

Patient Satisfaction Questionnaire – April 2015

SENT: 20 Returned: 12

1. Were you satisfied with the information and care you received during your treatment by the Burns Outreach Team?

Yes: 12 No: 0

Comments: “very helpful and supportive”
 “Information always prompt and thorough”
 “Couldn’t have had better treatment. A credit to everyone concerned”

2. Were you told there was a key worker looking after you?

Yes: 12 No: 0

3. Did you feel involved in your treatment?

Yes: 12 No: 0

Comments: “Myself and my partner were both involved”
 “Always had options explained to me”

4. How do you feel the Burns Outreach Service team members treated you?

Comments: “Helpful, prompt and friendly”
 “Exceptionally well. Always made to feel as though I was treated as an individual, with expert knowledge delivered not only from an experienced practitioner but expert in the history of my case”
 “I was treated with dignity and respect from the beginning”

5. Were you satisfied with the information you received about your care?

Care of your scars Yes: 12 No: 0

Wound care Yes: 12 No: 0

6. What information or advice do you feel would have been of benefit?

Comments: “The leaflet on discharge was out of date when I was discharged”
 “I would have liked more information about the life cycle of a burn at the beginning ”
 “I don’t think this could have been improved. Always had full information provided and the opportunity to ask questions which were always answered fully”
 “I have all the advice and care needed”

7. Have you any further suggestions as to how the Burns Outreach Service may be improved?

Comments: “I would have appreciated seeing a leaflet on “shock”, how people feel after an accident”
 “Sharing knowledge with health colleagues in the community”
 “None”
 “To me you are doing an excellent job and I thank you for it”
 “100% satisfied – thank you for all your care and attention”

Response to questionnaire's returned 2015

The number of those responding was noted to be less than in previous years. Of those who did respond the comments were overall positive. Of note, there were a couple of comments..” The leaflet on discharge was out of date when I was discharged”, “I would have liked more information about the life cycle of a burn at the beginning”, “ I would have appreciated seeing a leaflet on “shock”, how people feel after an accident”, that have been acknowledged. Powys Ward are currently reviewing the discharge booklet offered to patient’s and carers, and the Outreach Team along with the Consultant Psychologist have asked to be involved in its revision, which will hopefully enable the points raised by the respondents to be addressed within the booklet.