



ADHD 360
MORE THAN YOUR DIAGNOSIS

ADHD-360 PATIENT SATISFACTION SURVEY Q2 2020

[Abstract](#)

This report outlines the results of the June satisfaction survey sent out to our patients.

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ADHD-360

The aim of the survey

The aim of this survey was to assess to what extent we are meeting our patients' expectations, both in clinic as well as throughout the patient journey. The key elements of the patient journey that triggered questions were; the assessment, titration follow up and the post optimisation follow-up. By analysing respondents answers we were able to see the areas we are meeting expectations, and which areas may require recommendations to be put in place. By analysing these results we aim to demonstrate that we are providing patients with a high value service. We call this programme 'Survey week'.

Survey Content

We created our survey using the online platform 'Survey Monkey' for both ease of access for respondents and more professional layout, that would automatically log all results removing the problem of user error and preventing tampering.

The Survey consisted of 10 questions, with the average time being taken to complete the survey being just over a minute. The survey was to encourage participants to fully complete the survey, rather than it taking up too much of their time, resulting in partially completed surveys.

Below is a list of the questions asked as part of our survey, we chose to not make it anonymous so that we could both determine who the patient's clinician was, where they were on the patient journey, and deal with any outlined problems individually.

1. What is your name if you are the registered patient or the registered patient's name?
2. How helpful was the service today?
3. How helpful was your clinician?
4. Overall, how satisfied are you with ADHD-360?
5. Were you treated with dignity and respect?
6. Did you feel involved enough in the decisions made about your treatment?
7. Did you receive timely information about your care and treatment?
8. Were you treated with kindness and compassion by the team looking after you?
9. How likely are you to recommend our service to friends and family if they needed similar care or treatment?
10. Do you have any other comments, questions, or concerns?

We chose an open-ended question as our final question to allow for free text information and to be able to develop any recommendations to help us improve, should we need to.

Survey responses

Survey week 1 took place between the 15th-21st June 2020, with the surveys being individually emailed out each day to patients who had attended one of our clinics, which were 'virtual' due to Covid-19. In total we emailed out 55 invitations. We had chosen to limit

the response period to within the clinical week. By the 21st we had received 22 responses, a 40% response rate.

Of the 22 responses, 21 were filled out in full, with one patient skipping only one of the questions. The results for each question will now be shown, outlining any comments that were made alongside the answers.

Survey results

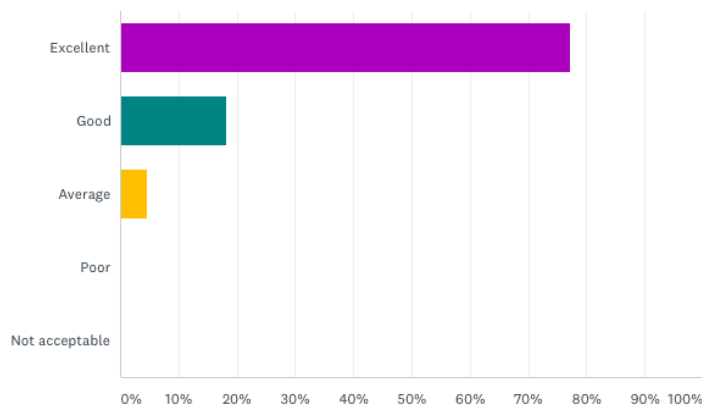
Question 1

For question 1 we will refrain from listing names, however these are available.

Question 2

How helpful was the service today?

Answered: 22 Skipped: 0



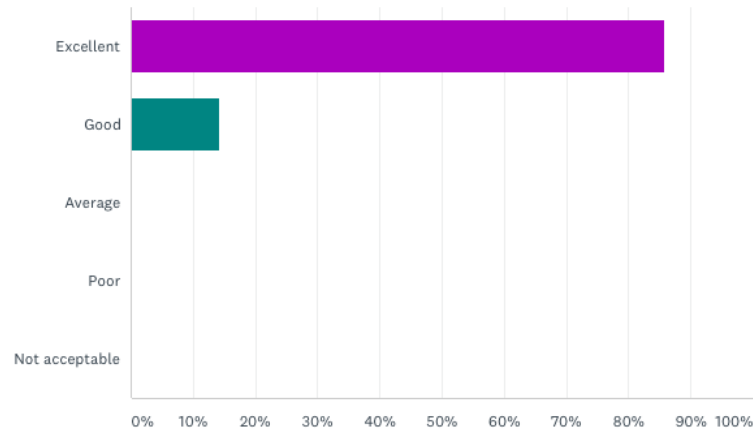
ANSWER CHOICES	RESPONSES
▼ Excellent	77.27% 17
▼ Good	18.18% 4
▼ Average	4.55% 1
▼ Poor	0.00% 0
▼ Not acceptable	0.00% 0
TOTAL	22

All patients completed this questionnaire out, with 95% of individuals stating the help they had received was either good or excellent. As a team we may choose to review the patient experience slot stated as average helpfulness, to assess where we can improve and to make sure the patient feels comfortable with the treatment they are receiving.

Question 3

How helpful was your clinician?

Answered: 21 Skipped: 1



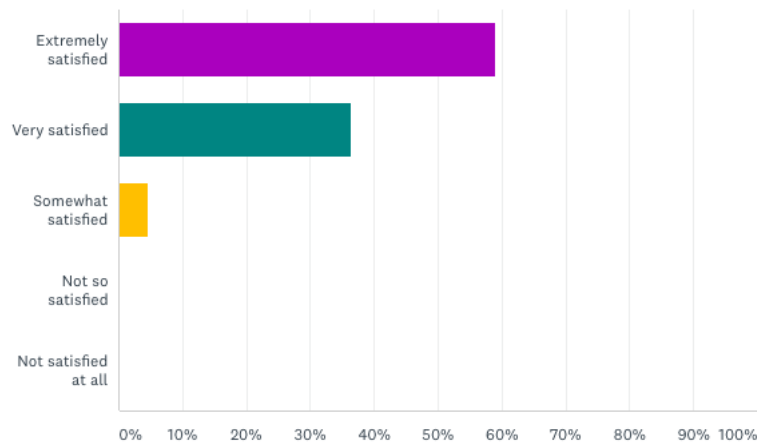
ANSWER CHOICES	RESPONSES
▼ Excellent	85.71% 18
▼ Good	14.29% 3
▼ Average	0.00% 0
▼ Poor	0.00% 0
▼ Not acceptable	0.00% 0
TOTAL	21

All but one patient answered this question, and 100% of those that responded stated our clinicians help was either excellent or good. Although the 'skip' may have been a mistake by the patient, we can still consult with the patient's clinician and see how they thought the interaction went, to assess if any further action needs to be taken. This may be due to the patient not feeling comfortable with answering the question due to the survey not being anonymous, which we need to take into account.

Question 4

Overall, how satisfied are you with ADHD-360?

Answered: 22 Skipped: 0



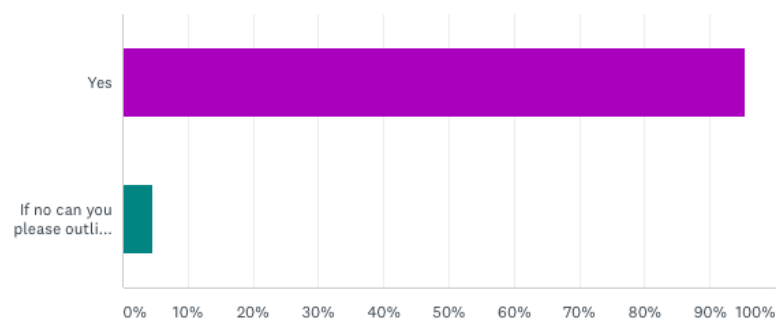
ANSWER CHOICES	RESPONSES
Extremely satisfied	59.09% 13
Very satisfied	36.36% 8
Somewhat satisfied	4.55% 1
Not so satisfied	0.00% 0
Not satisfied at all	0.00% 0
TOTAL	22

We had a 100% return rate on this question, with 95% of respondents stating they were either extremely satisfied or very satisfied. However, at ADHD 360 we would strive for this statistic to be 100%, a target all individuals in the business can be involved with.

Question 5

Were you treated with dignity and respect?

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	95.45% 21
If no can you please outline what happened and how you would like us to improve.	Responses 4.55% 1
TOTAL	22

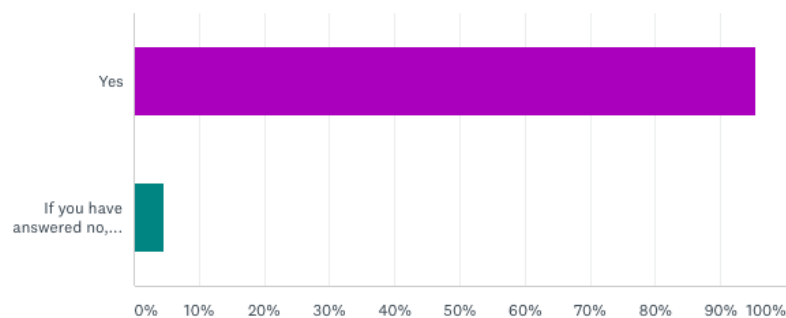
One of the key values that we aim to uphold as a healthcare provider, especially treating potentially vulnerable patients, is to ensure all patients are treated with dignity and respect. Any result below 100% for yes for this answer would not have been deemed as acceptable.

The response given by the patient who said no was as followed; 'I am very satisfied with the service I received from Jen with whom I had all my appointments. She was fantastic and treated me with dignity and respect. Unfortunately, an incident with a receptionist at ADHD Norfolk (which the company is aware of and have dealt with) was incredibly upsetting, unprofessional and disrespectful'. As demonstrated by the patient, as a team we were quick to quickly get this issue resolved and have taken measures to ensure an incident like this never happens again.

Question 6

Did you feel involved enough in the decisions made about your treatment?

Answered: 22 Skipped: 0



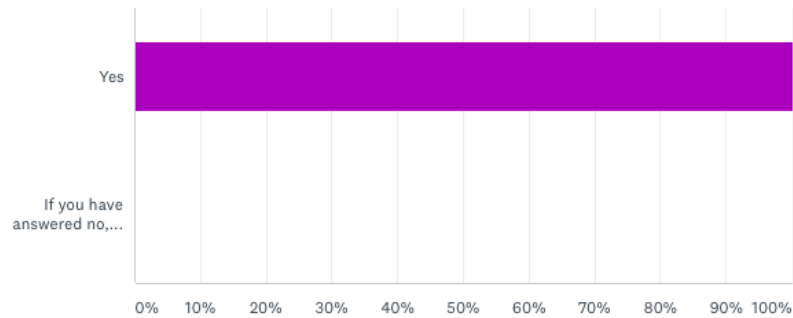
ANSWER CHOICES	RESPONSES
Yes	95.45% 21
If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses 4.55% 1
TOTAL	22

Again 100% of patients answered this question regarding patient's involvement in treatment decisions. Only one individual stated they didn't feel involved in the decision making with the following statement being made 'Alternatives were not really offered but was satisfied with the recommendation'. This is an issue that can be easily followed up, to ensure that the patient is completely satisfied and feels fully involved with their care.

Question 7

Did you receive timely information about your care and treatment?

Answered: 22 Skipped: 0



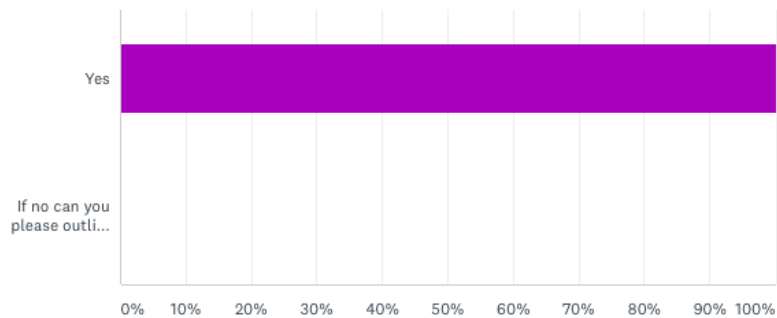
ANSWER CHOICES	RESPONSES
Yes	100.00% 22
If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses 0.00% 0
TOTAL	22

For patients to feel they are being treated effectively and with personal attention, it is important for us to make sure that patient's feel like they receive information in a timely manner. The 100% positive response demonstrates that patients feel like they are paid the attention they rightly deserved, and any issues or queries are solved efficiently.

Question 8

Were you treated with kindness and compassion by the team looking after you?

Answered: 22 Skipped: 0



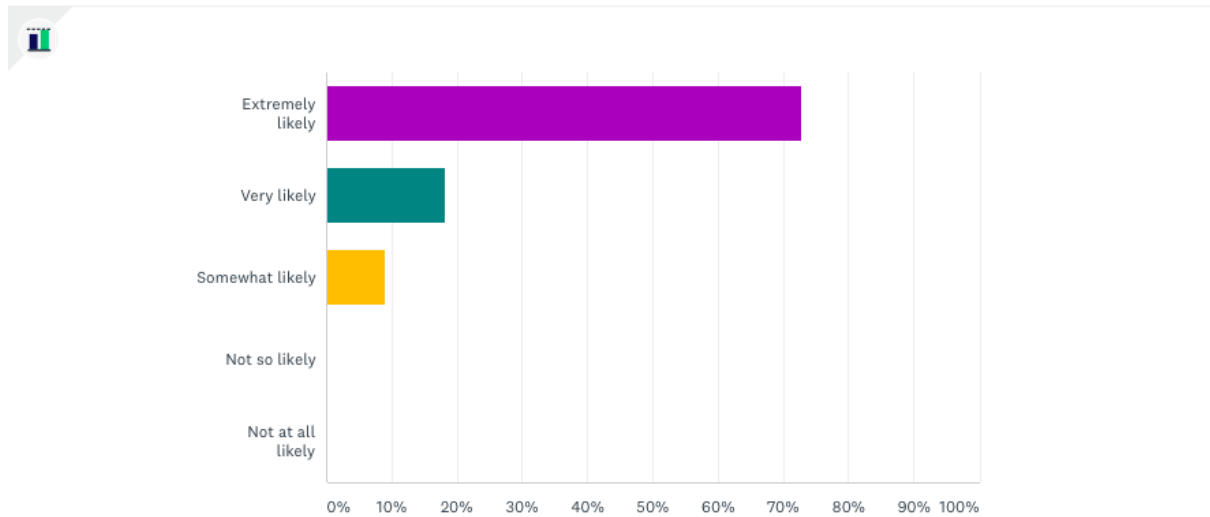
ANSWER CHOICES	RESPONSES
Yes	100.00% 22
If no can you please outline what happened and how you would like us to improve.	Responses 0.00% 0
TOTAL	22

Alongside dignity and respect, kindness and compassion are also at the core of our values, why it again stands that anything less than 100% satisfaction would not be good enough and would be followed up immediately.

Question 9

How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely likely	72.73% 16
Very likely	18.18% 4
Somewhat likely	9.09% 2
Not so likely	0.00% 0
Not at all likely	0.00% 0
TOTAL	22

One of the key ways to measure the extent that we are satisfying our customers, is to assess the likelihood of our patients recommending us to a family member or friend. Given ADHD also runs in families, it's important that patients feel happy enough with our service to refer us, which is why we are pleased with the 90% of respondents who said they were either extremely likely or very likely to refer us. The two individuals who said they were somewhat likely may need to be reviewed to ensure they are satisfied with our service whilst demonstrating they would recommend us.

Question 10

Question 10 gave respondents the option to provide us with anymore feedback or suggestions that we action as part of our continuous development. 64% of respondents stated they had no further comments, with all others apart from one individual stating how helpful our service had been. The comments were:

- Lisa was Amazing, engaged my son which is no easy task
- It's so brilliant to talk to clinicians that really understand ADHD and everything that goes along with it. Everyone I have dealt with has been very helpful. Also, top marks for sending out BP machines. It's difficult to get it done in Pharmacies and a wait at GP surgeries.
- Brilliant service very quick and efficient and such a friendly team
- No, Jen was fantastic. I felt she really listened to everything I had to say during the consultation. Throughout the process I feel that I have been treated in a very supportive and compassionate manner. Thank you
- Swift, thorough and understanding. It's what all care should look like.
- No Concerns. Everything extremely well explained.
- I am really happy with my diagnosis and treatment and have seen a vast improvement in symptoms in my daily life- in particular at work. I'd like to thank Jen for her support and guidance and for being a lovely person to deal with. In the matter referred to above, Jen was really supportive and took swift action to deal with it and I was happy with the outcome.

We are proud to have had such positive feedback. The final piece of feedback was an individual just awaiting a follow up which has now taken place, leaving all queries resolved.

Recommendations

A key step is to continue to send out this survey in the future, continually assess our performance and ensure we are consistent with our goals and cultural aspirations.

Following this set of results, there are a couple of respondents that may require a follow up to ensure they are completely satisfied, but overall it is pleasing to see how positively most patients regard our services. It is now important to maintain these high standards which continues to be our goal.

Having unsuccessfully previously tried two different patient survey programmes, we are satisfied that the response rate and quality of the data from the responses in this programme meets our needs and is sustainable

We will follow up, as necessary, with any patient where we feel this will benefit our goals.

For full disclosure we will also distribute the results across our teams and to the responding patients, as well as aiming to run the survey again in Q3.