaedic, diabetic, rheumatology, trauma, surgery, medical and all categories of orthoses were included.

The collection of data started on 2nd February 2017 and ran until 19th May 2017.

2.3 Process of evaluation:

- 1.) A questionnaire was written by the orthotics manager which incorporated the questionnaire agreed by the national orthotics managers association group (NoMAG). (appendix 6.1)
- 2.) A questionnaire was offered to all orthotic out-patients, following their appointment, to be completed in the waiting room then handed in to the reception on completion.
- 3.) Data was collected from all the orthotic clinics for out-patient treatment.
- 5.) Once the survey deadline (19th May 2017) was reached the data was collected and collated using Microsoft excel.
- 6.) The final report was written by the Principle orthotist/ Orthotics service manager.

3. Results

A total of 979 questionnaires were completed.

3.1 Waiting times

3.1.1 Waiting times from referral to assessment.

The data capturing waiting times, from referral to assessment, was complete for 499 patients (some patients were review patients and did not have a new referral). All data is in days not working days.

- The results showed that 86% (n=428) of patients were seen within 30 days of their referral being made to the orthotics department across all venues.
- When broken down in to Cannock and New Cross services, the results show that 100% of patients appointed at Cannock were seen within 30 days of their referral being received. The average waiting time at Cannock was 17 days, the longest was 28 days (n=9).

- At New Cross Hospital the results show that 82% of patients were seen within 30 days of their referral being received and the average waiting time was 26 days.
- The average waiting time from referral to assessment was 21.5 days across all services.
- The longest waiting time from referral to assessment was 42 days (n=2).

3.1.2 Waiting times from assessment to fitting.

The total number of patients with data captured for waiting time, from assessment to fitting, was n=683 (not all patients required a new orthosis and not all data was complete at the survey deadline).

- 68% of patients (n=464) were seen within 30 days of assessment to fit their orthosis. (see graph 1 for full details)
- The average waiting time from assessment to fitting was 30 days.
- 40% of patients (n=274) were issued with their orthosis on the day of their assessment.

3.2 Patient feedback on their experience during their appointment (See graph 2)

- 97.9% (n=958) of patients reported they were seen within 30 minutes of their appointment time.
- 99.3% (n=972) reported that they found the reception staff to be helpful and friendly.
- 99.4% (n=973) of the patients reported that the orthotist introduced themselves and 99.9% (n=978) of patients reported they felt they were listened to by the orthotist, during their appointment, when they spoke about their problem.
- 99.2% (n=983) of the patients audited reported that the details of their clinical examination was explained to them (n=8 patients failed to answer this question) and 99.9% (n=977) felt their dignity and privacy was respected during their appointment.
- 100% (n=979) of patients felt they were given the opportunity to discuss any concerns or to ask questions regarding their orthotic treatment.

3.3 Patient feedback on the type of information they were supplied with regarding their orthosis and treatment.

- 70.2% (n=687) of patients advised they were supplied with verbal information only, 26.7% (n=261) were given both verbal and written, and 2.2% (n=22) reported they were only given written instructions. (See Graph 3).
- 99% (n=951) of patients reported that they understood why they had or had not been prescribed with an orthosis. 1% (n=10) reported they did not understand why they had or had not been prescribed with an orthosis and 18 patients failed to answer this question.
- 99% (n=946) of patients advised they knew how to proceed if they encountered any problems. 1% (n=10) of patients reported that they did not know how to proceed should they encounter any problems and 23 patients failed to answer this question

3.4 Patient feedback on their perception of the orthotics service

- 99.2% of patients reported the results of their orthotic treatment met with their expectations. 0.8% (n=8) of patients reported that their orthotic treatment did not meet their expectations and 1 patient failed to answer this question.
- 79.2% (n=775) of patients reported that they would be extremely likely to recommend the service to friends and family and 19.5% (n=191) reported they would be likely to recommend the orthotics service. 0.9% (n=9) of patients reported they would be neither likely nor unlikely to recommended the service. 0.2% (n=2) of patients reported they would be unlikely to recommend the service. (See Graph 4).
- 81.4% (n=797) of the patients reported their overall experience in Orthotics was excellent. 17.7% (n=173) reported their overall experience was good, 0.8% (n=8) reported it was neither good nor poor and 0.1% (n=1) reported their experience was poor. (See Graph 5).

4. Discussion

The results are split into 3 main areas

- Waiting times
- Patient satisfaction during their appointment
- Patient perception/opinion of the service.

The results show that 86% of patients are waiting 30 days or less for an appointment from referral to assessment. With the average waiting time just 21.5 days. Once the patient has been assessed, our results show that 40% of our patients are issued with an orthosis on the same day, for those orthoses which need to be ordered, the average waiting time from assessment to fitting was 30 days.

Certain bespoke orthoses are very complex and are labour intensive to produce, so by their very nature they take time to be manufacture. The orthotics service is dependent on manufacturers delivering the goods to the department on time and within agreed lead times, where contracted. These lead times are regularly reviewed and managed by the orthotics service manager. Recent changes to manufacturer lead times include the delivery of children's footwear within 5 working days. We are also working with a new supplier for adult stock and modular footwear with the aim to reduce the requirement for "trial fitting" of footwear, this will hopefully reduce the amount of time patients have to wait for their footwear to be completed.

Our audit also shows the type of orthoses being prescribed to our patients (out-patients only), please see graph 6 for further details. Insoles are the most commonly prescribed orthoses (n=427), followed by adult footwear (n=126).

In terms of the patient experience regarding their appointment, it is good to see that 97.9% of our patients were seen within 30 minutes of their appointment time even though there are extraneous circumstances which can often delay clinics and appointment times on any given day.

It is encouraging to find that our patients reported that a very high 99.4% of the time the orthotist introduced themselves to the patient, and they felt that their dignity and privacy was respected (99.9%) although the target should always be 100% of the time.

It is important to see that the results show a very high percentage (99.9%) of our patients felt they were listened to by the orthotist and that the details of their clinical examination (99.2%) was explained to them and they were given the opportunity to discuss any concerns regarding their orthotic treatment (100%). This is extremely important to patients as our previous friends and family test results have shown.

The results regarding how the patient felt about the orthosis they had been prescribed with and how to proceed should they encounter any problems, were also very encouraging with 99% of patients reporting that they understood why they had or had not been prescribed with an orthosis and 99% also reporting they were aware of how to proceed should they encounter any problems.

It was wonderful to hear that over 99% of our patients felt that their orthotic treatment met with their expectations with over 98% of our patients reporting that they would be extremely likely or likely to recommend our service to their friends and family and 99% rating our service as either excellent or good. The positive comments from our patients (see appendix 6.2) is also wonderful to see.

There were also several suggestions from patients; these have been added to a table in appendix 6.3 with a response from the orthotics service manager.

One area where we can improve is the format in which instructions are given to the patient. The question read *“What format were your instructions given?”* and patients were given options of written, verbal or both. This results show that only 29.2% of our patients were given written information. The department has a large selection of patient information leaflets which are all specific to individual orthoses, as there are a vast number of orthoses available it is difficult to always have a specific leaflet. All patient information leaflets are on display in the orthotics waiting room at New Cross and Cannock Chase hospitals and on the Trust’s orthotics website.

Since this project began we have published 5 new leaflets, we have worked with the *voices4parents* group to ensure the paediatric specific leaflets meet their expectations. We currently have the following leaflets available for our patients:

1. AFOs
2. Prescription Footwear
3. Over splint Footwear
4. LSOs
5. KAFOs
6. Footwear Adaptations
7. Insoles
8. Knee Braces
9. Footwear Advice
10. General Information regarding the Orthotics Service
11. In-Patient Orthotics Information Leaflet
12. Paediatric Stability Footwear (not yet ratified)

The orthotics manager has also been working with the Trust's web services department to create an orthotics website as part of the RWHT public website. The website is now up and running and contains a plethora of information regarding the RWHT orthotics service, including patient leaflets, information on the orthotic service team, previous results from our friends and family test, support groups, clinic venues and opening times, how to access the orthotics service, who to contact if the patient has any concerns regarding their orthotic treatment, patient entitlements and much more. We are also currently working with medical illustration to create a video on what children can expect when they attend orthotics to have a cast taken.

4.1 Conclusion

The service evaluation conducted between the 2nd February 2017 to 19th May 2017 inclusive, concluded that a very high level of patient satisfaction is achieved within the

orthotics service at RWHT with 98.7% recommending the service to friends and family and 99% reporting it as excellent or good is wonderful to see.

4.2 Recommendations

As many patients as possible should be receiving information leaflets at their supply appointment, however, due to the large variety of orthoses the service prescribes, it is not possible to devise information leaflets for all devices as many are one off bespoke items. However, when there is a leaflet available, it should be offered to the patient without exception.

All patients need to be advised by the orthotist how to proceed if they encounter problems with their orthoses and where possible written instructions should be provided to back this up.

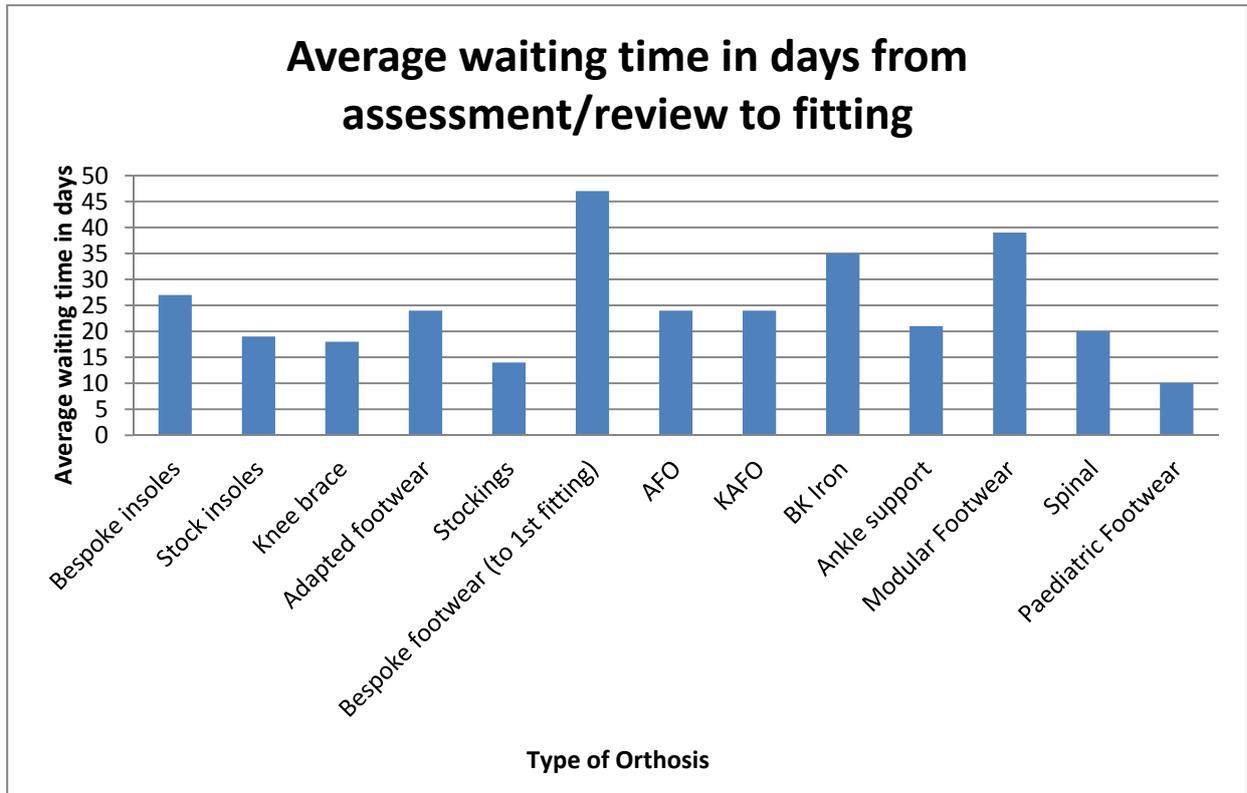
4.3 Improvements to future audits

Question 1 which asked *“were you seen within 30 minutes of your appointment time”* should be amended to include options of *“I was seen at my appointment time”* *“within 30 minutes of my appointment time”* and *“I was not seen within 30 minutes of my appointment time”*. As we found that the majority of our patients were seen at their appointment time and this was not captured in the data.

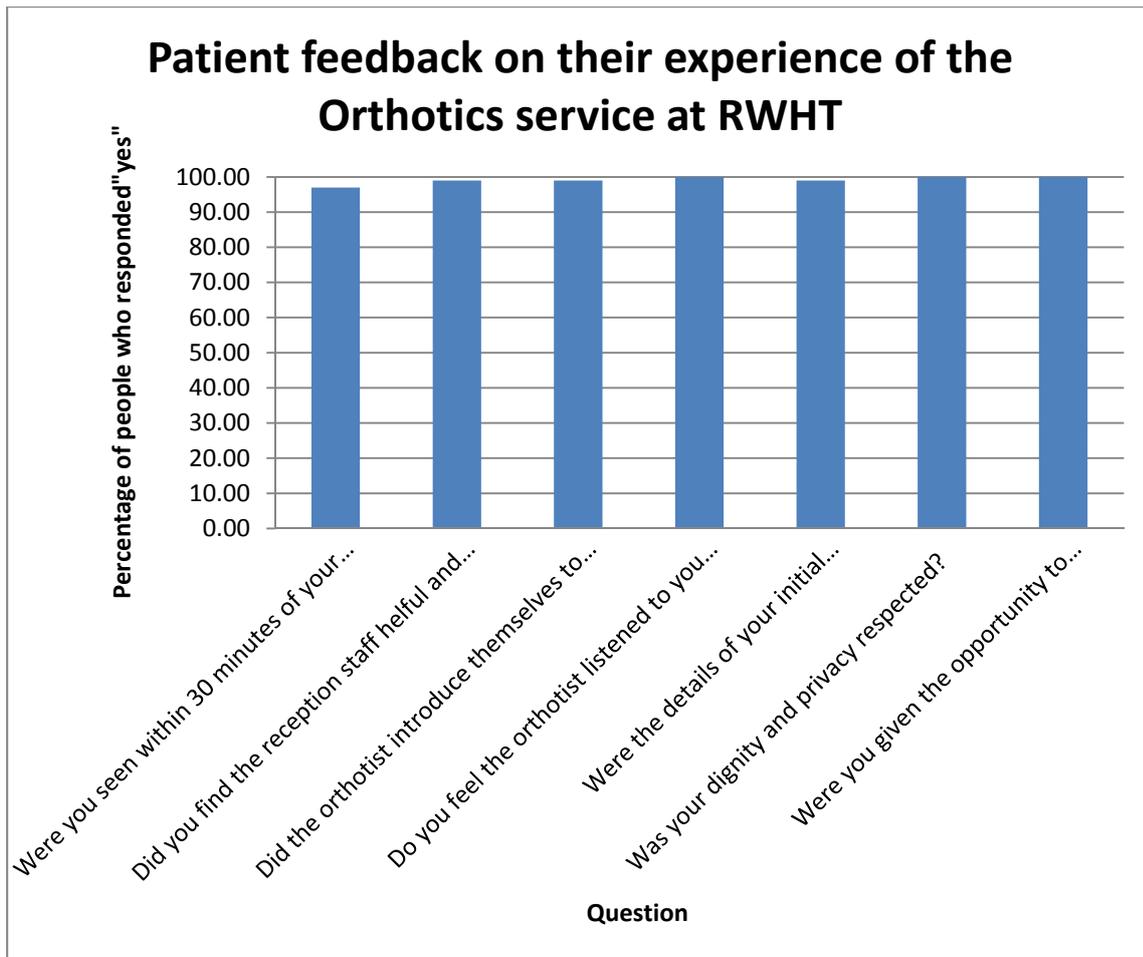
Question 8 *“What format was your instructions given in”* should also have an option stating *“I was not given any instructions”*.

5. Graphs

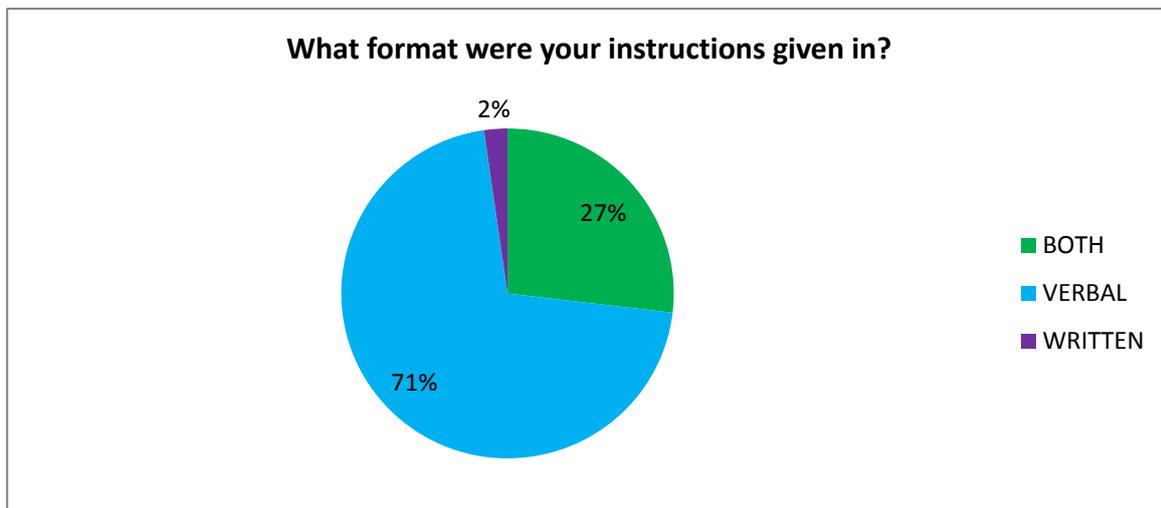
A selection of graphs highlighting the main results of the audit:



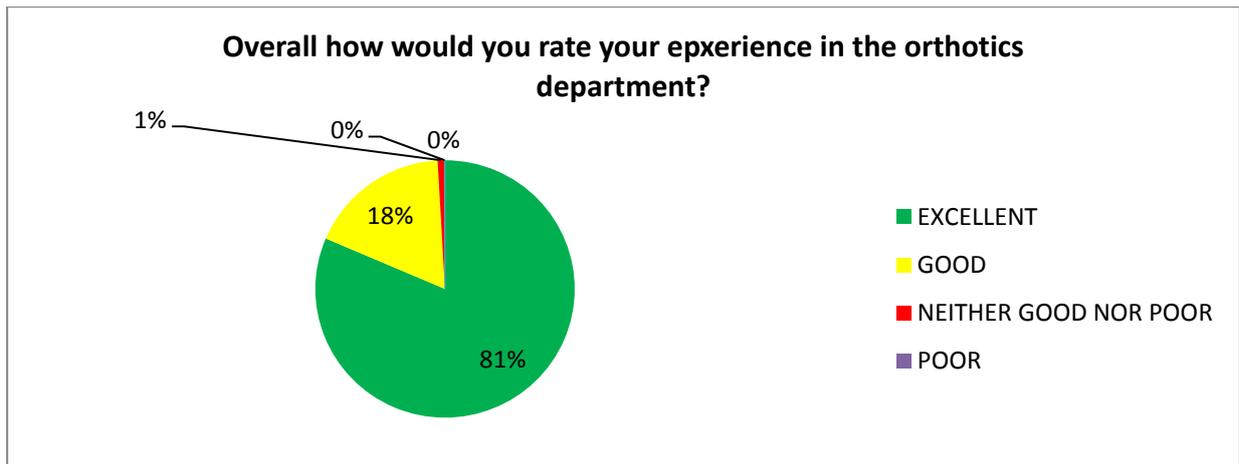
Graph 1: Details of waiting times from assessment to fitting per orthosis type at RWHT.



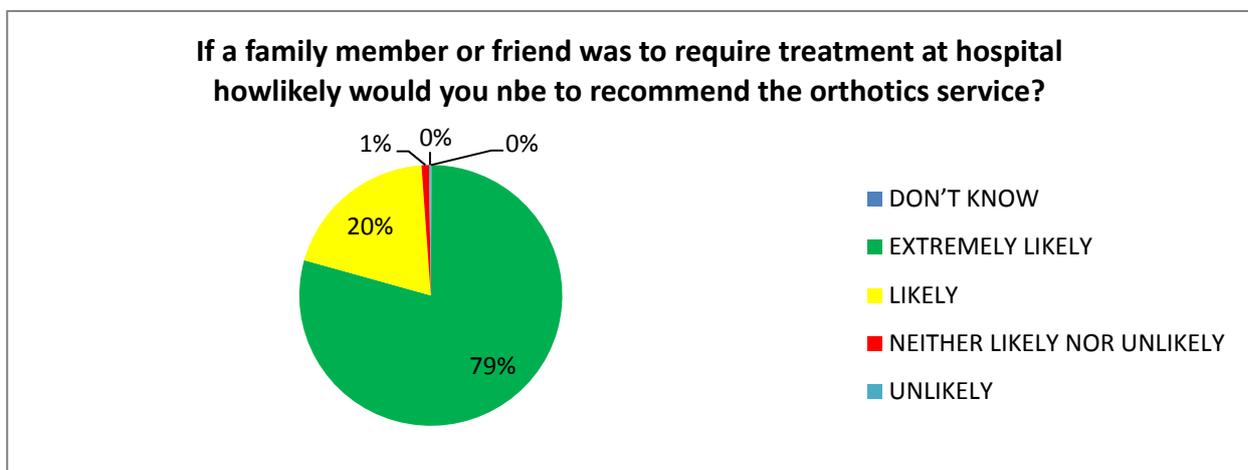
Graph 2: Patient feedback from Questions 1 - 7



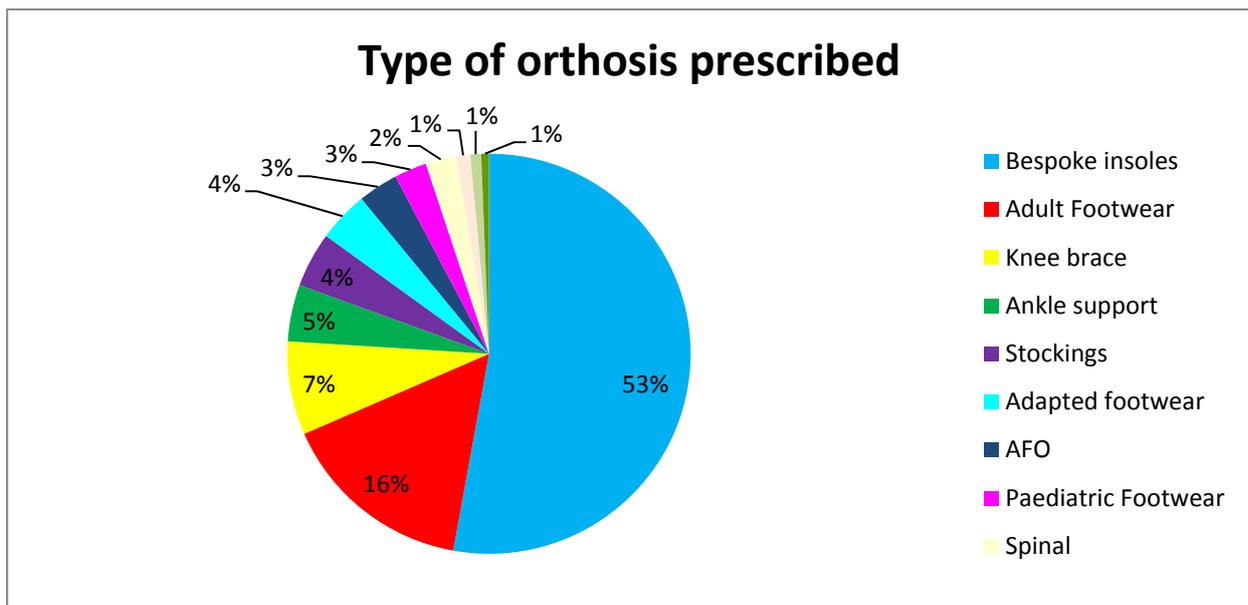
Graph 3: The format in which instructions were issued to patients



Graph 4: Patient overall satisfaction with the Orthotics service at RWHT



Graph 5: Patient feedback on how likely they would be to recommend the orthotics service at RWHT



Graph 6: Details of the type of orthoses prescribed to orthotic out patients at RWHT.

6. Appendix

6.1 Patient satisfaction questionnaire



Questionnaire.docx

6.2 Positive Feedback from Patients



Positive Feedback
from patients.docx

6.3 Patient suggestions



Patient suggestions
during the audit.docx