



Abstract

This report outlines the results of our Quarter 3 Customer survey taken from a clinical week commencing 21st September - 25th September 2021.

Our clinicians have been conducting the assessments via Skype due to COVID-19 and working remotely.

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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 reviews.

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 a 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 their 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. Also, this gives us more of an insight into the patients overall feeling and experience they have had with us.

Survey responses

Survey week Quarter 3 took place between the 21st of September and 25th of September, with the surveys being individually emailed out each day to patients who had attended one of our clinics, had reviews or telephone follow up calls made with their clinicians.

These were 'virtual' due to Covid-19. In total we sent out 224 invitations via email.

We had chosen to limit the response period to within the clinical week and set a reminder to be automatically sent to each patient three days after the initial invitation for those that do not complete the survey straight away. The response rate was 13.39%.

Question 1

What is your name if you are the registered patient or the registered patient's name?

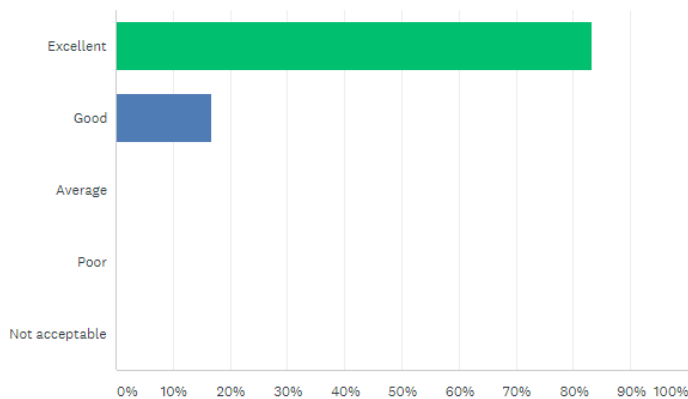
For question 1 we will refrain from listing names, however these are available on our detailed spreadsheet.

Question 2

Out of all the patients that completed this question, 83.33% of individuals stating the help they had received was excellent. Five patients scored us as Good. The responses that require more improvement shall be followed up to see if there is anything we can do to assist with their patient journey.

How helpful was the service today?

Answered: 30 Skipped: 0

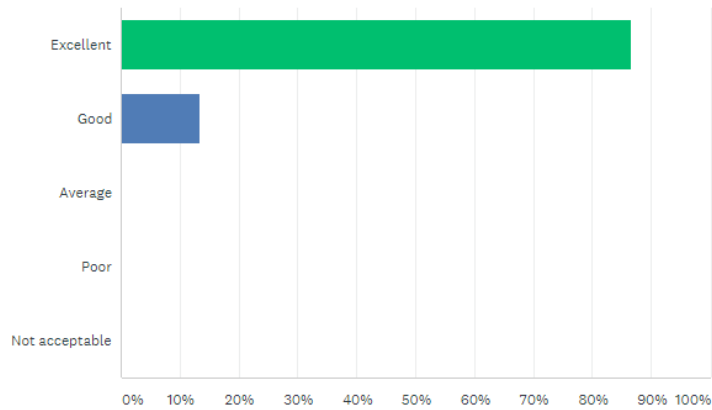


ANSWER CHOICES	RESPONSES	
▼ Excellent	83.33%	25
▼ Good	16.67%	5
▼ Average	0.00%	0
▼ Poor	0.00%	0
▼ Not acceptable	0.00%	0
TOTAL		30

Question 3

How helpful was your clinician?

Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Excellent	86.67% 26
▼ Good	13.33% 4
▼ Average	0.00% 0
▼ Poor	0.00% 0
▼ Not acceptable	0.00% 0
TOTAL	30

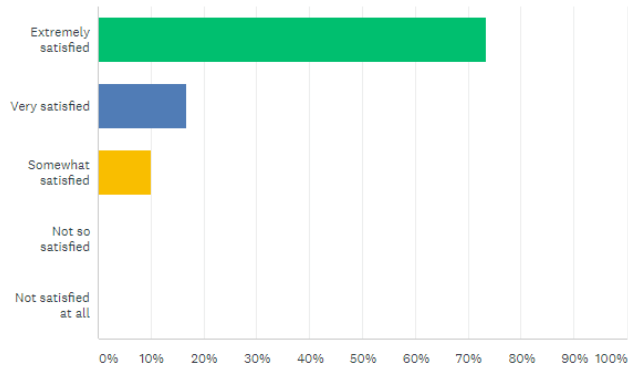
All patients answered this question, and 86.67% of patients found their clinician to be excellent this is a slight decrease from the previous survey which was 89.29%.

The remaining patients scored their clinician as Good. Each time we run this survey we are continually striving to improve our service and take on patient feedback, whether that be positive or negative, only then can we improve the service and care we offer our patients.

Question 4

Overall, how satisfied are you with ADHD-360?

Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely satisfied	73.33% 22
Very satisfied	16.67% 5
Somewhat satisfied	10.00% 3
Not so satisfied	0.00% 0
Not satisfied at all	0.00% 0
TOTAL	30

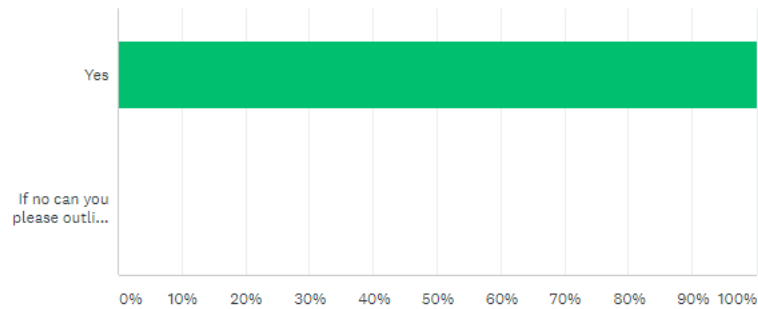
As a team we always strive for 100% of our patients to be satisfied with our service, this is something we are proud of so to receive a score of 73.33% of our patients this is something we need to investigate as we expect to receive a much higher percentage of patients that are 'Extremely Satisfied.'

We will look at the patient's responses that were 'Somewhat Satisfied' and see where the improvement opportunities are.

Question 5

Were you treated with dignity and respect?

Answered: 30 Skipped: 0



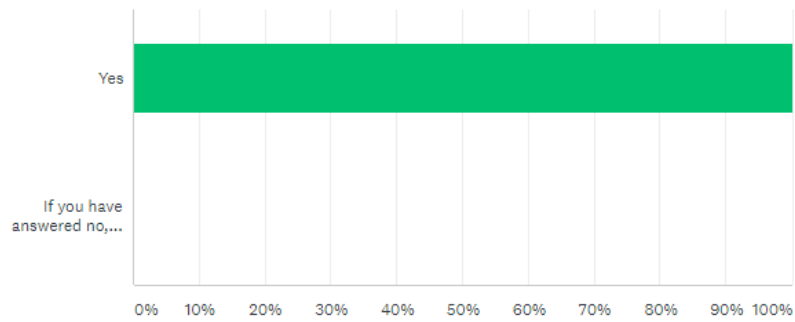
ANSWER CHOICES	RESPONSES
▼ Yes	100.00% 30
▼ If no can you please outline what happened and how you would like us to improve.	Responses 0.00% 0
TOTAL	30

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% would not have been deemed as acceptable. We are delighted to see that again during this quarterly survey our patients are confident in the way they have been treated by us as a team at ADHD 360 and we are proud of our organisation with 100% we cannot ask for more.

Question 6

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

Answered: 30 Skipped: 0



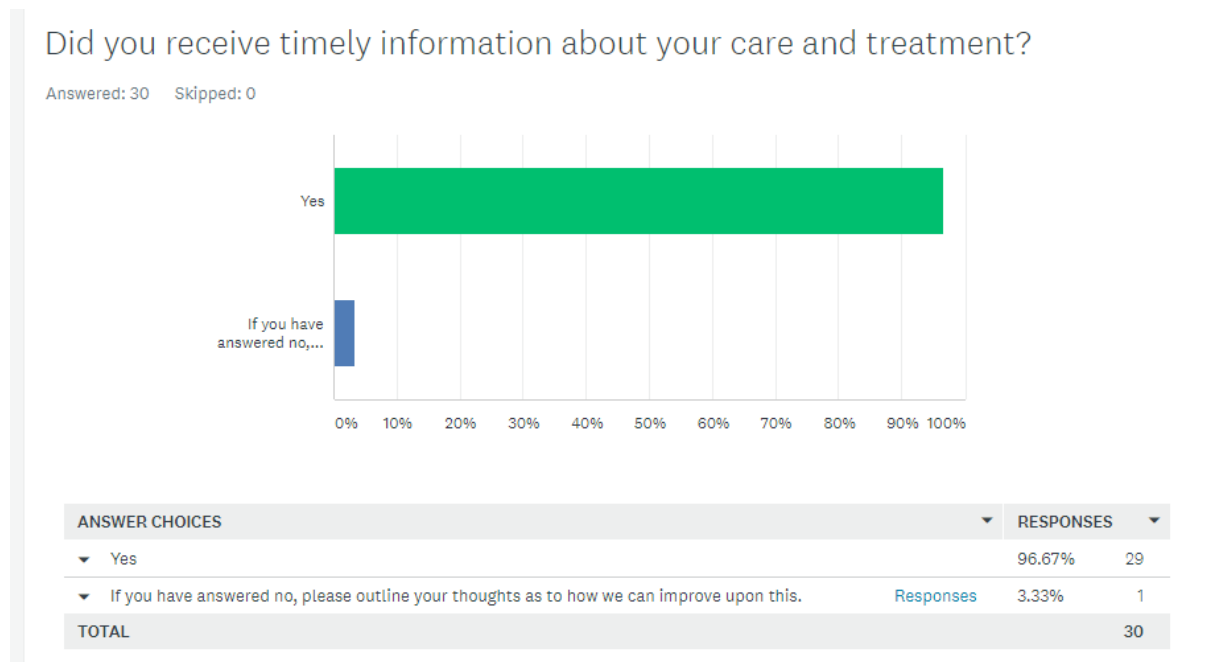
ANSWER CHOICES		RESPONSES	
▼ Yes		100.00%	30
▼ If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses	0.00%	0
TOTAL			30

Again 100% of patients answered this question regarding patient involvement in treatment decisions. During this survey, 100% said that they felt involved in the decisions being made, this is a 4% increase on the previous survey.

We want all our patients to feel cared for, dignified and in control of their treatment with the aid of their dedicated clinician.

We as a company are always looking at better ways to evolve for our patients both existing and new.

Question 7



For our patients to feel they are being treated effectively, with personal attention in a timely manner is very important to us.

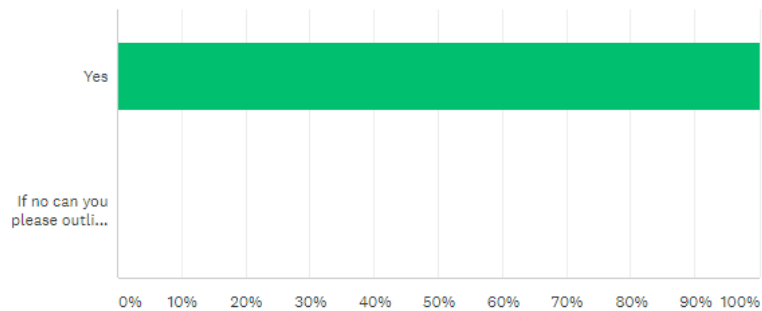
We always strive for a 100% 'yes' response to this question and unfortunately, we have not quite managed that this survey with a score of 96.43%. The one 'no' response we received will be followed up to see if there was a way this could have been avoided as we aim to ensure that all patients are treated and cared for within the expected timeframe.

Some of our patients have already had lengthy wait times either on the NHS or with their GP therefore it is imperative that we give them a wholesome experience where they feel looked after every step of the way with the smallest amount of waiting as possible.

Question 8

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

Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 30
If no can you please outline what happened and how you would like us to improve.	Responses 0.00% 0
TOTAL	30

At ADHD 360 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 acceptable. We have been working hard to ensure all patients feel comfortable with kindness, discretion and of course compassion.

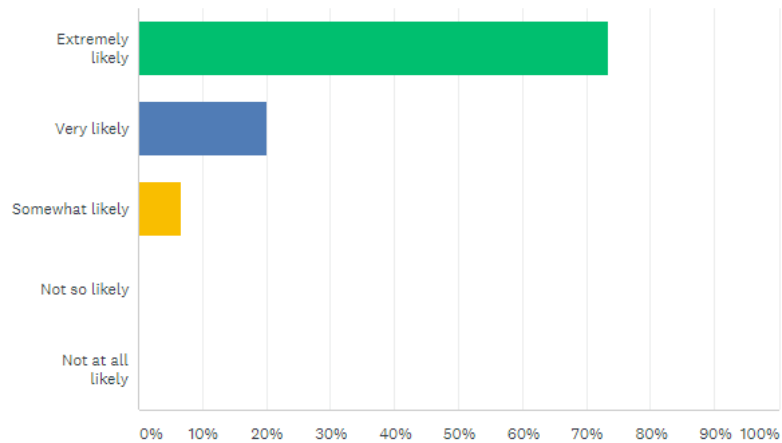
We appreciate it takes a lot for our patients to reach out and we want to make sure that every time we make contact with our patients, they feel they are the centre of our attention with a kind and caring nature.

100% of our patients that completed our survey chose 'Yes' and this to us is a brilliant achievement.

Question 9

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

Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely likely	73.33% 22
Very likely	20.00% 6
Somewhat likely	6.67% 2
Not so likely	0.00% 0
Not at all likely	0.00% 0
TOTAL	30

This perhaps is one of the most important questions we ask our patients.

Out of 30 patients that completed our survey 22 were 'Extremely Likely' to recommend us and also 6 patients advised us they were 'Very Likely' to do so, this overall is a good result however improvement is needed.

At ADHD 360 we think of our team as a family and look to treat our patients as such therefore this overall score is disappointing and will be fed back to the team to ask ourselves what can we do to make this better?

Question 10

Question 10 gave respondents the option to provide us with anymore additional feedback and/or suggestions that we action as part of our continuous development.

Of the 30 patients that completed our survey, some of our patients felt they wanted to provide us with a few lines to express their overall experience, these are detailed below.

'When I finally got seen I was very happy with the service. Kathy was professional yet very personable.'

'Very supportive service and so grateful that I was able to move forward in helping me. Thank you.'

'The man who carried out my son's assessment was very kind and helpful, and I felt like he really listened. He seemed to genuinely care and want to help.'

'The courier service APC I do NOT recommend. I missed my medicine, was not sent a text as told or given a window. In my opinion for such an important delivery, bad service. I've waited 49 years already to be treated.'

'Exceptional support and service as always - you've changed our lives. Thank you.'

'Lisa is genuinely superb. I'm very lucky to have been on her case-list.'

'Can't thank ADHD360, the admin team and Dave enough for all you've done for me so far. It's meant the world to finally feel acknowledged, truly listened to and heard. Thank you from the bottom of my heart.'

'My life is improving beyond my expectations. Finally of a lifetime of struggle and despair, I have some answers, hope and clarity. Thank you!'

'Can't thank ADHD360, the admin team and Dave enough for all you've done for me so far. It's meant the world to finally feel acknowledged, truly listened to and heard. Thank you from the bottom of my heart.'

'Really made my son feel comfortable as he struggles talking to people he doesn't know about personal stuff.'

'Not a fan of telephone appointments. Would much rather have a Skype meeting and see who I am talking to. Helps to build a relationship. Telephone meeting was 20 minutes late. Would be helpful to know if people are running late with appointments. I understand it's difficult to see the same practitioner as first assigned to, but would really prefer to see the same person on subsequent appointments. I felt that I had to explain things over and over and there really wasn't time to go over everything. You obviously build a relationship with your clinician as conversations can be difficult. With that comes reliability, trust, and confidence which is so important and can be difficult to feel that this has been compromised.'

'Nope.. Dave Scarett and colleges are amazing.'

'i spoke to the clinician kathie as there was an issue with my elvanse delivery. she was very understanding and sorted out an emergency prescription right away, and made sure it would arrive next day even though it was 4pm. I'm very happy with how the situation was resolved :).'

Summary

There were some responses detailing how we could further improve our interaction and we shall have a look into our options with regards to patient and clinician contact going forward.

Although the positive feedback is what we aim to receive from the surveys, any 'no' responses and further comments with regards to improvement are vital to helping us continually better our services and support we provide to our patients.

It is essential to execute these surveys so that we are able to continue to improve and develop.

Following this set of results, there were some respondents that require a follow up to ensure they are completely satisfied with our processes and support, but overall, it is pleasing to see how positively most patients regard our services.

It is now imperious that we maintain these high standards which continues to be our goal and circulate these findings to the ADHD 360 team for both clinicians and the back office.

We will run the survey again in December 2021 for Quarter 4.

