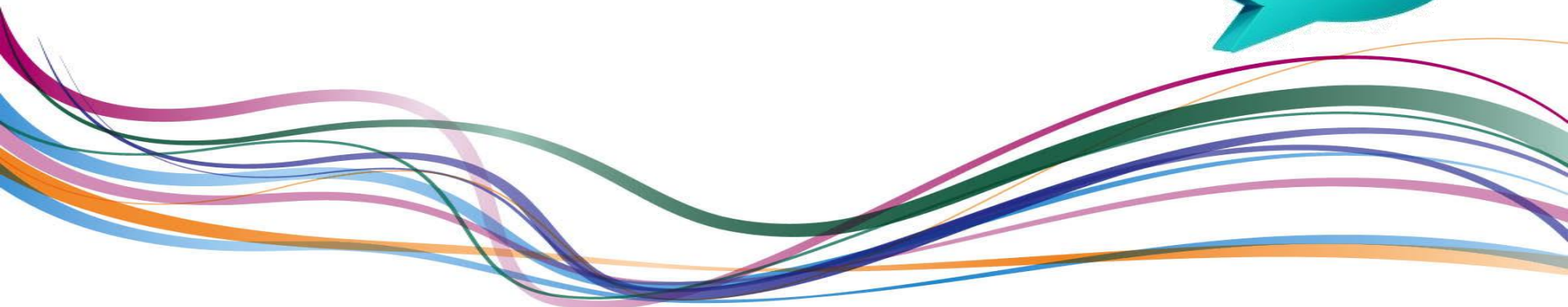


Using Patient Opinion in a Referral Service

Devon Access and Referral Team + Tamar Referral and Appointments Centre

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Wednesday 13th February 2013



What is a Referral Service?

- We offer patients a choice of location, date and time for their 1st outpatient appointment where possible
- Devon Access & Referral Team + Tamar Referral Appointments Centre
- Cover 3 localities (North Devon, Eastern Devon and West Devon)
 - › Including 127 GP surgeries
 - › Patient population of over 1 million
 - › 4465 referrals a week
 - › 1.5 calls per referral on average






Using Patient Opinion

Patient information leaflets + appointment request forms


- › differences for each location
- › local contact details and what to expect
- › DART – average 6 responses per month
- › TRAC – average 20 responses a month

Going forward we will align our processes

Patient Leaflets



**DART Patient
Appointment
Request Leaflet
(Click to open)**



**TRAC Survey
Leaflet
(Click to open)**

In our experience...

Benefits

- › Neutral service, independent from NHS
- › Patient friendly artwork gets higher responsive vs corporate layout
- › Jargon free conversations
- › Encourages patients to share their thoughts openly
- › Humanises change
- › Patient comments are anonymous
- › Complaints process turns patients off

Challenges

- › Truly anonymous sender – no email, no feedback
- › Referral services vs provider services



How we use Patient Opinion

- Catalogue of responses
- Collect trends in patient journeys
- Feedback to providers
- Evidence the quality of commissioned services
- Bulletin – share messages with staff and board members
- PO widget on the website
- Changes in processes
- Staff morale and personal development





Food for thought....

- Changing the way we collect comments
- Publicise patient opinion in the right places

ANY QUESTIONS



Practice Name:



Devon Access and Referral Team

Referral Refinement | Service Redesign | Pathways of Care

Dear Sir/Madam,

Following your recent appointment, your GP is referring to a specialist for further advice. This may or may not lead to you requiring a hospital appointment in the future.

Please phone the Devon Access and Referral Team (DART) on the telephone number below, who will advise you on how to proceed with your care and treatment.

The staff at DART will need the Unique Booking Reference Number (UBRN) quoted below and will be able to take you through the options available to you for your treatment.

If you would like more information about DART and the booking process, please see the 'Further Information' section on the other side of this sheet.

Please wait at least 3 working days from your GP appointment and then ring DART on the number below.

Telephone Number

0845 863 0673 or 01626 88 38 95

(Both numbers go through to the same team so you can use either)

Textphone (Minicom) users: Please phone 18001 and then the number above.

Opening Hours: Monday – Friday, 8am – 5pm Please note Monday mornings are very busy

UBRN

Password

Specialty

Dermatology

We have left the space below blank for you to write your appointment details:

For any other general help or queries or for large print, Braille, audio tape or other language versions, please ring:

Patient Helpline: 01626 88 38 88

(Opening hours: Monday - Friday 9am - 5pm)

Please do not use this number for booking your appointment

Further Information



Devon Access and Referral Team

Referral Refinement | Service Redesign | Pathways of Care

- What is DART?**
DART is the local service to enable patients to access treatment as quickly and efficiently as possible. It will help you to choose the most appropriate service for you and explain what choices are available. When you contact DART you may need to be seen for an appointment or test. The NHS Constitution establishes your right to start treatment within a maximum of 18 weeks from the time your GP refers you. In many cases your initial appointment will be within the next 6 weeks.
- What information will DART need when I call?**
You will first be asked for the name of the GP Practice that you are registered with. You will then be asked for your Unique Booking Reference Number (UBRN) which your practice will either have written on the other side of this letter or supplied separately. You will also be asked to confirm your name, date of birth and address where you live.
- Is choice offered for all conditions?**
A choice of hospital is available for most medical conditions. However, not all hospitals treat every medical condition. You may need to see a specialist GP or have a test, in which case you will not be offered a choice of hospital.
- What happens if I change my choice of healthcare provider?**
If you decide, after making an appointment, that you want to change your choice of hospital, please contact DART, who can advise you on your options.
- What if I need to change my appointment?**
Your healthcare provider may have confirmed your appointment in writing and supplied a contact number in their letter. If you need to change or cancel your appointment please use these details. If you have not received a confirmation letter, please ring DART for assistance.
- Why do I have to wait 3 days before I phone DART?**
Your GP will write a letter to the specialist explaining why s/he is referring you for further advice. This letter needs to be typed and attached to the Choose and Book system before DART can take any further action regarding your referral.

Feedback on your whole experience as a patient is important to us

From referral by your GP, booking your appointment through DART, through to the delivery of care at the clinic or hospital you attend. Please let us know about both positive and negative experiences so that we can constantly improve the service.



- Web - visit www.patientopinion.org.uk and click on "Tell people what happened".
- Phone 0800 122 3135 during working hours and tell your story to someone at Patient Opinion, who will put it on the web for you.

Patient Advice and Liaison Service (PALS)

If, at any point in your treatment, you need help or advice on the NHS please contact PALS. They can be used:

- For information or to explain how things work in the NHS
- For advice and support
- To ask questions on your behalf
- To take action on your behalf, if you choose
- To take feedback about your experience

Telephone: 0845 111 0080 or 01392 267 665 or email pals.devon@nhs.net

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Patient Questionnaire

Tamar Referral & Appointment Centre (TRAC)

Please rate each of the following areas (1 = poor 2 = fair 3 = good 4 = very good 5 = excellent)

What did you think of your GP's explanation of how your referral would be managed?

What did you think of the TRAC staff's explanation of your choices of hospital?

Were you treated with dignity and respect?

YES NO

Was the information you received clear about what would happen next with your referral?

Your level of satisfaction with the choices of hospital offered to you was...

Did the service meet your expectations?

YES NO

The manner in which you were treated by your referring GP was...

Your level of satisfaction at being able to book an appointment with TRAC staff was...

Did you have a positive experience that you would recommend to friends and family?

YES NO

Your level of satisfaction at the time it took TRAC to contact you to book your referral?

Your level of satisfaction with the choices of appointment dates offered to you was...

The manner in which you were treated by TRAC staff was..

My overall satisfaction with how my referral was managed was...

The amount of time I was given when discussing my referral was...

My overall level of satisfaction of my GP's explanation about my referral was...

**Tell your story
and make a
difference.**

Please take a moment to tell us what you thought of your recent health care experience. We send your feedback to just the right staff, so that your story can make a real difference to health services.

Just write (or draw!) about your experiences here...



Your story will...

1. be published on our website
2. be seen by staff
3. make a difference ...without anyone knowing who you are.

What was good?

How did it make you feel?

What should change?

If you share your email with us, we will let you know what happens with your story.

(we won't share your email with anyone else).

I am happy to be contacted by Patient Opinion. My email address is:

I do not have email, but am happy to provide my phone number instead. My phone number is:

It would be great to know more about you, if you don't mind sharing...

Are you:
 Male Female

What year were you born?

Before you send this off we just need to know a bit more, to make sure that your story is heard by the right people.

What service/clinic/hospital/ward is your story about?

**Referral & Appointment
Booking Team**

Month of care?

Your postcode?

Are you the...

Service user Carer Relative
 Patient Friend

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