



ADHD 360
MORE THAN YOUR DIAGNOSIS

ADHD-360 PATIENT SATISFACTION SURVEY Q3 2020

[Abstract](#)

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

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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 quarter 3 took place between the 28th September -3rd October 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 62 invitations. We had chosen to limit the response period to within the clinical week. By the 3rd we had received 27 responses, a 44% response rate, 4% better than the previous survey.

Of the 27 responses, all were filled out in full. The results for each question will now be shown, outlining any comments that were made alongside the answers.

Survey results

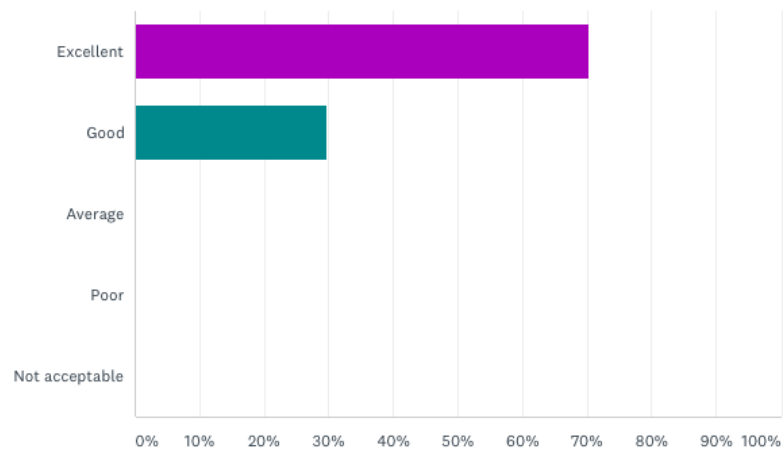
Question 1

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

Question 2

How helpful was the service today?

Answered: 27 Skipped: 0



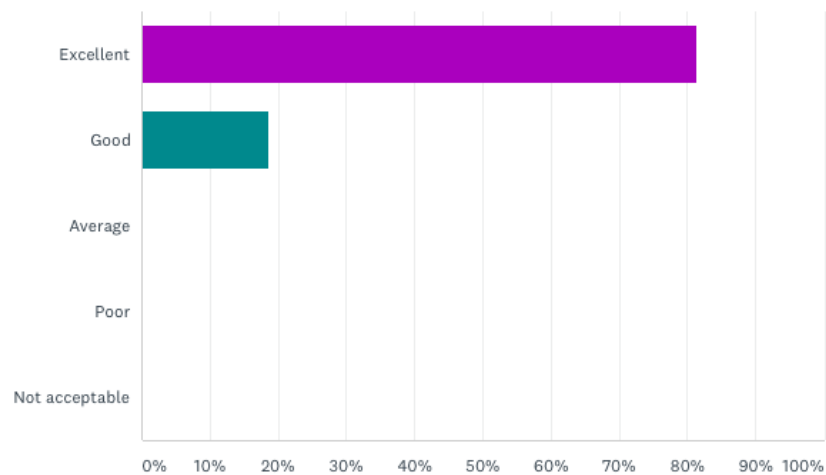
ANSWER CHOICES	RESPONSES
▼ Excellent	70.37% 19
▼ Good	29.63% 8
▼ Average	0.00% 0
▼ Poor	0.00% 0
▼ Not acceptable	0.00% 0
TOTAL	27

All patients completed this questionnaire out, with 100% of individuals stating the help they had received was either good or excellent. This is an improvement from the previous survey, where the figure was only 95%, demonstrating the actions taken have proven successful.

Question 3

How helpful was your clinician?

Answered: 27 Skipped: 0



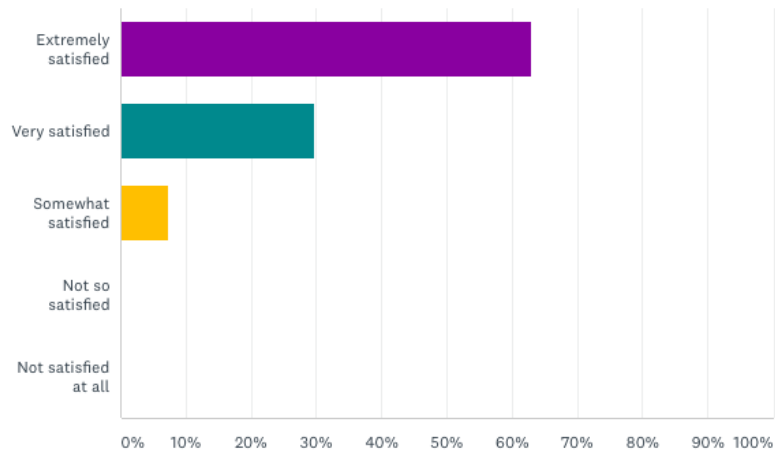
ANSWER CHOICES	RESPONSES
▼ Excellent	81.48% 22
▼ Good	18.52% 5
▼ Average	0.00% 0
▼ Poor	0.00% 0
▼ Not acceptable	0.00% 0
TOTAL	27

All patients answered this question, and 100% of those that responded stated our clinicians help was either excellent or good. This again demonstrates how we have ensured to continue to improve our service and take on patient feedback, with the goal now being to increase the number of patients who answer with 'excellent'.

Question 4

Overall, how satisfied are you with ADHD-360?

Answered: 27 Skipped: 0



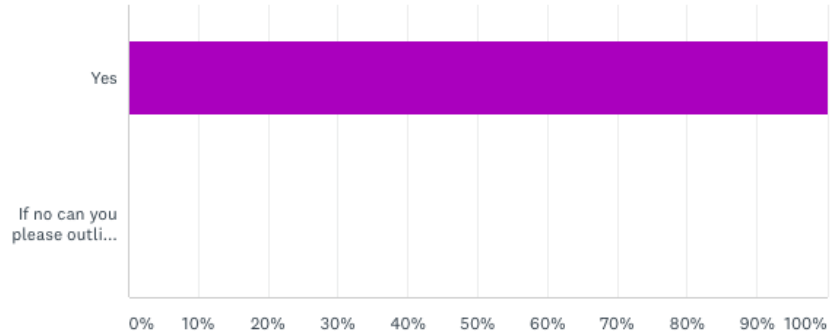
ANSWER CHOICES	RESPONSES
Extremely satisfied	62.96% 17
Very satisfied	29.63% 8
Somewhat satisfied	7.41% 2
Not so satisfied	0.00% 0
Not satisfied at all	0.00% 0
TOTAL	27

We had a 100% return rate on this question, with 92% of respondents stating they were either extremely satisfied or very satisfied. Our target set for this question was 100% for either 'extremely satisfied' or 'very satisfied', meaning that we will need to look into why some patients aren't feeling fully satisfied with ADHD 360 so as to improve.

Question 5

Were you treated with dignity and respect?

Answered: 27 Skipped: 0



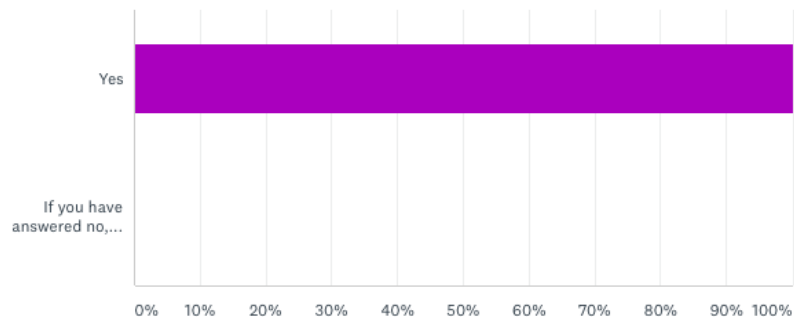
ANSWER CHOICES	RESPONSES
Yes	100.00% 27
If no can you please outline what happened and how you would like us to improve.	Responses 0.00% 0
TOTAL	27

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. Last time we didn't meet the 100% target goal, so to have met it this time is incredibly important to us.

Question 6

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

Answered: 27 Skipped: 0



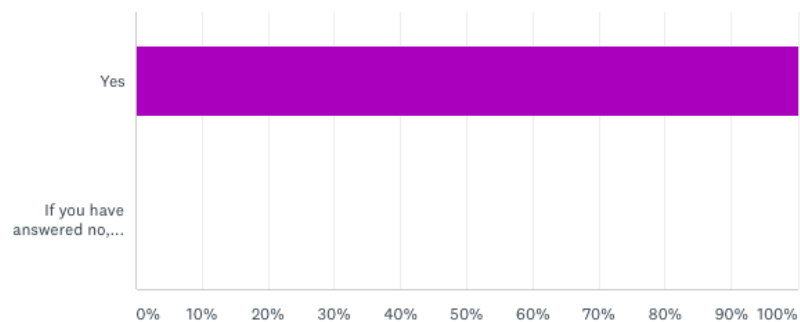
ANSWER CHOICES	RESPONSES
Yes	100.00% 27
If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses 0.00% 0
TOTAL	27

Again 100% of patients answered this question regarding patient’s involvement in treatment decisions. During this survey, 100% of patients stated they had felt involved in decisions being made about their treatment, compared to 95% last quarter, again demonstrating how we have taken feedback onboard and acted accordingly.

Question 7

Did you receive timely information about your care and treatment?

Answered: 27 Skipped: 0



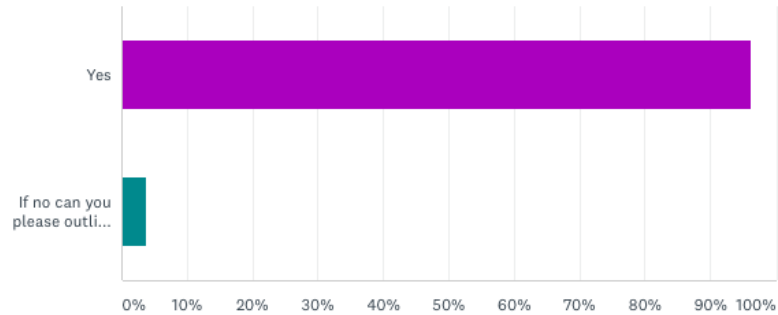
ANSWER CHOICES	RESPONSES
Yes	100.00% 27
If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses 0.00% 0
TOTAL	27

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: 27 Skipped: 0



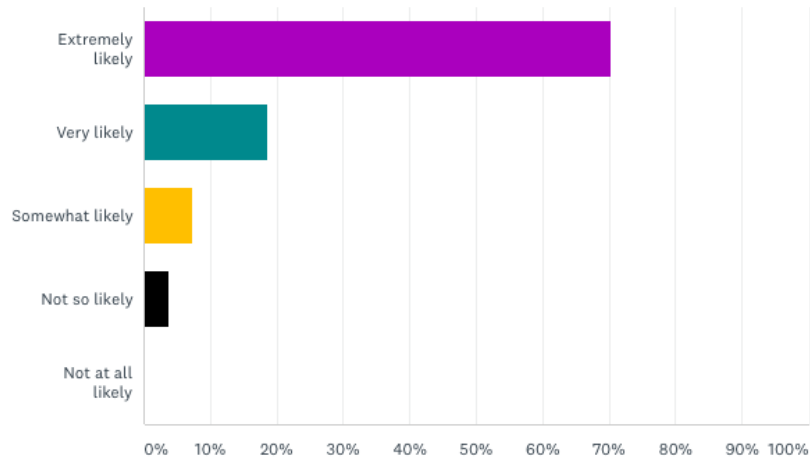
ANSWER CHOICES		RESPONSES
▼ Yes		96.30% 26
▼ If no can you please outline what happened and how you would like us to improve.	Responses	3.70% 1
TOTAL		27

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 is not good enough and therefore will be followed up immediately. The patient that chose the no option stated 'At first things were great but then I heard nothing for months and felt like I'd been forgotten and then out of the blue recently I started getting calls again. The latest contact Jenny has been helpful.'. We will be looking into this issue to ensure that it never happens again.

Question 9

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

Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely likely	70.37% 19
Very likely	18.52% 5
Somewhat likely	7.41% 2
Not so likely	3.70% 1
Not at all likely	0.00% 0
TOTAL	27

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. However, the individual who stated 'not so likely' we are going to fully review to ensure their needs are being met and hopefully they can give us useful insight into how we can change.

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. 62% of respondents stated they had no further comments, with many stating how helpful our service had been. The comments were:

- Lisa was very pleasant and kind. My brother found it very easy to honestly answer her. She explained things very clearly. We look forward to working with her.
- This service has been absolutely life changing for me. From the very beginning I was treated with a kindness and respect that I have received so rarely from medical professionals in my life. Being heard and treated well is worth so much, but the access to fast treatment has been life changing
- After feeling extremely nervous and worried about seeing a different doctor, I was put at ease straight away and very reassured so thank you
- Jen was amazing with Kaitlyn; very child-focused and it was as positive experience as it possibly could have been.
- Amazing service, Jen was very easy to talk to! Thank you
- As always excellent service. Lisa's advice and help has changed the dynamics of our family. She has really help Oliver and Isabella.
- I'm very happy with the service I have paid for. I think there could be more assistance or advice in accessing talking therapies post diagnosis and help working out what to do next. I am enormously grateful for the services I've used and the way I've been helped. Possibly there could be more info on the website about what exactly ADHD360 can help with and what they can't as I was a bit timid to ask as I've rarely used private health services before.
- Very happy with everything. Initial contact was a little confusing due to the Covid 19 pandemic (just wasn't able to call), but given the circumstances totally understandable and my emails were responded to quickly. Would be helpful if it's clear that your information has been submitted on the page where you enter your blood pressure/bpm etc as it just disappears once you have submitted it.
- I would really have appreciated talking to someone who understood my struggles and could offer strategies as well as the focus on medication.
- My only concern is that twice I've been emailed with information about my treatment - but the side effects have been missing both times. I have the capacity to google them, and I've spoken to my sister who is a cardiologist about whether the drugs will impact on my atrial septal defect (they won't) - so I know that I'll be ok. But I think a lot of people don't have access to this information, or are not as calm about their medical health, and it would be a very good thing to make sure your automated systems include all the information that patients need! (I work in tech, so I know this isn't easy - but it is important.)

We are proud to have had such positive feedback. There were a few responses detailing how we could further improve our IT, especially relating to missing side effects which we very quickly held a meeting for to discuss and resolve straight away, as we recognize the seriousness of this. We will be aiming to further implement the other suggestions near in the future and further demonstrates why it is important to execute these surveys so that we can continue to improve.

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 Q4, following the success of Q2 and Q3.