



Abstract

This report outlines the results of our July Survey from week commencing 26th of July to 31st of July 2021. We are currently in a Pandemic and our clinicians have been conducting the assessments vis Skype due to working remotely. This is Quarter 2. We hope to send out Quarter 3 in October 2021.

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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.

Survey responses

Survey week Quarter 2 took place between the 26st of July–31st of July 2021, 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. These were ‘virtual’ due to Covid-19. In total we emailed out 136 invitations. 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 straight away. The response rate was 21%

Question 1

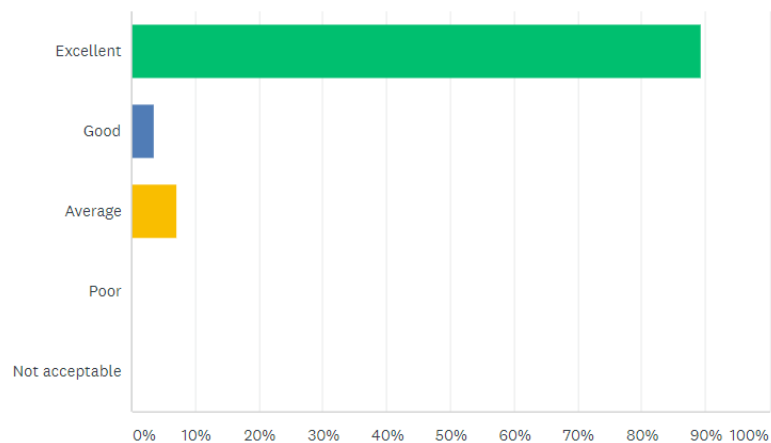
What is your name if you are the registered patient or the registered patient's name?

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

Question 2

How helpful was the service today?

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Excellent	89.29% 25
▼ Good	3.57% 1
▼ Average	7.14% 2
▼ Poor	0.00% 0
▼ Not acceptable	0.00% 0
TOTAL	28

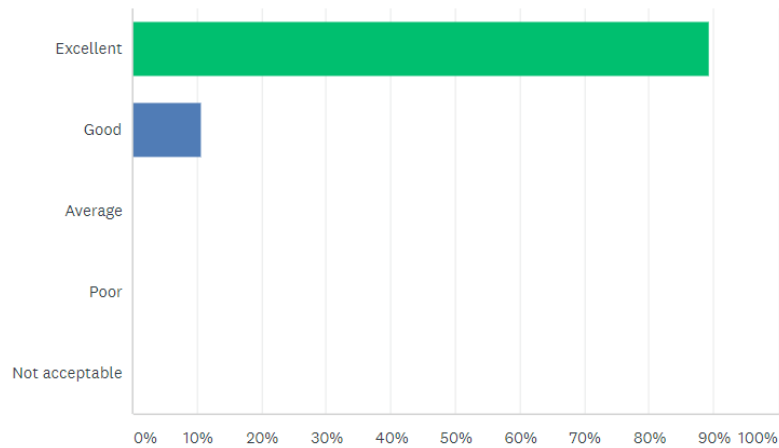
Out of all of the patients that completed this question, 89.29 % of individuals stating the help they had received was excellent. One patient scored us as Good and two patients scored their experience

as average. 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.

Question 3

How helpful was your clinician?

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Excellent	89.29% 25
▼ Good	10.71% 3
▼ Average	0.00% 0
▼ Poor	0.00% 0
▼ Not acceptable	0.00% 0
TOTAL	28

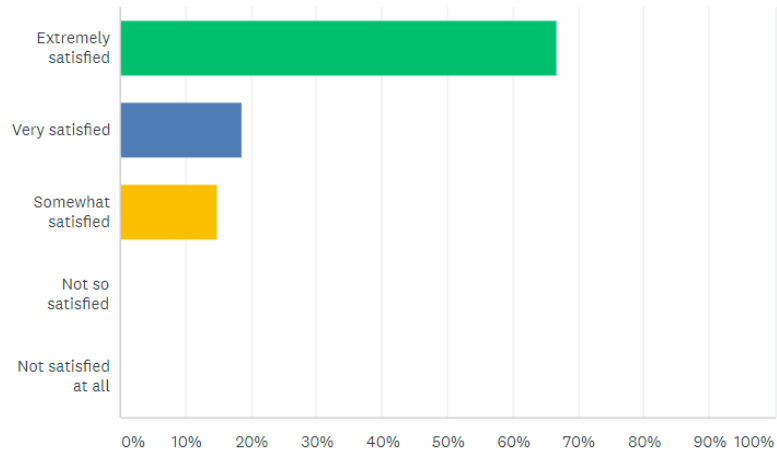
All patients answered this question, and 89.29% of those that responded stated our clinicians help was excellent. The rest of our patients answered Good. We are continually striving to improve our service and take on patient feedback, whether that be positive or negative, only then can we improve the service and care we offer our patients.

All feedback will be circulated to the ADHD 360 Team.

Question 4

Overall, how satisfied are you with ADHD-360?

Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES
Extremely satisfied	66.67% 18
Very satisfied	18.52% 5
Somewhat satisfied	14.81% 4
Not so satisfied	0.00% 0
Not satisfied at all	0.00% 0
TOTAL	27

Overall this is not a result we are pleased with.

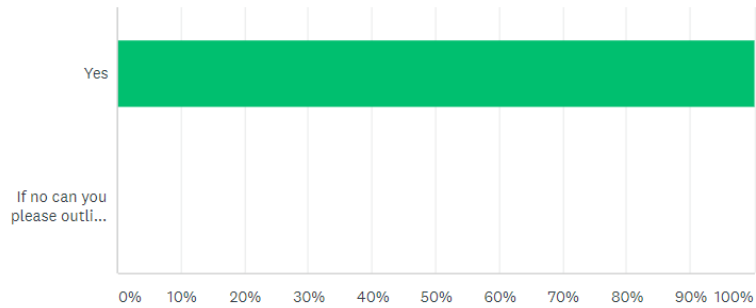
We always strive for 100% of our patients to be satisfied with our service.

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

Question 5

Were you treated with dignity and respect?

Answered: 28 Skipped: 0

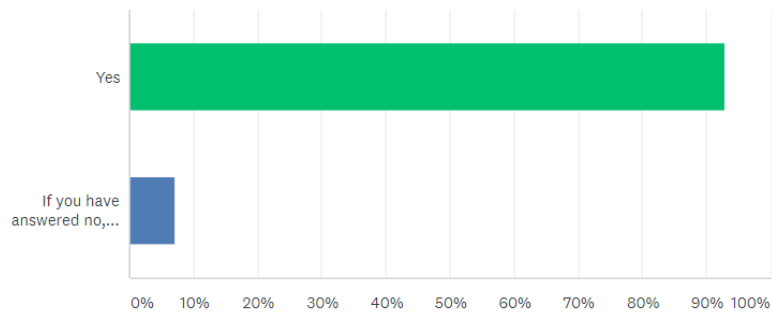


ANSWER CHOICES	RESPONSES
Yes	100.00% 28
If no can you please outline what happened and how you would like us to improve.	Responses 0.00% 0
TOTAL	28

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 question would not have been deemed as acceptable. We are delighted to see that 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.

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

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	92.86% 26
▼ If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses 7.14% 2
TOTAL	28

Again 100% of patients answered this question regarding patient involvement in treatment decisions. During this survey, 92.86% said that they felt involved in the decisions being made, this is a 10% increase on the previous survey. The two patients that did not feel as positive about their involvement will be followed up.

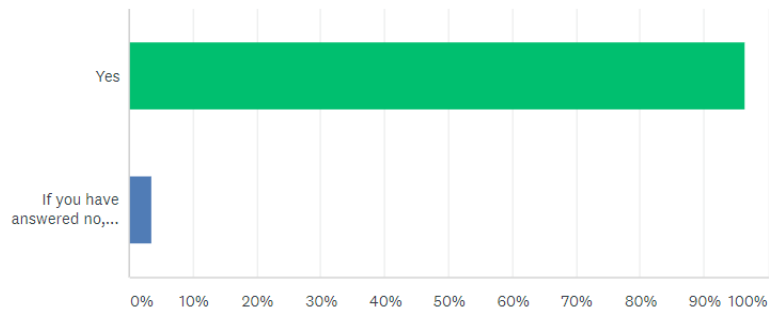
We want all of our patients to feel cared for, dignified and in control.

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

Question 7

Did you receive timely information about your care and treatment?

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	96.43% 27
If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses 3.57% 1
TOTAL	28

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

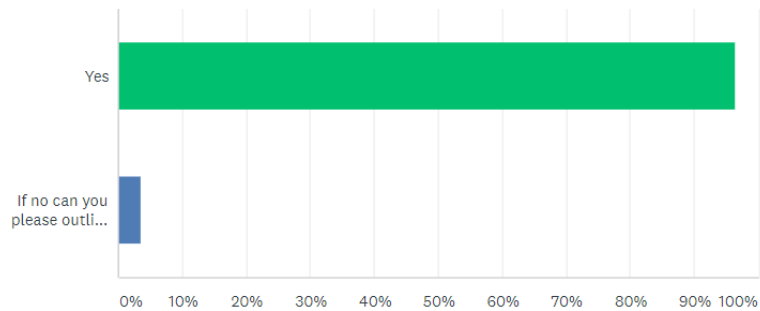
Some of our patients have already had lengthy wait times either on the NHS or with their GP therefore it is imperative that we give them a wholesome experience where they feel looked after every step of the way with the smallest amount of waiting as possible.

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 remains incomplete and so we are unable to comment on and the second part to the question.

Question 8

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

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	96.43% 27
▼ If no can you please outline what happened and how you would like us to improve.	Responses 3.57% 1
TOTAL	28

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 are felt comfortable with kindness, discretion and of course compassion.

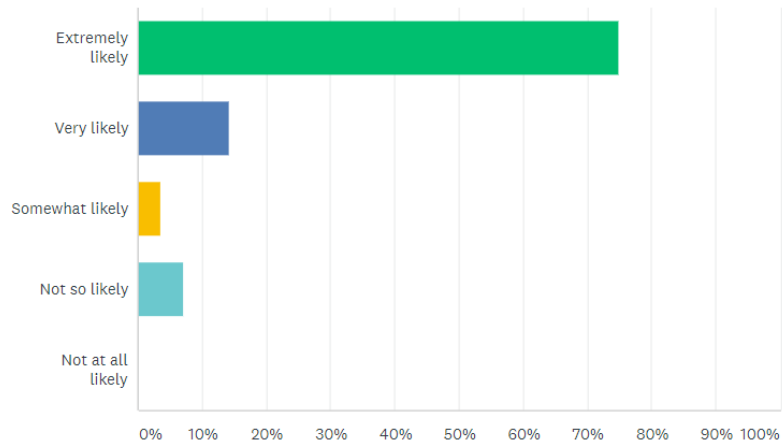
We appreciate it takes a lot for our patients to reach out and we want to make sure that every time we make contact with our patients they feel they are the centre of our attention with a kind and caring nature.

Out of the 28 patients that responded 27 said 'Yes' to this question, the one patient that said 'No' did not leave any further feedback to advise how we could improve and why they felt this way.

Question 9

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

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely likely	75.00% 21
Very likely	14.29% 4
Somewhat likely	3.57% 1
Not so likely	7.14% 2
Not at all likely	0.00% 0
TOTAL	28

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

Would you recommend us to your Friends and Family?

Out of 28 patients that completed our survey only 26 were likely to recommend us and unfortunately 2 patients advised us they were 'Not So Likely' to do so.

This is not the response we wanted and we will follow up if we can with the patients that did not feel they were able to recommend us and if we can help them in anyway further on this journey.

At ADHD 360 we like to 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 28 patients that completed our survey, below are their additional comments.

Thank you so much for all you have done - without your help we would still be on the waiting list and would not have progressed so much - it's made a huge difference for us all as a family , Thank you so much.

Louise was lovely and put us at ease straight away and made it so easy to chat to her.
Thank you so much

Huge thanks to Lisa who helped me after 33 years.

I hope my experience gets mentioned to more clerical staff, so other patients don't go through what I went through.

I am extremely satisfied with your service and am constantly recommending you.

I am concerned because the standard of care seems variable. I think it would be useful to try to discharge patients onto NHS care. This is in part because as the shared partnerships grow the case load grows for the team at ADHD 360 and I don't feel that the standard of high care can continue when patients can't move onto the NHS. I can tell the team has become busier and busier and I am concerned for the mental health of the working team and for the clients. It is extremely difficult to negotiate using my ADHD medication with my other NHS medications. GPs and nurses have flat out refused to talk about the medication, despite the ramifications it has for other medications I am taking. It is really disappointing from the NHS. At the same time it is hard to justify a 350 pound renewal fee per year which is generally a blood pressure/weight check which basically authorises the NHS to keep prescribing my medicine. It is a really confusing system and it doesn't allow us any piece of mind. With three members of the family using your service, and the type of advance invoicing which does not work with insurance companies, we will not be able to afford this indefinitely. We have not received much support for invoicing our insurance company. The receptionist has had to take photographs of scripts and email them to me to get reimbursed for medication. There should be a standardised billing with insurance companies. It would be really helpful to make long-term ADHD management plans with families with expectations of what this care would entail and what costs will be. I do like our clinician and have considerably more faith in her opinions and knowledge than the NHS but I respect that we can't guarantee we will always have the same clinician.

I have already recommended you to 4 of my friends who have been accessed by adhd My only concern is the predominant medical model adhd prescribes to. To offer a more

holistic approach, therapy coaching, peer support etc would make the patient experience less isolating.

Compassionate, helpful and in depth. I am so very grateful and will recommend to anyone with potential ADHD. Thank you.

I would prefer to go through adhd360 for my medication than my doctors. Adhd 360 is better at dispatch

Lisa assessed me . I found her very easy to speak to . I felt at ease . She's really nice and easy to get along with.

Yes, i found the session helpful- and resonant with my understanding of what i have already around ADHD. I would like to have moved a littler more gentler with the addressing of a diagnosis/label. There was reference to treatment before the mentioning of the strong possibility of a diagnosis being here. Though i have accessed this service - bringing to the fore a diagnosis is a sensitive and very tender matter as it changes the conceptual reality of the person 100%. More explicit empathy on this would have been very welcome. Having said this I felt the clinician was sensitive and willing to show /communicate to me with visuals/diagrams how brain works. I found the latter very useful in my case. Thanks

My clinician Sadie has been absolutely brilliant with me. She explained ADHD symptoms, side effects of medications and benefits in laymen's terms. I have genuinely improved my quality of life since being on medication.

Sadie has been really helpful. It has been nice to speak to someone about my adhd as I have not even told friends or family. The whole team has been very responsive.

Summary

There were a few 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 can provide to our patients. Therefore it is important to execute these surveys so that we can continue to improve and develop.

Following this set of results, there were a few 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 important to maintain these high standards which continues to be our goal and circulate this information to the ADHD 360 team for learning and development.

We are aiming to run the survey again September/October 2021 which will be Quarter 3.