Health & Social Care Information Centre

National Diabetes Audit 2013 - 2014 Patient Experience of Diabetes Services Survey Pilot

Summary for Wirral University Teaching Hospital NHS Foundation Trust (RBL)

Responses to the Patient Experience of Diabetes Services (PEDS) survey pilot
from people using diabetes services at
Wirral University Teaching Hospital NHS Foundation Trust

The Patient Experience of Diabetes Services survey is commissioned by

The Healthcare Quality Improvement Partnership (HQIP) as part of the National Clinical Audit Programme (NCA). HQIP is led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices. Its aim is to promote quality improvement, and in particular to increase the impact that clinical audit has on healthcare quality in England and Wales. HQIP holds the contract to manage and develop the NCA Programme, comprising more than 30 clinical audits that cover care provided to people with a wide range of medical, surgical and mental health conditions. The programme is funded by NHS England, the Welsh Government and, with some individual audits, also funded by the Health Department of the Scottish Government, DHSSPS Northern Ireland and the Channel Islands.

The Patient Experience of Diabetes Services survey is delivered by

The Health and Social Care Information Centre (HSCIC) is the trusted source of authoritative data and information relating to health and care. The HSCIC managed the publication of the 2013-2014 survey report.

Diabetes UK is the largest organisation in the UK working for people with diabetes, funding research, campaigning and helping people live with the condition.

The Patient Experience of Diabetes Services survey is supported by

The national cardiovascular intelligence network (NCVIN) The national cardiovascular intelligence network (NCVIN) is a partnership of leading national cardiovascular organisations which analyses information and data and turns it into meaningful timely health intelligence for commissioners, policy makers, clinicians and health professionals to improve services and outcomes.

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Introduction

The Patient Experience of Diabetes Services (PEDS) survey is part of the National Diabetes Audit programme (NDA) and is commissioned by the Healthcare Quality Improvement Partnership (HQIP) as part of the National Clinical Audit Programme (NCA). The NDA is managed by the Health and Social Care Information Centre (HSCIC) in partnership with Diabetes UK and is supported by Public Health England (PHE).

The PEDS survey pilot tested an online-only approach to measure patient experience in GP and specialist diabetes services. A short online questionnaire was made available between 14 November 2013 and 31 January 2014, to patients attending 60 diabetes services that registered to take part in the pilot, including Wirral University Teaching Hospital NHS Foundation Trust . Of those 60 registered services, 42 received one or more completed patient survey response, 23 services had 10 or more respondents and in total there were 714 completed surveys.

The objective of the PEDS survey is to provide a reliable measurement of the diabetes healthcare experiences of people with diabetes.

The aspects of care covered by the PEDS survey pilot were:
• Was communication at consultations effective?
• Does care planning take place as recommended?
• What is the experience of accessing care?
• How engaged are people with diabetes in their care?

A report on the PEDS survey pilot and questionnaires received for all services that registered to take part is available from the PEDS website:

www.hscic.gov.uk/PEDS

The tables in this report summarise the responses received from people using diabetes services at Wirral University Teaching Hospital NHS Foundation Trust .

As this was a pilot survey with a small number of completed surveys for each service, the data included in this report may not be representative of the experiences of people using diabetes services at Wirral University Teaching Hospital NHS Foundation Trust .

Please note that the percentages in the following tables may not add to 100 per cent for each question due to rounding.

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Care planning

		Number	Percentage
	Total responses	14	-
Q1 – In the last 12 months, how many times have you visited this care provider for diabetes care?	Once	3	21.4%
	Twice	1	7.1%
	Three or four times	2	14.3%
	More than four times	8	57.1%
	Can't remember/Not sure	0	-
Q2 – Did you discuss your ideas and goals about the best way to manage your diabetes with the clinic staff ?	Yes, completely	11	78.6%
	Yes, to some extent but not enough	1	7.1%
	No, but I would have liked to	1	7.1%
	No, but I did not want to	1	7.1%
	Can’t remember/Not sure	0	-
Q3 - Did you discuss the food that you eat and any changes you could make to your diet?	Yes, definitely	7	50.0%
	Yes, I was given some advice but I wanted	1	7.1%
	No, but I would have liked help/advice	1	7.1%
	No but I did not need any help/advice	5	35.7%
	Can't remember/Not sure	0	-
Q4 - Did you discuss your levels of physical activity and any changes that you could make?	Yes, definitely	9	64.3%
	Yes, I was given some advice but I wanted	0	-
	No, but I would have liked help/advice	1	7.1%
	No, but I did not need any help/advice	4	28.6%
	Can't remember/Not sure	0	-
Q5 - During your last diabetes appointment, did you discuss and agree a plan about how to manage your diabetes until your next appointment?	Yes	14	100.0%
	No	0	-
	Can't remember/Not sure	0	-
Q6 (if Yes to Q5) - Were you offered a written, printed or electronic copy of your care plan?	Yes	1	7.1%
	No, but I would have liked one	4	28.6%
	No, but I did not want one	9	64.3%

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Care planning (continued)

		Number	Percentage
	Total responses	14	-
Q7 - Do you feel the health professional listened carefully to what you had to say?	Yes, definitely	14	100.0%
	Yes, to some extent	0	-
	No	0	-
Q8 - Did the health professional explain things clearly?	Yes	13	92.9%
	No	1	7.1%
Q9 - As a result of your diabetes appointments in the last 12 months, do you feel confident about managing your diabetes?	Yes, definitely	13	92.9%
	Yes, to some extent	1	7.1%
	No	0	-

Care provision

		Number	Percentage
	Total responses	14	-
Q10 – Sometimes, one health professional will say one thing and another will say something quite different. In the last 12 months, has this happened to you?	Yes, often	0	-
	Yes, sometimes	3	21.4%
	No	11	78.6%
Q11 – In the last 12 months, have you needed to provide the same important information to clinic staff that you had already provided during a previous visit?	Yes	5	35.7%
	No	9	64.3%
Q12 – Do you have a contact number to call if you are worried about your diabetes?	Yes	14	100.0%
	No	0	-

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Nine annual diabetes checks

All patients aged 12 years and over should receive all of the nine NICE recommended care processes. These are the annual checks for:

- The effectiveness of diabetes treatment - HbA1c
- Cardiovascular risk factors - blood pressure, serum cholesterol, body mass index and smoking
- Emergence of early complications - urine albumin and serum creatinine (kidney surveillance), eye screening and foot surveillance.

The PEDS survey asked whether the patient had each of these nine diabetes checks in the last 12 months (Q13).

For each check that they said they had received, patients were asked a follow up question (Q14) about whether the results of the check had been explained.

Where the patient responded that the results had been explained 'definitely' or 'to some extent', they were asked a further follow up question (Q15) about how well they understood what the results of the check meant for them.

Weight or Body Mass Index (BMI)

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	13	92.9%	Yes, definitely	11	84.6%	Yes, definitely	11	100.0%
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	1	7.7%	Yes, definitely	1	100.0%
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			No	1	7.7%			
			Not sure	0	-			
			Missing	0				
No	1	7.1%						
Not sure	0	-						
Missing	0							

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Blood pressure measurement

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	14	100.0%	Yes, definitely	14	100.0%	Yes, definitely	13	92.9%
						Yes, to some extent	1	7.1%
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	0	-	Yes, definitely	0	-
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			No	0	-			
			Not sure	0	-			
			Missing	0				
No	0	-						
Not sure	0	-						
Missing	0							

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HbA1c long term blood glucose test

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	14	100.0%	Yes, definitely	13	92.9%	Yes, definitely	13	100.0%
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	1	7.1%	Yes, definitely	0	-
						Yes, to some extent	1	100.0%
						No	0	-
						Not sure	0	-
						Missing	0	
			No	0	-			
			Not sure	0	-			
			Missing	0				
No	0	-						
Not sure	0	-						
Missing	0							

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Cholesterol level blood test

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	11	78.6%	Yes, definitely	10	90.9%	Yes, definitely	9	90.0%
						Yes, to some extent	1	10.0%
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	0	-	Yes, definitely	0	-
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			No	1	9.1%			
			Not sure	0	-			
			Missing	0				
No	1	7.1%						
Not sure	2	14.3%						
Missing	0							

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Creatinine blood test for kidney function

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	12	85.7%	Yes, definitely	9	75.0%	Yes, definitely	8	88.9%
						Yes, to some extent	1	11.1%
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	1	8.3%	Yes, definitely	0	-
						Yes, to some extent	1	100.0%
						No	0	-
						Not sure	0	-
						Missing	0	
			No	2	16.7%			
			Not sure	0	-			
			Missing	0				
No	0	-						
Not sure	2	14.3%						
Missing	0							

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Microalbumin or Urine albumin/creatinine ratio

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	14	100.0%	Yes, definitely	11	78.6%	Yes, definitely	10	90.9%
						Yes, to some extent	1	9.1%
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	0	-	Yes, definitely	0	-
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			No	3	21.4%			
			Not sure	0	-			
			Missing	0				
No	0	-						
Not sure	0	-						
Missing	0							

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Foot examination

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	10	71.4%	Yes, definitely	9	90.0%	Yes, definitely	8	88.9%
						Yes, to some extent	1	11.1%
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	1	10.0%	Yes, definitely	0	-
						Yes, to some extent	1	100.0%
						No	0	-
						Not sure	0	-
						Missing	0	
			No	0	-			
			Not sure	0	-			
			Missing	0				
No	4	28.6%						
Not sure	0	-						
Missing	0							

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Eye screening

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	11	78.6%	Yes, definitely	11	100.0%	Yes, definitely	10	90.9%
						Yes, to some extent	1	9.1%
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	0	-	Yes, definitely	0	-
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			No	0	-			
			Not sure	0	-			
			Missing	0				
No	3	21.4%						
Not sure	0	-						
Missing	0							

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Smoking review

Q13 - In the last 12 months, have you had this annual diabetes check?			Q14 - Have the results of your diabetes health check been explained to you?			Q15 - Do you feel that you understand what the results of this check mean for you?		
	Number	Percentage		Number	Percentage		Number	Percentage
Yes	10	71.4%	Yes, definitely	10	100.0%	Yes, definitely	10	100.0%
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			Yes, to some extent	0	-	Yes, definitely	0	-
						Yes, to some extent	0	-
						No	0	-
						Not sure	0	-
						Missing	0	
			No	0	-			
			Not sure	0	-			
			Missing	0				
No	3	21.4%						
Not sure	1	7.1%						
Missing	0							

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Knowledge and education

		Number	Percentage
	Total responses	14	-
Q16 – Do you know why you are prescribed each of the medications for your blood glucose control?	Yes, definitely	12	85.7%
	Yes, to some extent but not enough	0	-
	No, but I would like to know	0	-
	No, but I do not want to know	0	-
	I do not take any medication for my blood glucose	2	14.3%
	Don't know/Not sure	0	-
Q17 – Do you know about the wide range of different treatments available to manage your diabetes?	Yes, definitely	10	71.4%
	Yes, to some extent but not enough	4	28.6%
	No	0	-
	Don't know/Not sure	0	-
Q18 - Do you know about how these different treatments will affect your present and future health?	Yes, definitely	11	78.6%
	Yes, to some extent but not enough	1	7.1%
	No	2	14.3%
	Don't know/Not sure	0	-
Q19 - Have you been offered a formal diabetes education programme?	Yes	6	42.9%
	No	8	57.1%
	Don't know/Not sure	0	-
Q20 - Have you attended a formal diabetes education programme?	Yes	6	42.9%
	No	8	57.1%
	Don't know/Not sure	0	-

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