

Solent TipToe Foot Health Service Evaluation Report 2020

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Abstract

The Solent TipToe Foot Health Service is a fee paying podiatry service offered within the Solent NHS Trust Podiatry Service and has been in operation since 2011. It is primarily for patients not eligible for NHS care or for those who wish to have more frequent care than our NHS service provides. The types of treatment patients receive include nail care, hard skin and corn treatments, regular foot health assessments, foot care advice, and the facility to refer into the NHS service for any specialist care required. To ensure that the service is continuing to meet the needs of patients' and to identify any opportunity for service improvement, completion of a patient experience evaluation is warranted.

Methodology

- Evaluation is completed annually and compared to the previous patient satisfaction evaluation
- Digital surveys including i-statement, easy read/ postcard versions were issued.
- Over a month period the patients who attended for appointments were invited to take part.

Results

- Overall a high level of satisfaction was recorded in all domains
- Over 200 patients took part
- Over 100 feedback comments were issued
- Comments gave high praise for clinicians and show how beneficial the service has been to patients
- Key Areas of quality improvement were identified

| Questions asked on survey: | Actual compliance level (Jan 2020) | Results of previous audit (Jan 2019) |
|--|------------------------------------|--------------------------------------|
| Patients reported they strongly agree/agree that: 'I was given enough time' | 100% | 100% |
| Patients reported they strongly agree/agree that: 'I had confidence in the members of staff who were involved in my care' | 100% | 100% |
| Patients reported they strongly agree/agree that: 'I felt I was listened to' | 100% | 100% |
| Patients reported they strongly agree/agree that: 'I was involved in the decisions regarding my care / treatment' | 99.41% | 99.57% |
| Patients reported they strongly agree/agree that: 'I know who to contact if I have any concerns or questions regarding my care' | 97.51% | 98.69% |
| Patients total who were extremely likely/likely: 'How likely are you to recommend this service to friends and family if they needed similar care or treatment?' | 100 % | 99.57% |

Examples of Patient Comment

"I have always felt confident with the treatment and advice received"

"Very professional and friendly staff"

"Punctuality and never rushed. Treated with concern, respect and care taken to hear any concerns I may have."

Conclusion

Overall, a high level of patient satisfaction with the Solent Tip Toe Foot Health Service is reported. Most have stayed at 100% compliant with no deterioration. Improvement was noted this year when 100% of all patients that took part said "I would recommend the service to friends and family". Key areas for quality improvement were identified, specifically with regards to service staffing, service access and who to contact if concerns occur. Related actions were planned and have been actioned. The levels of satisfaction highlighted in this services evaluation and the patients' comments do indicate that there is a demand for growth and service expansion.