



ADHD 360
MORE THAN YOUR DIAGNOSIS

ADHD-360 PATIENT SATISFACTION SURVEY Q4 2021

[Abstract](#)

This report outlines the results of the December satisfaction survey sent out to our patients.
This report is based on remote assessments that took place the week commencing 6th of
December 2021.

Claudia Pugh
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 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 4 took place between the 6th December – 11th December 2021 and was sent to all patients that had a remote assessment with us which were 'virtual' due to Covid-19.

In total we emailed out 49 invitations.

We had chosen to limit the response period to within the clinical week to those that were assessed.

9 out of 49 patients (18%) that we sent the survey out to answered the questions in full.

Survey results

Question 1

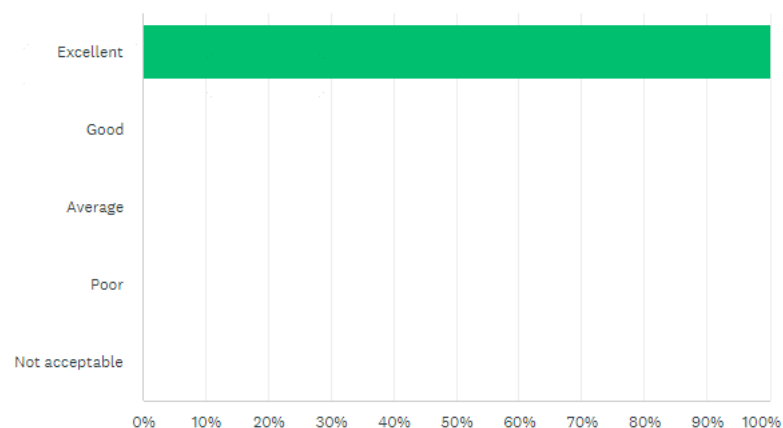
What is your name if you are the registered patient or the registered patient's name?

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

Question 2

How helpful was the service today?

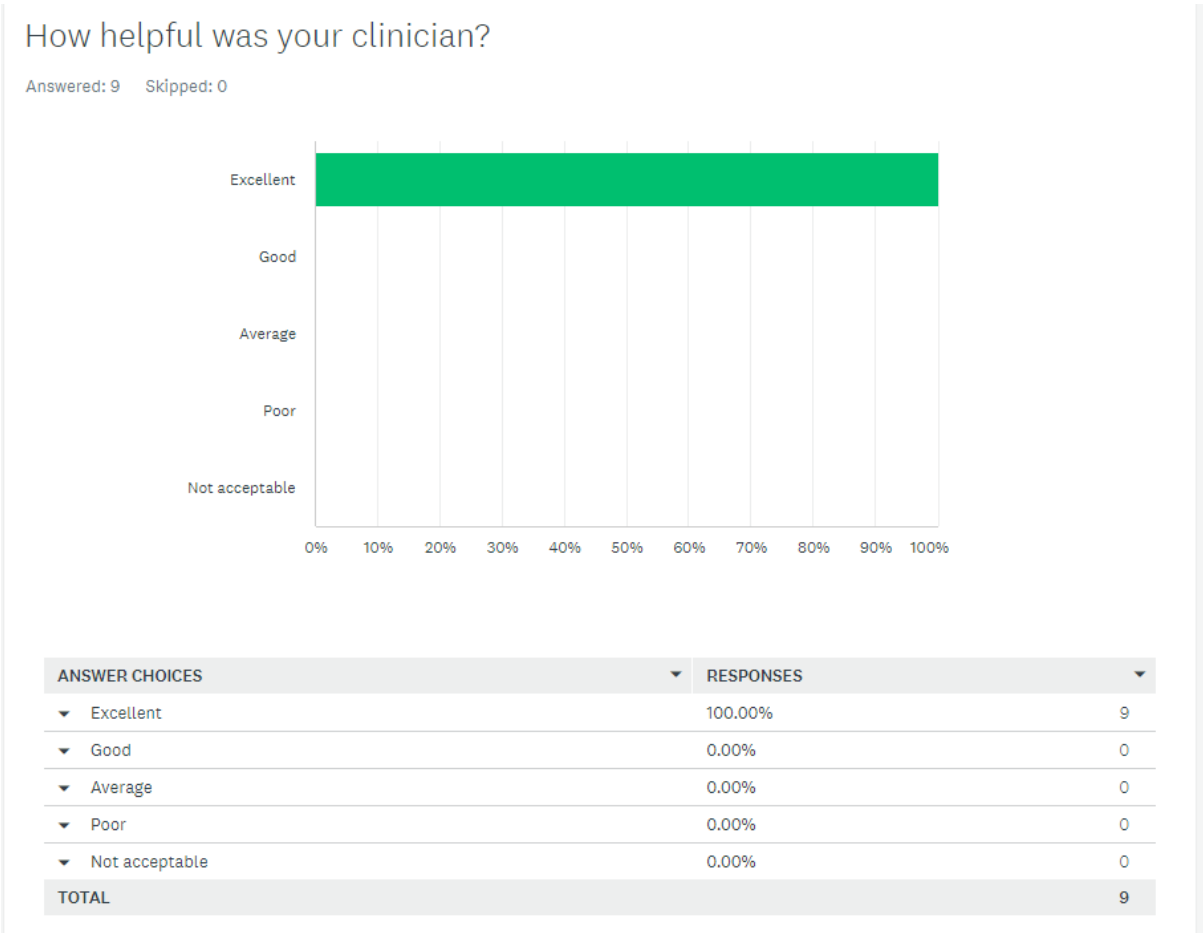
Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Excellent	100.00%	9
▼ Good	0.00%	0
▼ Average	0.00%	0
▼ Poor	0.00%	0
▼ Not acceptable	0.00%	0
TOTAL		9

All patients completed this question with 100% of individuals stating the help they had received was excellent. This is a fantastic result as we pride ourselves on our service and duty of care.

Question 3

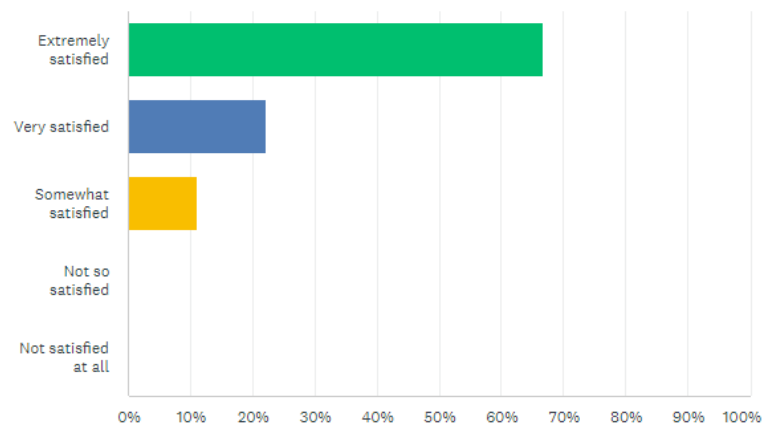


All patients answered this question, and 100% of those that responded stated our clinicians excellent. We are continually striving to improve our service and take on patient feedback, in our previous survey our goal was to receive a response of 'Excellent' from 100% of the patients that completed our survey, we are very pleased to confirm that this has been reached this quarter.

Question 4

Overall, how satisfied are you with ADHD-360?

Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	66.67%	6
Very satisfied	22.22%	2
Somewhat satisfied	11.11%	1
Not so satisfied	0.00%	0
Not satisfied at all	0.00%	0
TOTAL		9

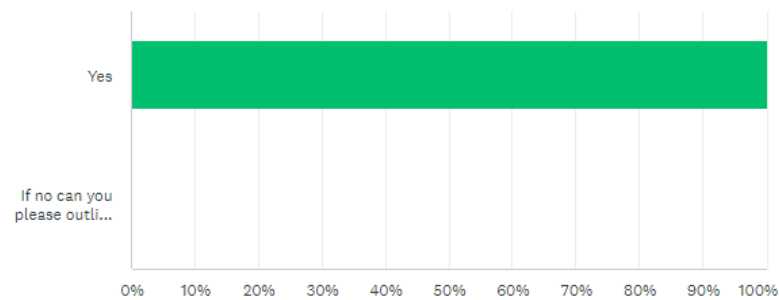
This quarter we have received 100% response rate for this question this is a 1% increase on the last survey response of 99%.

Our target each survey for this question was 100% for either 'extremely satisfied' or 'very satisfied', and we seem to be moving in the right direction towards this goal. We will still look into why some patients aren't feeling fully satisfied with ADHD 360 and so will follow up the 1 response of 'somewhat satisfied'. This was followed up with the patient and the reasoning for this lower score than we would have hoped for was that his wife would have preferred a face to face clinic, I advised that in these COVID times this is not something we feel is the safest way to assess and diagnose our patients, patient totally understood.

Question 5

Were you treated with dignity and respect?

Answered: 9 Skipped: 0



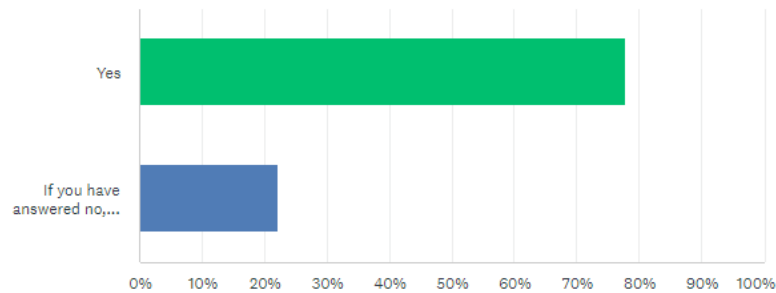
ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
If no can you please outline what happened and how you would like us to improve.	0.00%	0
TOTAL		9

One of the key values that we aim to uphold as a healthcare provider, especially treating 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. We are delighted to advise that 100% of our patients that completed the questionnaire felt they were treated with dignity and respect.

Question 6

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

Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	77.78% 7
If you have answered no, please outline your thoughts as to how we can improve upon this.	Responses 22.22% 2
TOTAL	9

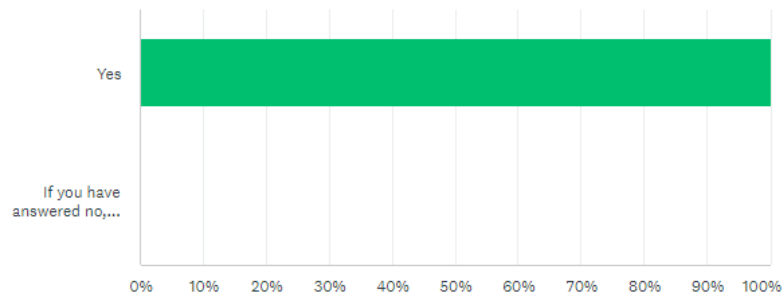
We have received a lower score that we are comfortable with and at 77.78% we know that there is improvement needed.

It is imperative to us that all of our patients feel involved in the decisions that our clinical team make, it is very important to us as a company that our patients feel in control and confident with every decision and plan put in place. The two patients that feel we fell short of this expectation shall be contacted to find out

Question 7

Did you receive timely information about your care and treatment?

Answered: 9 Skipped: 0

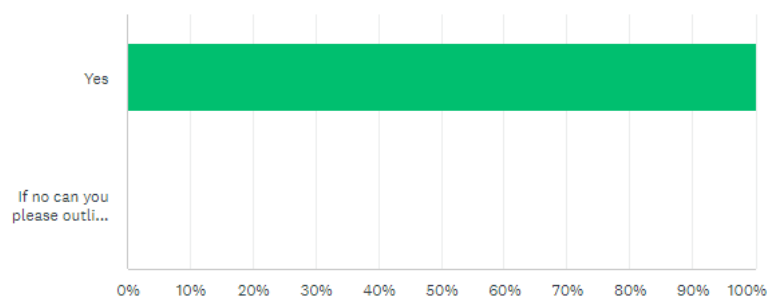


We as a company we are passionate about helping as many patients as we possibly can whilst doing so in both a professional and timely manner. The response to this question is a fantastic result and we are thrilled that 100% of the patients that answered this question agree that the information they received was received in a timely manner.

Question 8

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

Answered: 9 Skipped: 0

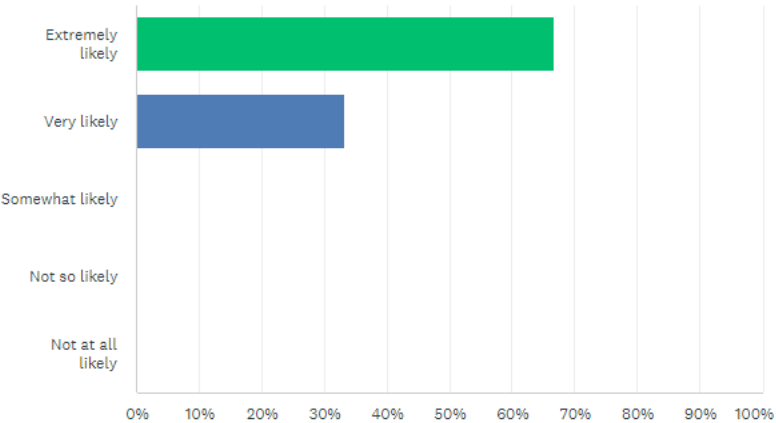


Alongside dignity and respect, kindness and compassion are also at the core of our values, why it again stands that anything less than 100% satisfaction is not acceptable. We have been working hard to ensure all patients are treated with kindness and compassion and the 100% yes response rate to the questions shows we are succeeding.

Question 9

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

Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	66.67%	6
Very likely	33.33%	3
Somewhat likely	0.00%	0
Not so likely	0.00%	0
Not at all likely	0.00%	0
TOTAL		9

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, we are disappointed that only 6 out of the 9 that responded said they would recommend us to their Friends and Family. Our goal as always is 100%.

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. Of the 9 patients that completed the survey, 2 included additional comments.

The comments are as below:

No I felt so comfortable and can i lhonestly say its the first time in my life I've been listens to and not blamed she is so understanding .honestly its like its the first time I've ever been understood and told me the correct ins and outs of my illness ADHD.she was so nice and explained wat was wrong with me she was spot on thankyou all have a lovely Christmas and a happy new year thankyou

I have been through quite a lot of mental health services over the years and I was instantly put at ease when speaking to anyone involved. The care is something have not felt within the mental health service for a number of years. I was completely taken aback by this. I cannot speak highly enough even though I've only had a very small amount of contact with the company. It has given me a little bit of hope. Thank you from the bottom of my heart. I now feel like I could possibly have a life.

We are very proud to have received such positive feedback. Both patients have left positive comments and we are so pleased that we are achieving our goal in changing some many patients lives by treating their ADHD.

These additional comments will be circulated to the team.

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 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.

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 into a new year.

Quarter 1 will be sent out to patients in the new year.