



## **Abstract**

This report outlines the results of our June Survey from week commencing 21st of June to 26th of June 2021. We are currently in a Pandemic and our clinicians have been conducting the assessments via Skype due to working remotely. This is Quarter 1. We hope to send out Quarter 2 in July 2021.

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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 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 1 took place between the 21st of June– 26th of June 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 59 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 17%

### Question 1

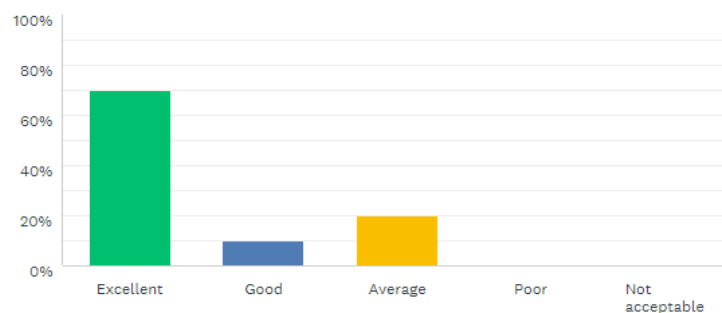
What is your name if you are the registered patient or the registered patient's name?

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: 10 Skipped: 0



| ANSWER CHOICES   | RESPONSES |    |
|------------------|-----------|----|
| ▼ Excellent      | 70.00%    | 7  |
| ▼ Good           | 10.00%    | 1  |
| ▼ Average        | 20.00%    | 2  |
| ▼ Poor           | 0.00%     | 0  |
| ▼ Not acceptable | 0.00%     | 0  |
| TOTAL            |           | 10 |

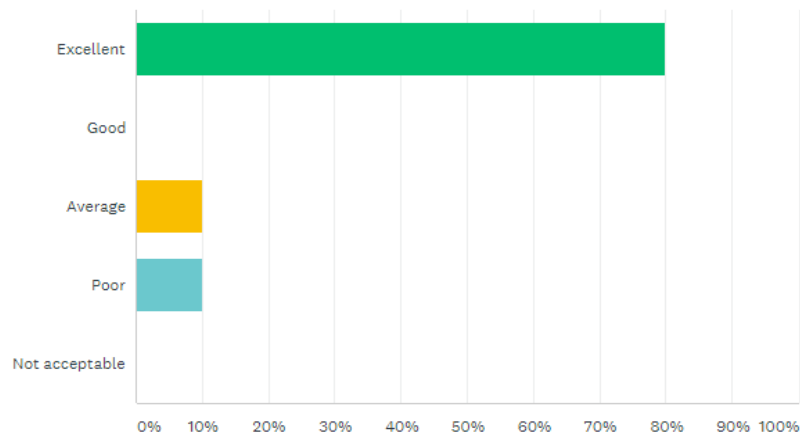
Overall 80% of our patients thought the service they have received was either ‘Excellent’ or ‘Good.’

There were two patients that scored the service they have had as 'Average' we will follow up with these patients to seek their help on how we can improve.

### Question 3

#### How helpful was your clinician?

Answered: 10 Skipped: 0



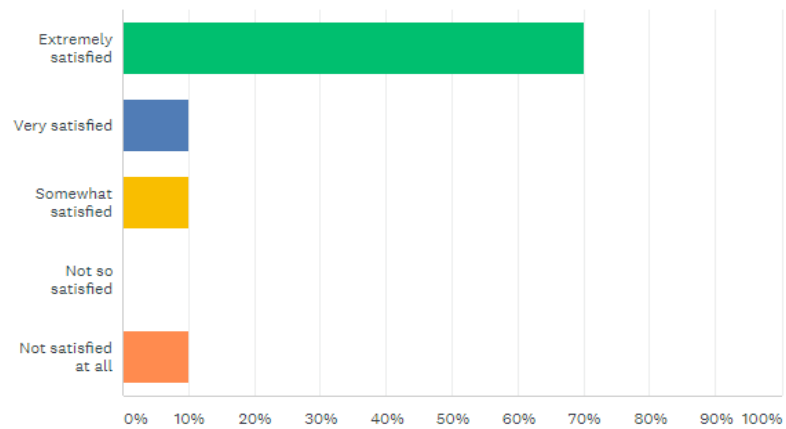
| ANSWER CHOICES   | RESPONSES |    |
|------------------|-----------|----|
| ▼ Excellent      | 80.00%    | 8  |
| ▼ Good           | 0.00%     | 0  |
| ▼ Average        | 10.00%    | 1  |
| ▼ Poor           | 10.00%    | 1  |
| ▼ Not acceptable | 0.00%     | 0  |
| TOTAL            |           | 10 |

All patients answered this question, and 80.00% of those that responded stated our clinicians help was excellent. The remaining two patients scored 'Average' and 'Poor', these will be investigated. 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: 10 Skipped: 0



| ANSWER CHOICES       | RESPONSES |    |
|----------------------|-----------|----|
| Extremely satisfied  | 70.00%    | 7  |
| Very satisfied       | 10.00%    | 1  |
| Somewhat satisfied   | 10.00%    | 1  |
| Not so satisfied     | 0.00%     | 0  |
| Not satisfied at all | 10.00%    | 1  |
| TOTAL                |           | 10 |

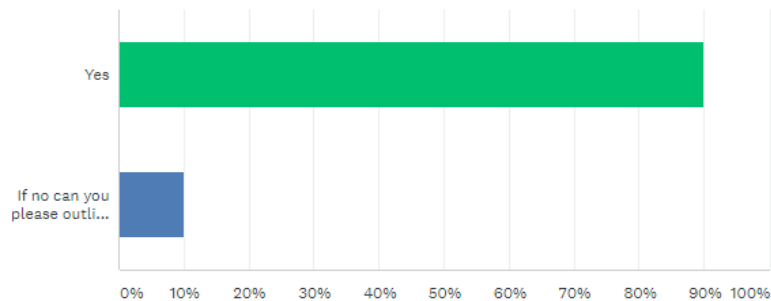
With 80% of our patients Satisfied or Extremely Satisfied with our service there is still room for improvement.

The two patients that were 'Somewhat Satisfied' and 'Not Satisfied' at all will be contacted.

## Question 5

Were you treated with dignity and respect?

Answered: 10 Skipped: 0



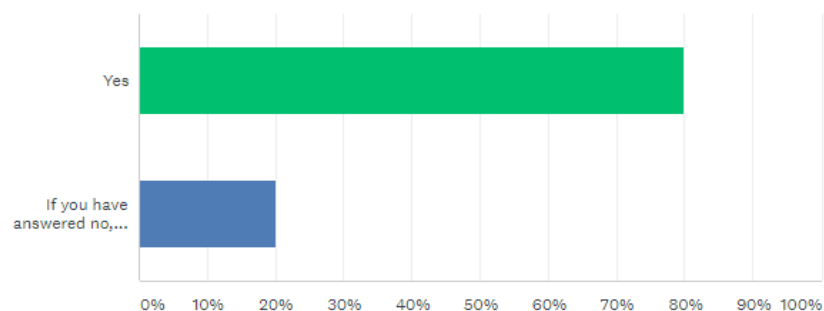
| ANSWER CHOICES   | RESPONSES        |    |
|--|------------------|----|
| ▼ Yes  | 90.00%           | 9  |
| ▼ If no can you please outline what happened and how you would like us to improve. | Responses 10.00% | 1  |
| TOTAL  |                  | 10 |

This one of our main core values and something that we take extremely seriously, not receiving 100% 'Yes' for this question is not something we take lightly, we will follow up with the one patient that did not feel they were treated with dignity and respect so see how we can enhance their experience in a positive way.

## Question 6

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

Answered: 10 Skipped: 0



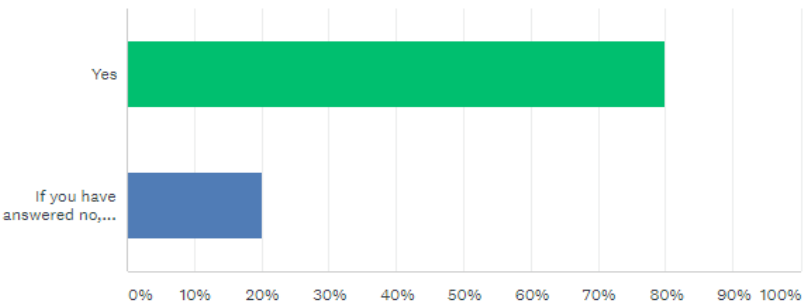
| ANSWER CHOICES  | RESPONSES        |   |
|---|------------------|---|
| ▼ Yes   | 80.00%           | 8 |
| ▼ If you have answered no, please outline your thoughts as to how we can improve upon this. | Responses 20.00% | 2 |

Another important part of our patients journey is how they feel during their treatment and discussions of a treatment plan with their, we want all of our patients to feel that they are at the forefront of the decisions being made, encouraging their involvement every step of the way. We received 80% of our patients agreeing that they felt involved enough in the decisions being made. We will reach out to the two patients that unfortunately did not feel this way.

Question 7

Did you receive timely information about your care and treatment?

Answered: 10   Skipped: 0



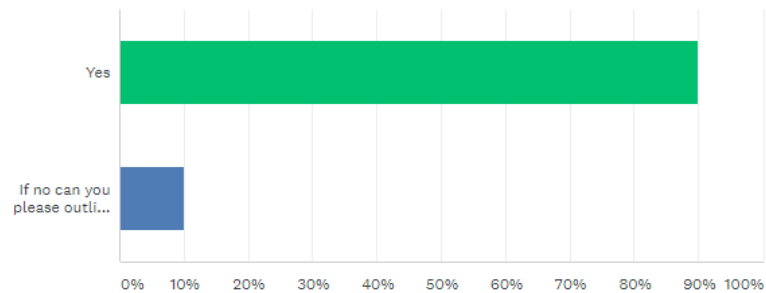
| ANSWER CHOICES  | RESPONSES |    |
|---|-----------|----|
| Yes   | 80.00%    | 8  |
| If you have answered no, please outline your thoughts as to how we can improve upon this. | 20.00%    | 2  |
| TOTAL   |           | 10 |

80% of our patients felt they received timely information about their care and treatment, the 20% of our patients that answered ‘No’ will be contacted to see where we could have done better in our punctuality in relaying this information about their care and treatment to them.

## Question 8

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

Answered: 10 Skipped: 0



| ANSWER CHOICES   | RESPONSES          |
|--|--------------------|
| Yes  | 90.00% 9           |
| If no can you please outline what happened and how you would like us to improve. | Responses 10.00% 1 |
| TOTAL  | 10                 |

This question is hugely important to us at ADHD 360 simply because all of our team have one vision, to care for our patients and treat them with kindness and compassion at every stage of interaction.

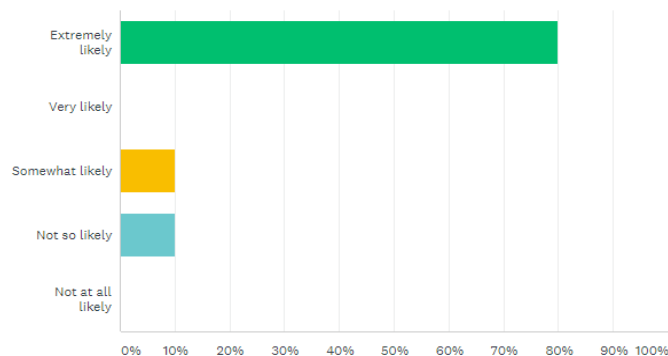
From the first call or point of contact to the assessment and aftercare that we provide, we all have one goal and that is provide our patients with the best possible care whilst doing so with compassion and discretion. 90% of our patients that completed this survey selected 'Yes' the one patient that scored 'No' will be made contact with so that we can learn and develop where we did not get it 100% right.



## Question 9

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

Answered: 10 Skipped: 0



| ANSWER CHOICES    | RESPONSES |    |
|-------------------|-----------|----|
| Extremely likely  | 80.00%    | 8  |
| Very likely       | 0.00%     | 0  |
| Somewhat likely   | 10.00%    | 1  |
| Not so likely     | 10.00%    | 1  |
| Not at all likely | 0.00%     | 0  |
| TOTAL             |           | 10 |

Overall 80% of our patients advised they are 'Extremely Likely' to recommend us to friends and family if they needed similar care. This is great news and we feel a good result as our patients have the confidence in us to provide their nearest and dearest with care should they require it. The patients that said they are 'Somewhat Likely' and 'Not So Likely' will be contacted to discuss how we can improve and learn from their experience on our patient journey.

## 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 10 patients that completed our survey, below are their additional comments.

- I don't think I am on the right medication
- He was not unkind but I felt he lacked the empathy to be able to respond with compassion to my questions and concerns, or to know what to do when I was feeling

really triggered. He was late for the consultation & did not acknowledge how anxious that could have made me.

- If you have answered no, please outline your thoughts as to how we can improve upon this.:

I felt it was a tick-box consultation. There was no conversation about why he was prescribing Elvanse, or if there were any alternatives. He did not have my biometrics before making the decision that I am a candidate for Elvanse, and seemed to want to discourage me from submitting the blood pressure information (he said "that will delay you getting the prescription" Well mate, I've been living this hell for 53 years, what's a couple of days more if it stops me dropping dead of a heart attack) When I asked for more information he directed me to go to YouTube and lose myself in an ADHD information wormhole.

The above additional comments have been looked into and investigated with the individual patients that this concerns.

We rely heavily on this feedback to ensure that we strive to meet and exceed our patients' expectations and when we do not get it 100% right we learn and develop our skills and service so that we can continue to make a difference within the ADHD community.

## Summary

Overall, 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 on from this set of results, there were a few patients 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 July 2021 which will be Quarter 2.

