



Emergency Service Skin Tear Treatment Survey Report

Skin Tear Treatment Survey Report

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Report Period: April to September 2022

Date of Report: February 2023

Skin Tear Treatment Survey Summary

Introduction

The East of England Ambulance Service NHS Trust (EEAST) has a comprehensive annual Patient Survey Programme which includes the continuous survey for the Emergency Services (ES)/Emergency Clinical Advice and Triage (ECAT) Service, along with bespoke survey projects which vary depending on the Trust's priorities or if there is area of care that is being developed on in need of audit.

During 2021/22, a short ES skin tear treatment survey was designed in collaboration with the Trust's Primary and Urgent Care Lead to obtain feedback from patients who had received an ambulance response and subsequent wound treatment for a skin tear injury. The aim of the survey was to establish patient satisfaction and to monitor the quality of care and service provided. Listening to patient feedback enables the Trust to identify what is working well but also to highlight areas for service improvement.

This report summarises the results to the survey, for patients who had used the service between April to September 2022.

Sample

A random sample of patients who had received skin tear treatment from EEAST was collated from the electronic patient care records using the key words 'skin tear' and 'Biatain' dressing and included patients across the whole region covered by the Trust (Norfolk, Suffolk, Cambridgeshire, Bedfordshire, Hertfordshire, and Essex). The sample period included patients who had been attended to by the Trust's emergency service between April and September 2022.

Response rate

192 patient experience surveys were posted to patients in October 2022. Overall, 33 surveys were completed and returned, which equates to a 17.2% response rate.

Methodology

Following the sample collation, the sample was traced using the Demographic Batch Trace Service. Any deceased patients or patients who did trace or who were deceased were removed from the sample prior to mail out. A copy of the survey, cover letter and prepaid envelope were then sent to each patient within the sample, with a month allowed for survey returns.

Conclusion

Overall, 97.0% of patients who responded to the overall satisfaction Friends and Family Test question rated their experience with EEAST as 'good' or 'very good.'

19 (86.4%) out of 22 patients had been aware of their skin tear injury and need for wound treatment. Overall, ten out of 11 patients had felt either 'satisfied' (27.3%) or 'very satisfied' (63.6%) to have been left at home following their treatment. 16 (72.7%) out of 22 patients also advised that their day-to-day activities had not been impacted upon by their wound treatment.

The additional comments received were generally positive and highlighted the professionalism, kindness and care provided by staff. However, three comments were received in relation to **ambulance delays**.

The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for every patient to have access to a high standard of service.

Results:

Please see the below results to the skin tear treatment patient experience survey.

Please note, the percentages provided do not include patients who either did not respond to the question or who answered, 'unable to say.'

Caution must also be taken when interpreting the results which may not be representative due to the small sample of patients who completed a survey.

Overall, how was your experience of our service?

Overall, 97.0% of respondents rated the service received as either 'good' (9.1%) or 'very good' (87.9%). One patient (3.0%) responded, 'don't know.'

Please can you tell us why you gave this answer:

Patient	Positive comments received
2	The paramedics were very professional and friendly, their care and attention was much appreciated.
3	The ambulance was with me in a very short time. The crew was very polite and kind and efficient.
4	Very caring, lady driver and efficient male partner taking info. Taken from my home gently. Arriving at hospital and into side ward by 2, who they were familiar with. The district nurse called the ambulance so I did not speak to anyone else. In the past 85 years I have had the best care you could wish for.
6	The gentleman spent a lot of time to make sure the skin care was closely knitted.

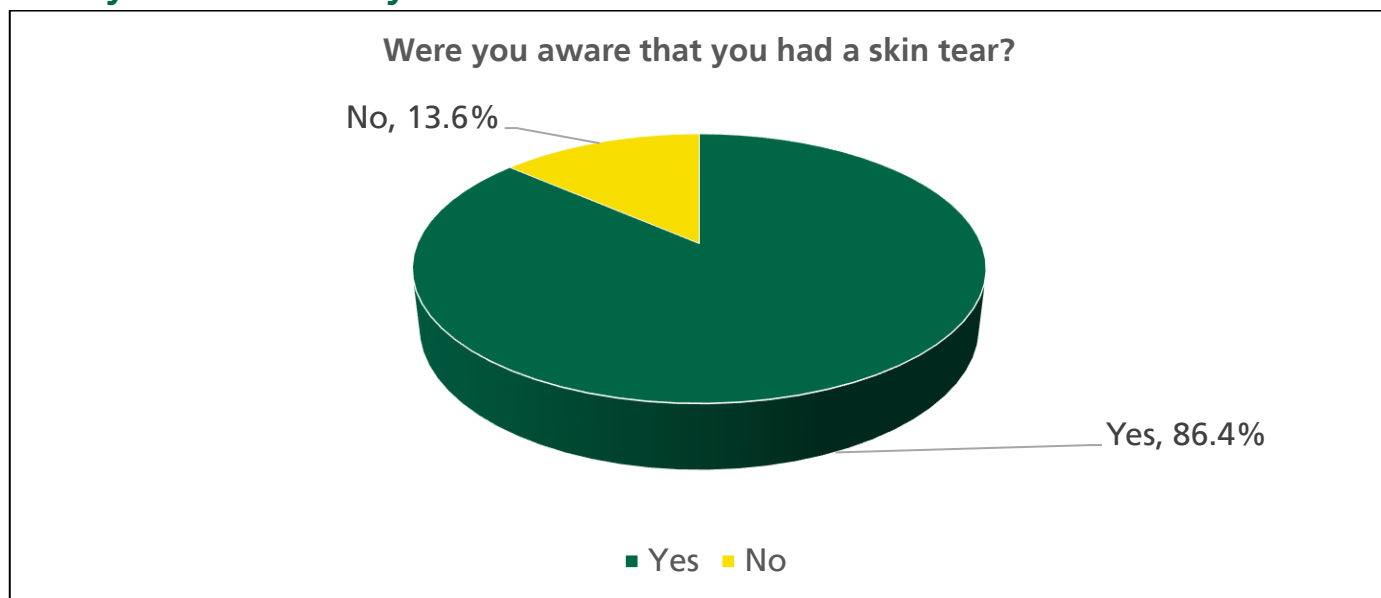
Patient	Positive comments received
7	My bungalow has an emergency call button which I pressed at 10pm after falling and they alerted emergency services (and a member of my family who came with a '1st aid kit' and stayed with me for 2/3 hours). Paramedics arrived 4am- I had been warned there were delays to attendance. They were very kind and efficient and after attending to my wound, instructed me to contact my GP surgery next day to inform them and that it needed re-dressing every 2 days. This was done by community nurses until healed - only left with the merest scar so I send to all my grateful thanks and appreciation for your services.
8	They were very thorough in their tests and because of this I found out I had Type 2 Diabetes, which I did not know I had. Prompt, pleasant and professional, thank you.
9	Was being discharged from hospital when the tear occurred, it was on a hospital wheelchair, from a hook on the side. After treatment in A&E he was able to go home, unfortunately the wound bled all night, and it was the next day we called the paramedics. They were excellent, very caring, doing their job with so much care. Previous times (name) has been to hospital by ambulance, they are always very caring.
10	I have given this score because my treatment was outstanding, at no time did I feel uncomfortable at all. Pretty much every time I have had occasion to call the ambulance service I have never been worried about the care I would receive.
11	Very kind and efficient, did all the tests, ECG, dressed knees.
12	Dialled 999 on a number of occasions- never waited more than 15mins at any time. Helped my husband and frequently took him to the N&N for further treatment. Kind and very efficient.
13	I got such care, they even sent for a more experienced person. The care I got could not have been better.
14	The staff who attended were very thorough and professional. Their attitude was caring and reassuring, and I felt confident with the treatment given.

Patient	Positive comments received
15	I have had various falls and always rang the ambulance, or my wife could not help to get me up. I had no complaints and was always treated well.
16	All staff dealing with me were courteous, friendly, and willing to answer any questions. The event happened in Asda...Treated by shop staff, but on our return to hotel bleeding became difficult to cover. Hotel called paramedic from Lowestoft fire station (no one available at hospital). He was very knowledgeable.
17	Because they were very nice and acted very professional.
18	The crew were kind, efficient, knowledgeable, just excellent!!
22	Caring, professional, capable attitude and efficient in all areas, Impressive!
23	They were here in record time. One of the nurses took time to gently pull back the skin on 3 places which meant that it healed well. I am on Warfarin and was bleeding in many places. I am also 82 years old and was treated with care.
24	Very attentive and caring at all times.
25	Both ambulance people gave me a very good service told me everything there was doing. Thank you.
26	He was treated with great kindness as he was a little confused.
27	Professional, polite, and kind ambulance staff. Also patient with me as I am almost deaf so communication is difficult.
28	Because my treatment top class.
29	They arrived very quickly considering the time a lot of people have said they had to wait recently (within half hour). They were very patient as hard of hearing and movement not good. Checked her over, decided needed to go to hospital as she had hit head. Didn't take too much notice of complaint about knee hurting, which turned out to be fractured. But neither did hospital staff.

Patient	Positive comments received
30	Because they looked after me when I needed them.
31	Very friendly professional service.
32	Prompt response very caring and considerate, polite.
33	All staff ambulance and hospital excellent.

Patient	Mixed/Neutral comments received
1	Do not remember!
19	The paramedics who attended were kind professional and very caring. However due to the delays in the waiting times this is of great concern.
20	Service very good when they get here. Hospital waiting time poor, needs addressing.
21	Although it took a long while to arrive, both paramedics were very kind and gave excellent service making sure I was ok before they left

Were you aware that you had a skin tear?

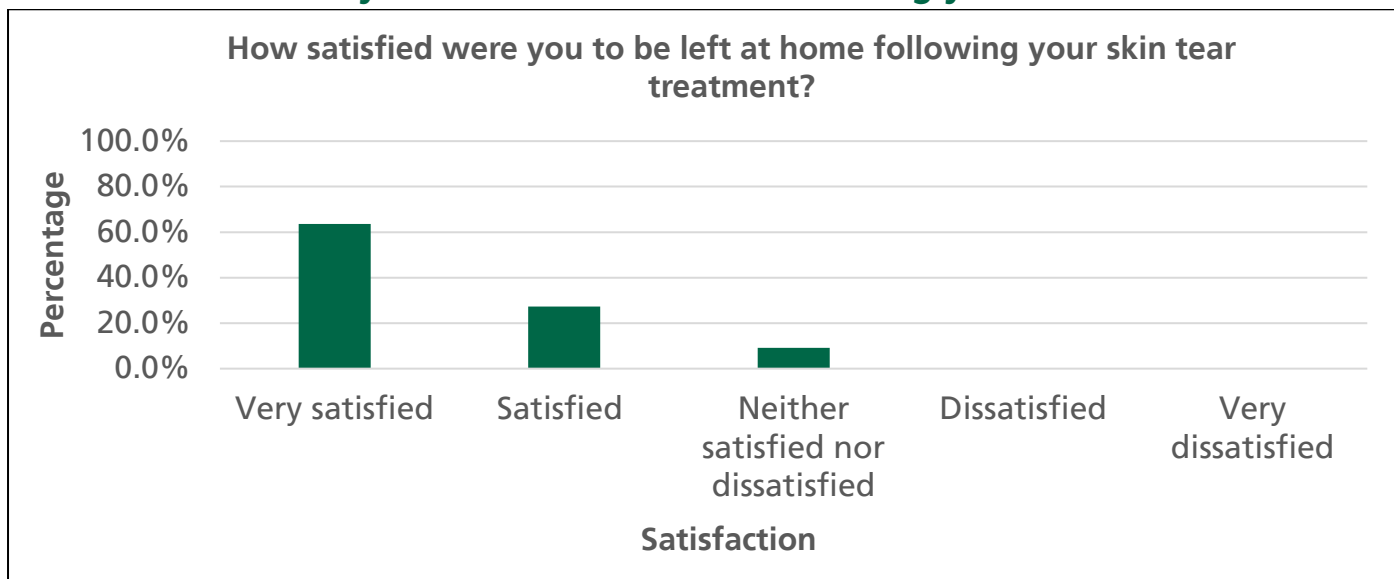


Overall, 19 patients (86.4%) had been aware of their skin tear injury, with three patients (13.6%) advising that had been unaware. The remaining patients either did not respond or were 'unable to say.'

Were you taken to hospital due to your skin tear injury?

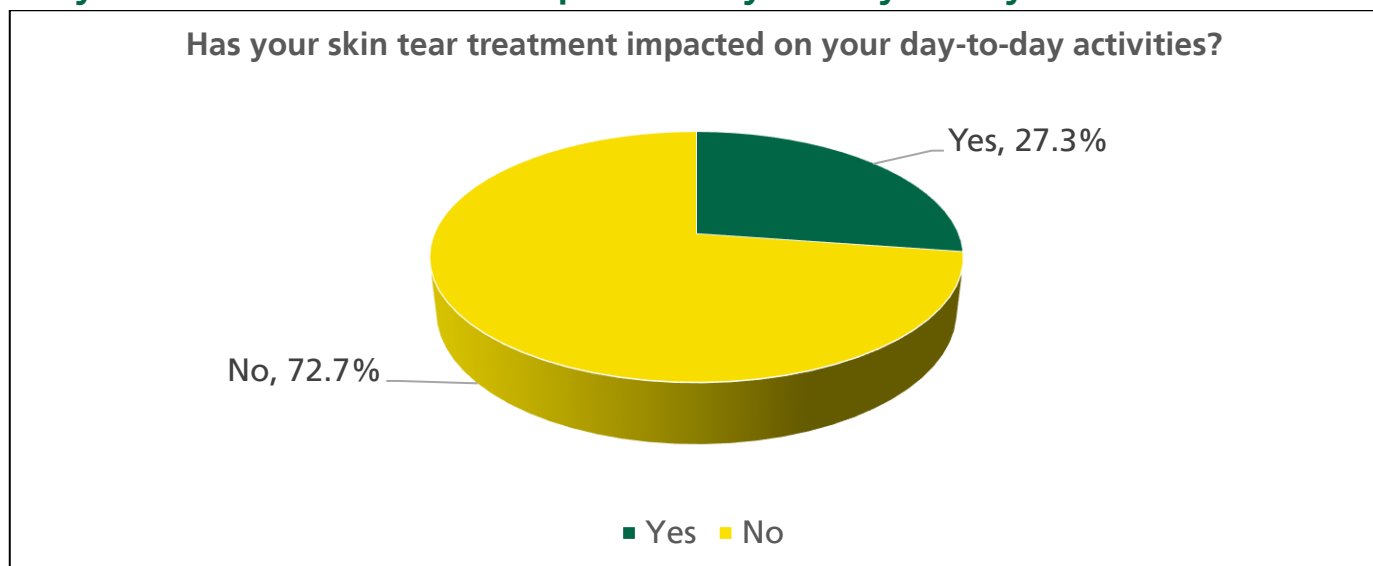
Of the 11 patients who responded to the above question, seven (63.6%) had been conveyed to hospital and four (36.4%) had been left at home. The remaining patients did not respond to this question.

How satisfied were you to be left at home following your skin tear treatment?



Of the 11 patients who responded to the above question, ten (90.9%) advised that they were 'satisfied' (27.3%) or 'very satisfied' (63.6%) to have been left at home following their skin tear treatment. One patient (9.1%) responded that they had been 'neither satisfied nor dissatisfied.'

Has your skin tear treatment impacted on your day-to-day activities?



Of the 22 patients who responded to the above question, 16 (72.7%) did not feel that their day-to-day activities had been impacted upon by their skin tear treatment. However, six patients (27.3%) had found their activities had been impacted. The remaining patients either did not respond or were 'unable to say.'

Please tell us about anything that we could have done better:

Patient	Additional comments received
19	As regards to the care we received there was nothing that could have been done better. However, as I have pointed out before, the waiting time for ambulance to respond is a concern.
21	Nothing better but as mine was quite minor compared to someone that was gravely ill, the waiting time could have caused a death. So feel sorry for the work load that you have to put up with.
22	Nothing really.
25	We was very satisfied with everything.
27	Amazing service, nothing to improve on.

Patient	Additional comments received
29	Maybe more attention to all aspects of places hurting, understand maybe head was of most concern, but turned out leg was more damaged and as head was mentioned more, leg was not really looked at until tried to get on bed before going to be sent home 10-11hrs later.
32	Nothing - ambulance service done the best they could with the resources at their disposal.

Aftercare

Following this survey, two compliments were received which were passed to the Patient Advice and Liaison Service for logging and passing to the staff involved.

Appendix

Appendix 1 – cover letter

REF1:
REF2:



Patient Experience Department (Surveys)
East of England Ambulance Service NHS Trust
Hospital Lane
Norwich, NR6 5NA
Tel: 01603 422757

Dear

I understand that the ambulance service was called to attend to you in DATE and you received treatment for a skin tear. I am writing to ask if you would take a few moments to complete a confidential survey on your experience. This feedback is valuable to us to help us understand where we are doing well and what needs to be improved.

If you cannot or do not wish to take part in the survey, please do not feel obliged to do so, we do not wish to cause upset or offence. If this is the case, please discard these documents and consider it no further. If you would like to complete the survey, the enclosed questionnaire should take no more than 10 minutes to complete.

These surveys are confidential so if you would like to provide a specific compliment or concern, please make sure you complete the consent section on the patient survey, so we have your details and are able to contact you. If you raise a specific compliment or concern and provide your details and consent to contact you, our Patient Experience team may contact you to discuss this further. You have the right to withdraw consent to the Trust processing your data for this purpose. There are some limited circumstances where the Trust may be required to continue processing personal data, an explanation will be provided if applicable. Please see the Trust's Privacy Policy for more information: <https://www.eastamb.nhs.uk/privacy.htm>

Alternatively, you may contact the Patient Experience Department at the address given on the following page if you would like to speak to someone directly. Please return the completed questionnaire to us in the pre-paid envelope provided, we would appreciate hearing from you by the DATE.

Thank you for taking the time to assist us. We really value the feedback we receive from the patients and communities we serve. If you have any questions about the survey, or would prefer a paper questionnaire, please contact us by email surveys@eastamb.nhs.uk or telephone: 01603 422757 / 01603 422801.

Yours sincerely,

Melissa Dowdeswell
Director of Nursing, Quality and Safety

Chief Executive Officer: Tom Abell
Chair: Nicola Scrivings
www.eastamb.nhs.uk

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Document format

You can contact the Patient Experience Department via telephone or email, and they will register your concerns and initiate the feedback process:

Free phone: 0800 028 3382 or email: feedback@eastamb.nhs.uk

If you would like any of these documents in large print, Braille, alternative format, or a different language, please contact the Patient Experience Department on: 0800 028 3382.

اگر آپ کو یہ کتابچہ بڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں چاہیے تو براہ مہربانی ہائرسے فون نمبر 0800 028 3382 پر رابطہ کریں۔

اگر آپ کو یہ کتابچہ بڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں چاہیے تو براہ مہربانی ہائرسے فون نمبر 0800 028 3382 پر رابطہ کریں۔

Se desejar obter este folheto impresso em letras maiores, em Braille, num formato diferente, ou noutra língua, por favor contacte 0800 028 3382.

Jeżeli chciałbyś otrzymać tę ulotkę w dużym druku, w Braille'u, w innym formacie lub w innym języku prosimy o kontakt pod numerem telefonu 0800 028 3382.

Если вы бы хотели получить эту брошюру в печати крупным шрифтом, шрифтом Брайля, в альтернативном формате или на другом языке, пожалуйста, обращайтесь в группу по телефону 0800 028 3382.

Use of patient information

A Patient Care Record is created every time a patient is assessed, either over the telephone or in person. The record will include information about the patient, the assessment, any treatments and advice given. A copy of the record will be handed over to the healthcare professional taking over the care of the patient and used to maintain safe and effective care. The data obtained will also be used to monitor and improve the quality of the services provided.

A copy of the record is retained by the Trust; all records are used and managed in accordance with strict NHS policy and English Law.

If you have any further queries or would like to request a copy of your record, more information is available via the Trust web site www.eastamb.nhs.uk or from the Trust's Patient Experience Department, East of England Ambulance Service NHS Trust, Hammond Road, Bedford, MK41 0RG

A copy of the report of this survey and any others completed by the Trust will be available online after completion at www.eastamb.nhs.uk.

Chief Executive Officer: Tom Abell
Chair: Nicola Scrivings
www.eastamb.nhs.uk

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Appendix 2 – Emergency Services Skin Tear Treatment Survey



Skin Tear Treatment Patient Survey

Please provide incident date:

Please provide first part of postcode:

We would like you to think about your recent experience with the East of England Ambulance Service NHS Trust:

Q1 Overall, how was your experience of our service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Thinking about the service we provide...

Please can you tell us why you gave this answer:

Please confirm whether you are happy for your comments to be made public:

- Yes..... No.....





- Q2 Were you aware that you had a skin tear?**
Yes
No.....
Unable to say
- Q3 Were you taken to hospital due to your skin tear injury?**
Yes, I was taken to hospital (please go to question 5).....
No, I was left at home (please go to question 4)
Unable to say
- Q4 How satisfied were you to be left at home following your skin tear treatment?**
Very satisfied
Satisfied
Neither satisfied nor dissatisfied.....
Dissatisfied
Very dissatisfied
- Q5 Has your skin tear treatment impacted on your day to day activities?**
Yes
No.....
Unable to say

Q6 Please tell us about anything that we could have done better:

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Would you like to compliment the service or staff?

If you wish to write a letter of thanks to the call handler or staff involved, you may include this in the pre-paid envelope provided with the survey. We will make sure your compliment is passed on to the member of staff.

Would you like to inform us of a concern or complaint?

All comments received are used to monitor and improve the services provided by the Trust. If you have a concern or complaint about the service and would like us to contact you, please provide your details below:

I consent to my details being held by the East of England Ambulance Service NHS Trust and I wish to be contacted by the Patient Experience Team.

(Please tick box)

Signature:

Name:

Address:

Telephone number:

Please be aware that you can withdraw consent for the East of England Ambulance Service NHS Trust to use and store information you have provided at any time. If you wish to withdraw consent to your details being held, please contact the Patient Survey Team. e-mail: surveys@eastamb.nhs.uk or telephone: 01603 422757.

Thank you for taking the time to complete this questionnaire. The information collated will be used to assist us in improving the services we provide.

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