

Patient Satisfaction Survey PSQ

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Patient Satisfaction Survey

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Contents

Introduction.....	4
Background:	4
Digital Process.....	4
.....	7
SMS texting:.....	8
Paper process	9
Digital results	10

Patient Satisfaction Survey

Introduction

The purpose of this SOP is to layout the process in which patients are sent a Patient Satisfaction Questionnaire (PSQ) either in paper format or via a digital link to invite feedback for the benefit of quality assurance and identifying areas where change may be needed.

Objectives of the procedure

Background:

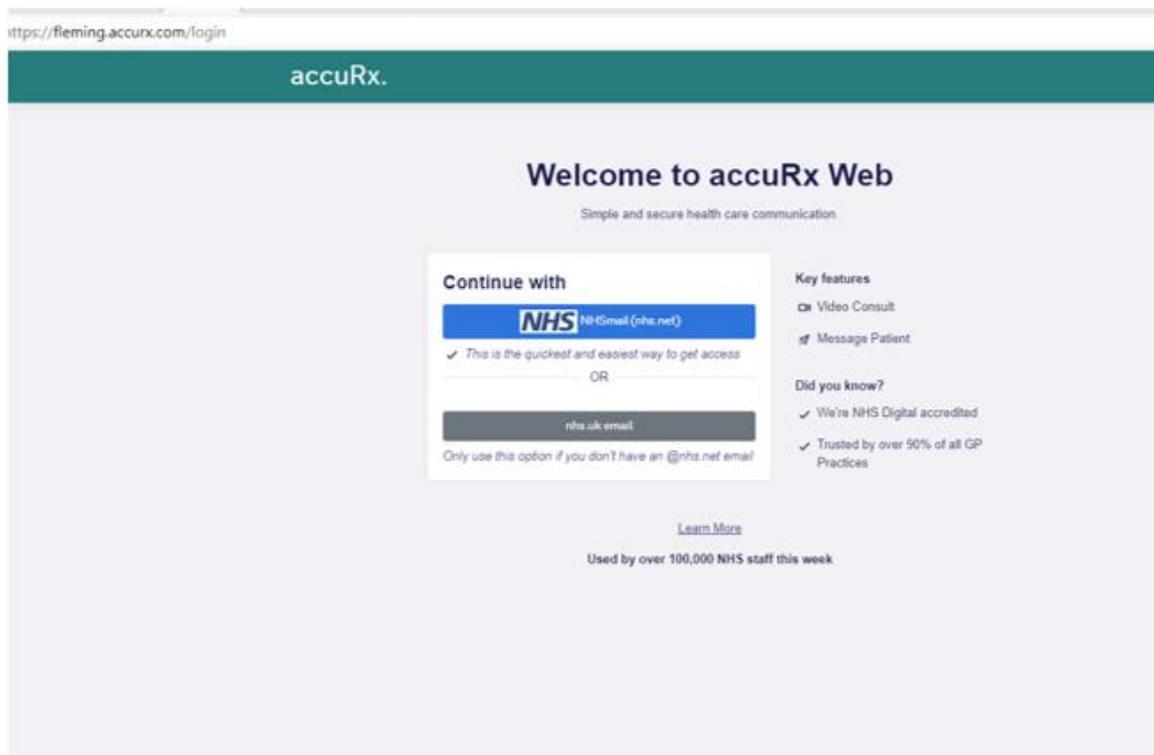
For many years, the only options for patients to complete and submit their views has been via a paper survey. To offer more choice to patients and potentially appeal to a different cohort of patients, a digital option has been developed. Results received via either version will be merged together.

AccuRx provides a secure (nhs.net email mediated) platform that enables a text message to be sent to a patient using an online platform. A copy of the text message will be saved in the registered email account as an email trail.

The Standard Operating Procedure

Digital Process

Logging into AccuRx:



Patient Satisfaction Survey

The following link should be used to login to the system

<https://fleming.accurx.com/login> (Available as a link via [Brisdoc.co.uk/weblinks](https://brisdock.co.uk/weblinks))

Use the Governance email address to log in: brisdock.governance@nhs.net

Once logged on, ensure the correct organisation is selected, either “Sevenside Integrated Urgent care service” or “BrisDoc Healthcare services OOH” (ID code Y03662) either will do. You can do this by selecting the drop-down tab to the left of your name at the top of the screen. You may need to search for this the first time you do it by selecting “join an organisation”.

To complete the process, adastra and accuRx will need to be operated in Tandem. Adastra will be needed to select the patient and identify their NHS and telephone number and accuRx will be used to send a text message containing a link to the patient feedback survey.

Set-up secure access

To use all of the accuRx Web features, you will need a method of two-factor authentication. This requires a mobile phone or email address.

Why do I have to set this up?

-  Patient identifiable data is stored within accuRx. Two-factor authentication provides an extra layer of security that is required to access some patient data.
-  Get access to all accuRx Web features including Patient Lists and Record View. Without two-factor authentication, you'll have limited access to accuRx Web.

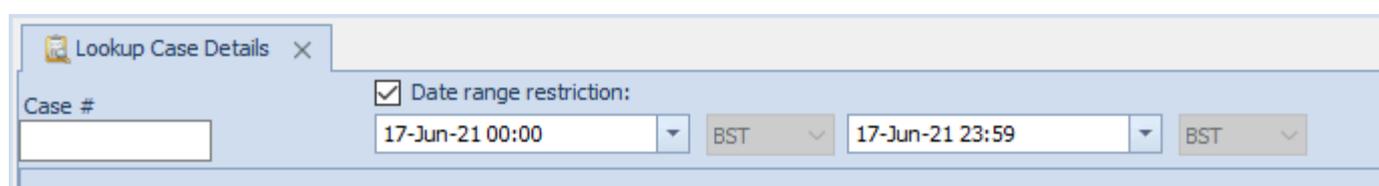
Skip

Get started

Select skip and skip verification.

In Adastra, follow these steps:

- Select case search and print from the left-hand menu.
- Tick the date range restriction box and enter the date and time frame of the previous 24 hours eg:



- Click search to display the results.

Patient Satisfaction Survey

- Randomly select a patient between the age of 18 and 70 with a case type of: Home Visit, Clinician Advice or PCC appointment and open the case.
- On the patient details tab, ensure there is a mobile phone number in the contact field. The mobile phone needs to belong to the patient, if it is not clear who the contact number belongs to, select a different patient.
- When you have identified a suitable patient, copy the NHS number and DOB.

In AccuRx follow these steps:

- Paste the NHS number and DOB from Aadastra into AccuRx to search for the patient.

Search for a single patient Use with a test patient

NHS number

XXX-XXX-XXXX

Date of birth

DD MM YYYY

[Search for a patient](#)

- When the patient is identified, click on the 'message patient' box.



Message patient

Send an SMS to the patient with optional attachments and reply

NEW [View message history](#)

[Compose message](#)

Patient Satisfaction Survey

Click on Compose message.

PATIENT, Example
NHS no: 777 777 7777 Born: 30 December 2018 (2y) Gender: Not specified

Video Consult

Message patient

Compatibility checks complete
✓ All systems go 👍

- The patients mobile phone number should match the phone number on Aداstra, if it doesn't or the field is blank, copy the phone number from Aداstra.
- Under message templates, select the template title 'Patient Feedback'

Selected patient

PATIENT, Example
NHS no: 777 777 7777 Born: 30 December 2018 (2y) Gender: Not specified

Mobile number

07123445678

Message templates

Select a template ▾ New template

No template

Custom templates

Patient Feedback

Feedack prompt

Video Consult

Video Consult prompt

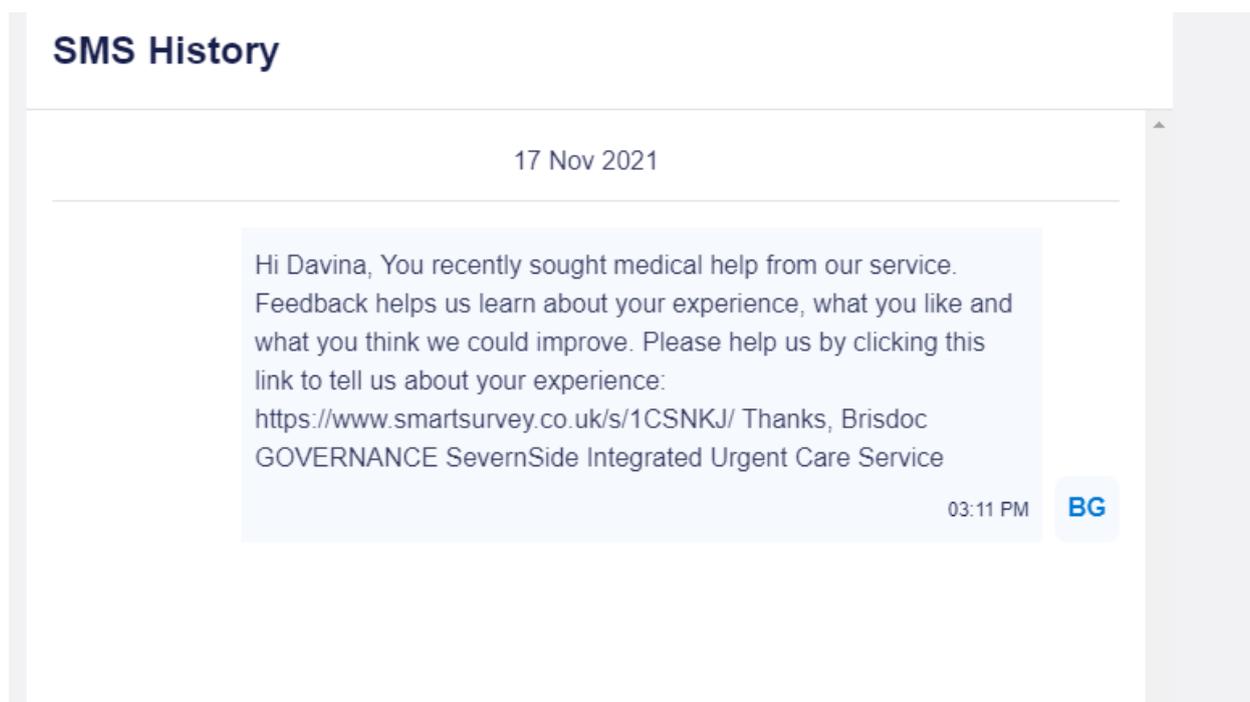
- Click the blue send button at the bottom of the screen
- A message will appear to confirm the message has been successfully sent.

Press done and the message will be sent. Message will then show in SMS History, example below.

Click back to enter another patient identifiable to send next text message.



Patient Satisfaction Survey



SMS texting:

General points:

- Text messaging should only be sent via the Accurx platform (via nhs.net login)
- Text messages should be sent to mobile phone numbers
- The patients telephone number should be checked against the spine option that automatically populates from Accurx
- Patient identifiers should generally be avoided if the patient is not expecting a text message (unless previously agreed during a telephone conversation)

Text message receipts will be received upon sending via nhs.net email- these should be stored securely in a folder created for this purpose (it is possible to “create rules” within nhs mail for these to be automatically filed to reduce time take to file these).

Case Numbers:

To work out the response rate, a list of case numbers needs to be kept, when you have identified a patient and sent the text using accuRx, copy the case number into the following spreadsheet: [Digital PSQ case list.xlsx](#)

A copy of the message is automatically sent to the governance inbox, these need to be deleted daily.

Patient Satisfaction Survey

Paper process

Preparing Data

To get the sample of patients, every other Wednesday the task undertaker will use Adastra to:

- Reporting, Run User Report
- BrisDoc Reports, select QR05 PSQ
- Amend dates to show the previous week, Wednesday – Wednesday
- Percentage cases - amend the sample size to 5 %
- Select the filter PSQ
- Run the Adastra report QR05 PSQ
- Export the file as an excel spreadsheet to be saved in the folder: Save the spreadsheet in S:\GOVERNANCE TEAM\CONFIDENTIAL PSQ\ (relevant year) IUC PSQ\Data, and use date as the filename e.g. August 12-18

Open MASTER spreadsheet located: S:\GOVERNANCE TEAM\CONFIDENTIAL PSQ\ (relevant year) IUC PSQ and follow these steps:

- Select the 'Paste new data here' tab and delete all content
- Select HV tab and delete the **entire tab**
- Select ADVICE tab and delete **entire tab**
- Select PCC tab and delete **entire tab**
- Open the spreadsheet that you have just saved (Adastra results) and copy **all data**
- Go back to MASTER spreadsheet and paste the data in the tab 'PASTE NEW DATA HERE'
- Select 'REFRESH TABLE HERE Home Visit' Tab and right click on the number in the grand total column – select 'refresh' – this will update the figures to reflect the new data pasted onto the first tab.
- Double click on the same number which will create a new sheet automatically called 'sheet 1' – rename HV
- Select 'Clinician Advice' tab and double click on the number in the 'grand total' column – this will automatically generate a new sheet called 'sheet 2' – rename this sheet 'ADVICE'
- Select 'Appointment' tab and double click on the number in the 'grand total' column – this will automatically generate a new sheet called 'sheet 3' – rename this sheet 'PCC'

Note that the naming of the sheets is very important as this will allow the mail merged document to link up to the correct sheet in the workbook automatically to produce letters.

Mail merging

- Open the letter template (See related documents below)'1. PCC PSQ' and select ok to the command message that will appear
- Select mailings tab
- Click finish and merge button – then edit individual documents
- A merge to new document box will appear – select OK
- A message will appear advising of locked fields – select OK

Patient Satisfaction Survey

- When the document merges, check the date at the top of the first letter is within the date range you selected for your original data
- Now ready to print
- After printing – there is no need to save the document, just make sure data has been copied into relevant month on PSQ results spreadsheet.

Printing

- Select the printer: Unit 21 Upstairs Kyocera TASKalfa 2551ci on BRISDOC-FS03.BrisDoc.local
- Select printer properties
- On the 'BASICS' tab – select colour and duplex to print double sided
- On the 'finishing' tab select the staple option by ticking the box on the staple diagram, this will automatically select the right position (top left) for the staple. Select 2 from the 'sheets per group' drop down menu
- On the 'layout' tab make sure portrait is selected.

Repeat mail merging and printing steps for the 2 other case types, Advice and Home visit.

Posting

Pass the letters to Operations (NR) who will organise for a member of staff to fold, frank and post.

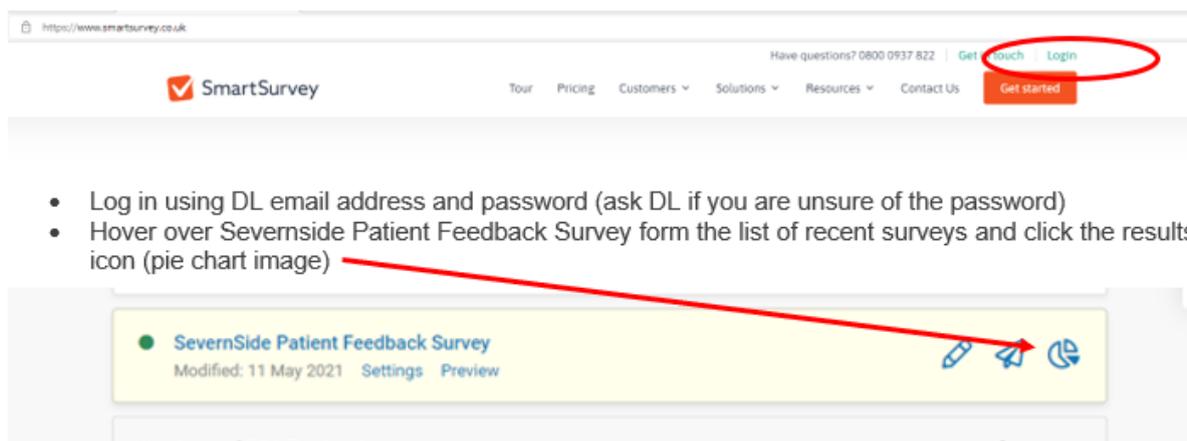
- Fold letters and envelope the Surveys using the labels provided
- Include a freepost envelope
- Frank and post 2nd class via Royal Mail (Franking Machine is located within Rota Team Office).

PSQ results

Digital results

The Standard Operating Procedure

- Go to: www.smartsurvey.co.uk
- Click Login in the top right corner



The screenshot shows the SmartSurvey website interface. At the top right, the 'Login' link is circled in red. Below the navigation bar, there is a list of surveys. A red arrow points from the 'SevernSide Patient Feedback Survey' entry to its results icon, which is a pie chart.

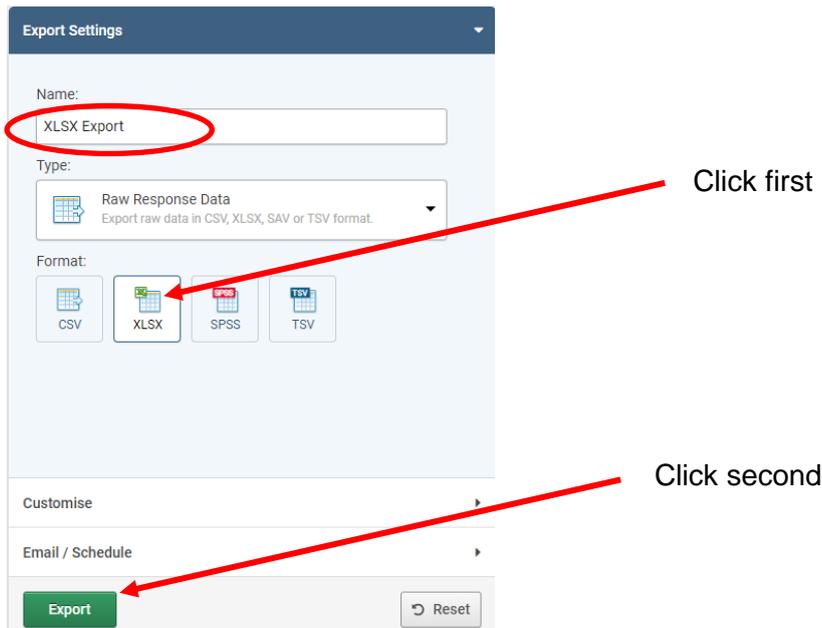
Patient Satisfaction Survey

- Click on export near the top of the page

Survey Results 

 Summary  Responses  Filtering  Export  Sharing  More 

- Under 'Export Settings' click on excel which will change the name to: XLSX Export
- Click the green 'Export button underneath.



Export Settings

Name: XLSX Export

Type: Raw Response Data
Export raw data in CSV, XLSX, SAV or TSV format.

Format: CSV XLSX SPSS TSV

Customise

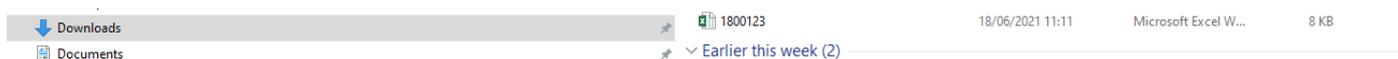
Email / Schedule

Export Reset

- When you have clicked export, a new XLSX file will appear in the Exports list on the right, you will note the date and time of the file will be the date and time you have exported the file.
- Click on the download icon to download the file to your downloads folder

Export Name / Date Requested	Export Type	Actions
XLSX Export 18 Jun 2021 11:06	Response Data Excel	 

- Go to your downloads folder to locate the file



Downloads

Documents

1800123

18/06/2021 11:11

Microsoft Excel W...

8 KB

Earlier this week (2)

- Move the file from your downloads folder and save in the following location: S:\GOVERNANCE TEAM\CONFIDENTIAL PSQ\Digital PSQ\Digital Results
- Name the file 'digital results' and the date you have completed the process. Eg: 'digital results 18.06.21'

Patient Satisfaction Survey

Paper results

To maintain a spreadsheet of responses the Compliance Officer will Copy and paste the case numbers onto the PSQ results spreadsheet for the relevant month. As questionnaires are returned enter the results for the relevant case.

Once the case numbers have been transferred to the PSQ spreadsheet the letter list of questionnaires for that week can be saved under data.

Monitoring

All incidents should be reported via the incident reporting portal and investigated in line with [BrisDoc's incident process](#).

Related Documents

Change Register

Date	Version	Author	Change
17/06/21	1	SP	New SOP
17/11/21	1	JF	Amendments
23/08/21	2	SP	Merged paper and digital process SOPs