

# North Yorkshire Diabetic Eye Screening Patient Experience Survey 2024 Results

## Introduction

The North Yorkshire Diabetic Eye Screening Patient Experience Survey 2024 was designed to provide information to drive local quality improvements.

The survey questions have been ratified by York and Scarborough Information Governance Team to ensure the questioning was fair and equal and would produce meaningful results.

The 2024 survey involved 500 patients at 31 different clinics, in 20 different clinic venues across the whole of the programme.

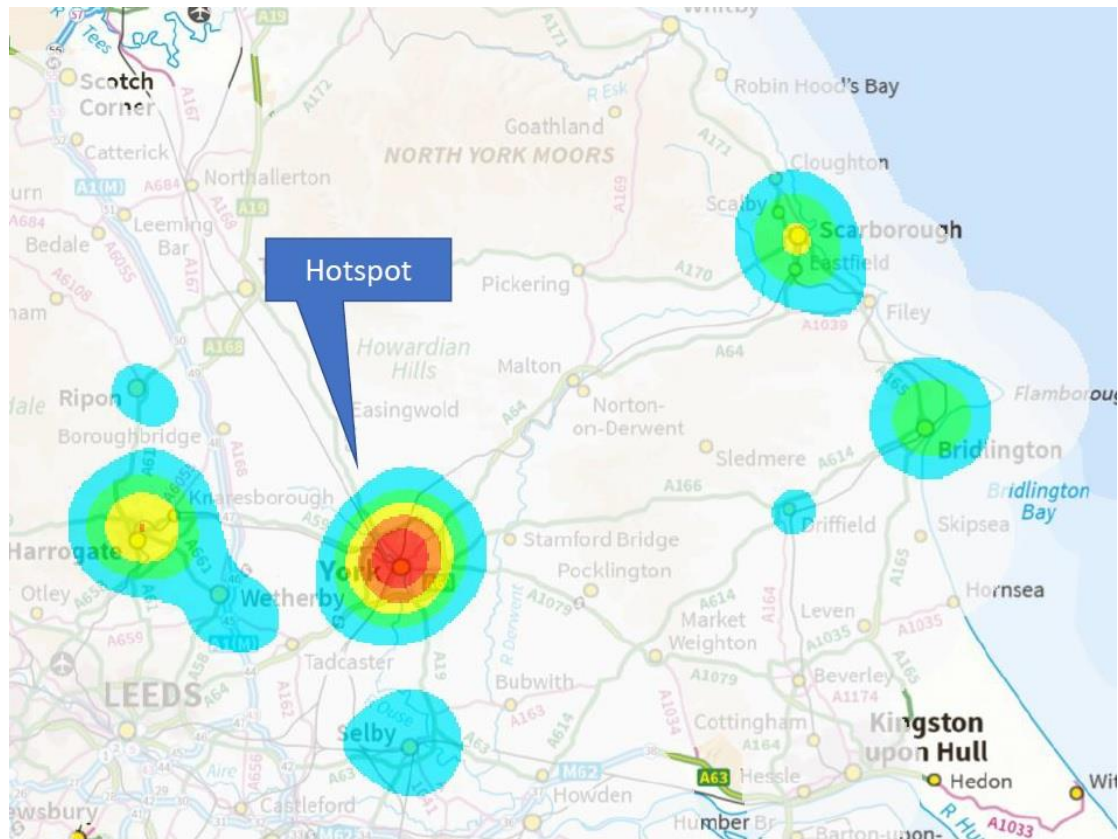
## Methodology

The sample for the survey included NHS patients with a confirmed diagnosis of diabetes registered with North Yorkshire Diabetic Eye Screening programme attending one of the enlisted screening clinics between 10<sup>th</sup> January and 22<sup>nd</sup> February 2024.

Part 1 of the questionnaire was given to the patient by the screener after pre-screening and asked to place the anonymous result in a sealed box. 446 (89%) patients participated in part 1 of the survey.

Part 2 of the questionnaire was a postal response, given to the patient by the screener to take away with them and post back to the service in a pre-paid envelope once they had received their screening results. 275 (62%) patients returned part 2 in the post.

The participating clinics were managed by different screening staff and were located across a widespread geographical area within the programme catchment area.



## Scoring Methodology

### Part 1 and Part 2

Questions from the questionnaire are scored as these questions relate directly to patient experience. The score shows the percentage of respondents who gave the most favourable responses (strongly agree / agree) to a question.

## **PART ONE**

In order to improve our service, we want to make sure that each patient we see at screening is happy with the level of service we provide.

\* Indicates where a score is not available due to a low base size

\*\* Indicates where a score is removed from the data ) skews the useful date

### **THE INVITATION**

	<b>Strongly agree / agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree / Disagree Strongly</b>	<b>Don't know</b>
Q1 I received an invitation to screening in a timely manner	99%	1%	*	*
Q2 I was easily able to get through to the service by telephone	91%	7%	2%	**
Q3 I was able to make a suitable appointment	95%	4%	1%	**
Q4 The person I spoke to on the telephone was polite and helpful and I understood why I was invited for screening	94%	6%	*	**
Q5 I am aware that I can book or reschedule my screening appointment online	84%	4%	3%	9%

### **BEFORE MY APPOINTMENT**

<b>I understood from my appointment letter and leaflet:</b>	<b>Strongly agree / agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree / Disagree Strongly</b>	<b>Don't know</b>	<b>Blank</b>
Q1 Why screening for eye disease is important	98%	*	*	*	2%
Q2 When and where to attend for screening	97%	*	*	*	3%
Q3 What happens at my appointment	92%	2%	1%	1%	4%

## AT THE SCREENING APPOINTMENT

	Strongly agree / agree	Neither agree nor disagree	Disagree / Disagree Strongly	Don't know
Q1 The clinic location was convenient for me to travel to	95%	2%	3%	*
Q2 I was seen in an acceptable time of my appointment slot	100%	*	*	*
Q3 I was informed about delays if the clinic was running late	98%	2%	*	**
Q4 The person performing the vision test explained what would happen during the test in a way I could understand	100%	*	*	*
Q5 I had confidence and trust in the person carrying out the vision test	100%	*	*	*
Q6 In your opinion the clinic room was clean and tidy	99%	1%	*	*
Q7 I was treated with dignity and respect during my time in clinic	100%	*	*	*
Q8 A member of staff told me when I would find out my test results	98%	1%	*	1%
Q9 A member of staff told me how I would find out the results of my test	99%	1%	*	*

## **PART TWO**

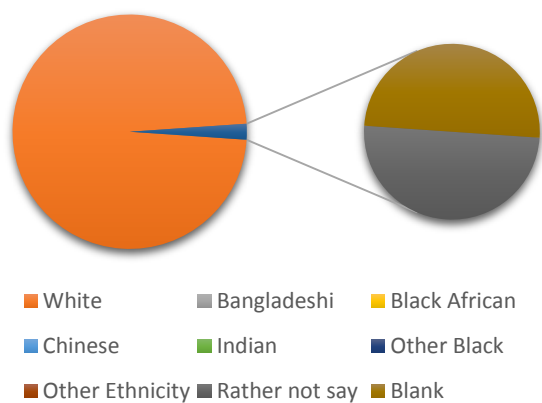
In order to improve our service, we want to make sure that each patient we see at screening is happy with the level of service we provide. We would be grateful if you can take a few minutes to fill in this short questionnaire.

\* Indicates where a score is not available due to a low base size  
The blank scores have been removed from the scoring

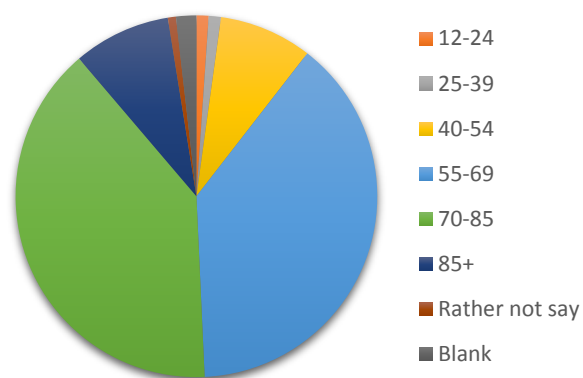
<b>AFTER THE SCREENING APPOINTMENT</b>					
	<b>Strongly agree / agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree / Disagree Strongly</b>	<b>Don't know</b>	<b>Blank</b>
Q1 I had confidence and trust in the person taking the photographs	99%	1%	*	*	*
Q2 I received my screening results within a suitable time	95%	2%	*	2%	3%
Q3 I understood my screening results fully	92%	5%	2%	2%	*
Q4 If I had a question about my test results I know who to contact	94%	3%	2%	2%	*
Q5 I am happy with my diabetic eye screening experience	98%	1%	1%	*	*
Q6 I would recommend the service to family or friends with diabetes	97%	1%	1%	1%	*

## About the patient

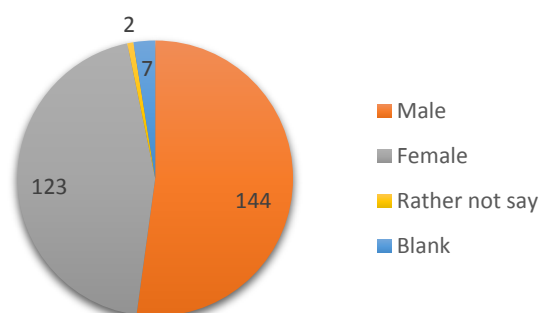
### Ethnicity



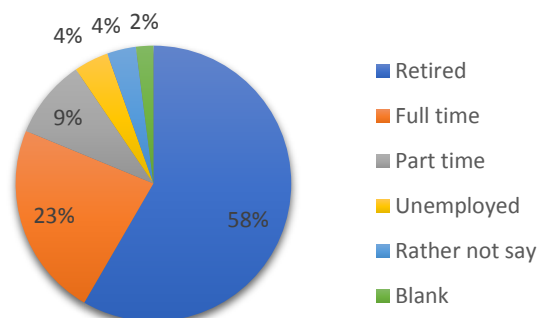
### Age



### Gender



### Employment status



### Wheelchair Access



## Summary of results

### Part 1

#### The invitation

The results indicate that people with diabetes accessing the service were generally very happy that they received an invitation on time; they were able to make a suitable appointment; and if they talked to someone on the telephone – they were polite and helpful.

A small percentage of patients (2%) found it hard to get through on the telephone and only 84% of patients were aware of the online booking facility, which would address this issue in some cases.

#### Future developments for the service

- The service has already included the QR code and online booking details on to fixed appointments so that all patients will be aware of the on-line booking facility, with the exception of people requiring double slots and patient transport.

#### Future developments for the survey

- Make sure that people can skip questions where questions are not applicable. For example – 6 % of patients neither agreed nor disagreed to the questions *‘the person I spoke to on the telephone was polite and helpful and I understood why I was invited for screening’* probably because they booked on-line or received a suitable fixed appointment. This will have skewed the results.

#### Before my appointment

This part of the survey is looking how knowledgeable the patients are about screening and the importance of attending.

The patients who attended were generally happy with the level of information they had been given prior to the appointment. What the survey didn't tell us was if these people were new patients or repeat attenders. There is an opportunity to improve the information [patients receive prior to screening; whether that is from the screening programme or from their GP.

#### Future developments for the service

- Better links with GP practices to improve patient information prior to screening.

#### Future developments for the survey

- Target patients who don't attend screening regularly or not at all.
- Allow the patients to tell us if it was their first visit.

#### **At the screening appointment**

Question 1 indicated that there were a small number of patients (3%) who weren't happy with the distance to their screening venue location. The results do not show us where the patient has travelled from. 95% of the patients were happy with the travel distance.

Questions 2-9 in this section of the survey allowed the patient to tell us what their actual screening experience was like. There was an overwhelming agreement that the service performed well in this area with > 98% of the participant agreeing or strongly agreeing to all the questions.

#### Future developments for the service

- Improve clinic capacity in popular screening locations

#### Future developments for the survey

- Ask the patient to include more detailed information about the travel

### **Part 2**

#### **After the screening appointment**

99% of the patients who completed part 2 of the survey and took the time to return the form in the post, had confidence in the screener who took the photographs; 98% were happy with their experience and 97% would recommend the service to family and friends (with diabetes).

2% of the patient didn't fully understand the results and didn't know who to contact if they had a question about the results.

Generally patients thought they had received the results in time, but 2% didn't know if they had received them in time; 2% neither agreed nor disagreed and 3% left the form blank.

#### Future developments for the service

- Improve results letters and better signpost patients to the service for more information.



### Future developments for the survey

- Remove the blank from the forms to get cleaner data.

### Population

The population is predominantly white, aged 70 and above. 58% of the group who completed the survey are retired, and 23% of the group are in full-time employment.

There is wheelchair access at all sites and this was reflected in the survey results. Both male and female patients took part in the survey with a fairly even split.

### Considerations for future developments for the service

- New technologies to improve patient communication and booking systems may take time to embed into a service with an older population.
- It is important to continue to offer Saturday appointments and some late appointments to serve the working population.