patient voice: we’re listening

patient experience survey results
Jan–May 2017
We know you want more options to manage your health, with access to high-quality specialist care at your convenience. Healthcare at Home is transforming healthcare. We continue working to provide you with greater and smarter options for your healthcare. We provide clinical care out-of-hospital, wherever you are – at home, at work and in your community. As part of our journey, your feedback is important to us – it helps us to see the bigger picture. That’s why we continuously ask for your feedback. This helps us ensure we properly assess and review our services to continue to deliver the highest standard of clinical care, covering multiple specialities, consistently working smarter to meet your needs. We share your feedback openly as part of our commitment to transform healthcare. This report gives you an overview of our most recently available results. Thank you for your feedback. We’ll continue to listen and learn to provide you with smart options to manage your health.

Alex Evans
Director of Quality and Governance
Overall satisfaction with nursing services:

- The nurse gave patients all the information they needed about the medicines they received (including the side effects). 98% (N=2188)
- The nurse has made it clear who to contact if patients had questions or concerns about their condition or treatment. 99% (N=2198)
- Patients feel they were given the opportunity to be involved in decisions regarding their care and treatment. 84% (N=1700)
- Patients were always treated with dignity and respect throughout their treatment. 99% (N=2138)
- Patients feel they are always treated with care and concern throughout their treatment. 98% (N=2138)
- The nurse was knowledgeable about the treatment given. 98% (N=2138)

Patients’ confidence in the nursing services:

- Patients know the identity of the nurse giving them treatment. 84% (N=1738)
- The nurse was knowledgeable about the treatment given. 98% (N=2138)

Yes you would recommend our nursing services:

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1. Yes you would recommend our nursing services: 96% (N=1738)
2. Patients’ confidence in the nursing services:
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   - The nurse gave patients all the information they needed about the medicines they received (including the side effects): 98% (N=2188)
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3. Patients know the identity of the nurse giving them treatment: 84% (N=1738)

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**nursing services satisfaction scores (Jan–May 2017)**

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- 97% (N=2038)
- 98% (N=2031)
- 96% (N=2004)
- 96% (N=1994)

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- 96% (N=2004)
- 97% (N=2038)
- 97% (N=2038)

- 96% (N=2031)
- 96% (N=1994)
- 96% (N=2004)
- 98% (N=2031)

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Percentage of patients saying that it is important to you to have your nursing service in your home.

94% (N=1923)
Overall satisfaction with the delivery services which provide medication to you from Healthcare at Home

- 95% satisfaction (N=4425)
- 92% satisfaction (N=3776)
- 93% satisfaction (N=3682)
- 91% satisfaction (N=3882)
- 96% satisfaction (N=3561)

Yes you would recommend Healthcare at Home delivery services:
- 97% satisfaction (N=3925)
- 97% satisfaction (N=3677)
- 95% satisfaction (N=3222)
- 93% satisfaction (N=2782)
- 95% satisfaction (N=3677)
- 93% satisfaction (N=3669)
- 91% satisfaction (N=3576)

Patient rating for the helpfulness and courtesy of the person making the delivery:
- 97% satisfaction (N=3677)

Patient satisfaction with the accuracy of their medicine:
- 97% satisfaction (N=3222)

Patient satisfaction with the accuracy of their equipment (i.e., right size, right type, etc.):
- 95% satisfaction (N=3763)

Patient satisfaction with the collection of equipment:
- 95% satisfaction (N=3763)

Patient satisfaction with the time their deliveries arrived:
- 97% satisfaction (N=3882)

Patient satisfaction with the choice of delivery times:
- 97% satisfaction (N=3882)

Patients who found it easy to contact Healthcare at Home when they needed to:
- 95% satisfaction (N=3677)

Patients who are happy with the number of contacts they have had from Healthcare at Home:
- 95% satisfaction (N=3677)

Do you trust Healthcare at Home to hold your information safely?
- 95% satisfaction (N=3677)

Delivery and prescription management satisfaction scores (Jan–May 2017):

- 94% satisfaction (N=1136)
- 89% satisfaction (N=1015)

96% (N=3659) of you say that it is important to you to have your medication delivered to you in your home.
We care deeply about your experience of clinical care services provided by Healthcare at Home.

We’re passionate about transforming healthcare.

Our goal is to provide you with the options you want, to receive the best possible access to care when and where you need it.

Our commitment to enhancing patient care is transforming the way people access healthcare. 96% of patients says it is important to have medication delivered directly to their home. We are pleased to report that 97% of patients say that it’s important to have their nursing service in the home, we will continue to provide greater and smarter ways to help you manage your health at any time, in any place. Our patients tell us that they are happy with the services we provide to them, 98% overall satisfaction with Healthcare at Home nursing services and 95% overall satisfaction with delivery services.

We hear both the praise and the criticism, and we listen and plan to implement change so you can see improvements. We will continue to ask and continue to listen. To collaborate and innovate. We are passionate about transforming healthcare.

Lorraine Nicholls
Performance Director
what our patients are saying…

“I’ve been using the delivery services from Healthcare at Home from the start of this year, so far it has been very good service. They call ahead of the delivery to arrange a time convenient to me and keep me updated.”
Anonymous, NHS Choices

“I’ve been with Healthcare at Home for a couple of months and I have found it very easy to contact them and they have reacted promptly and efficiently. I’ve always received updates by telephone call and text. I really appreciate the service I have received from Healthcare at Home and may it continue.”
Anonymous, NHS Choices

“Healthcare at Home have been delivering my injections for over four years and have always delivered on time, the training was great, the staff on the end of the phone are polite and the delivery always before 9 am. I can’t fault the service at all.”
Anonymous, NHS Choices

“For the past 12 months or so now I am pleased to say that there have been no problems. Excellent work folks!”
Anonymous, NHS Choices