



Emergency Service Skin Tear Treatment Survey Report

Skin Tear Treatment Survey Report

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Report Period: April to September 2023

Date of Report: February 2024

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.

The survey was repeated again during October 2023 for those patients who had used the service during April 2023 and September 2023. This report summarises the results for patients who had used the service during this period.

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 2023.

Response rate

212 patient experience surveys were posted to patients in October 2023. Overall, 29 surveys were completed and returned, which equates to a 13.7% 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, 100% of patients who responded to the overall satisfaction Friends and Family Test question rated their experience with EEAST as 'good' or 'very good.'

23 (88.5%) out of 26 patients had been aware of their skin tear injury and need for wound treatment. Overall, 14 out of 15 patients had felt either 'satisfied' (6.7%) or 'very satisfied' (86.7%) to have been left at home following their treatment. 19 (82.6%) out of 23 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.

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, 100% of respondents rated the service received as either 'good' (17.2%) or 'very good' (82.8%).

Please can you tell us why you gave this answer:

| Patient | Month | Positive comments received |
|---------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6 | April | Always very helpful and caring. I wish to thank them very much. |
| 12 | April | In all my experiences using the ambulance service, their friendly efficiency made me much less fearful of what was happening and could happen to me, and I felt this may before drugs were administered. Three men and girls have the X Factor! |
| 13 | April | They were kind and thoughtful, treated me with great respect. |
| 14 | April | The paramedics were very friendly and competent. They dressed the wound and gave further advice. The wound has healed perfectly with no scarring. The wait was very short. |
| 3 | April | The staff was excellent. But the time it took for an ambulance to arrive was over an hour, the times need to be improved it never use to be like that. |

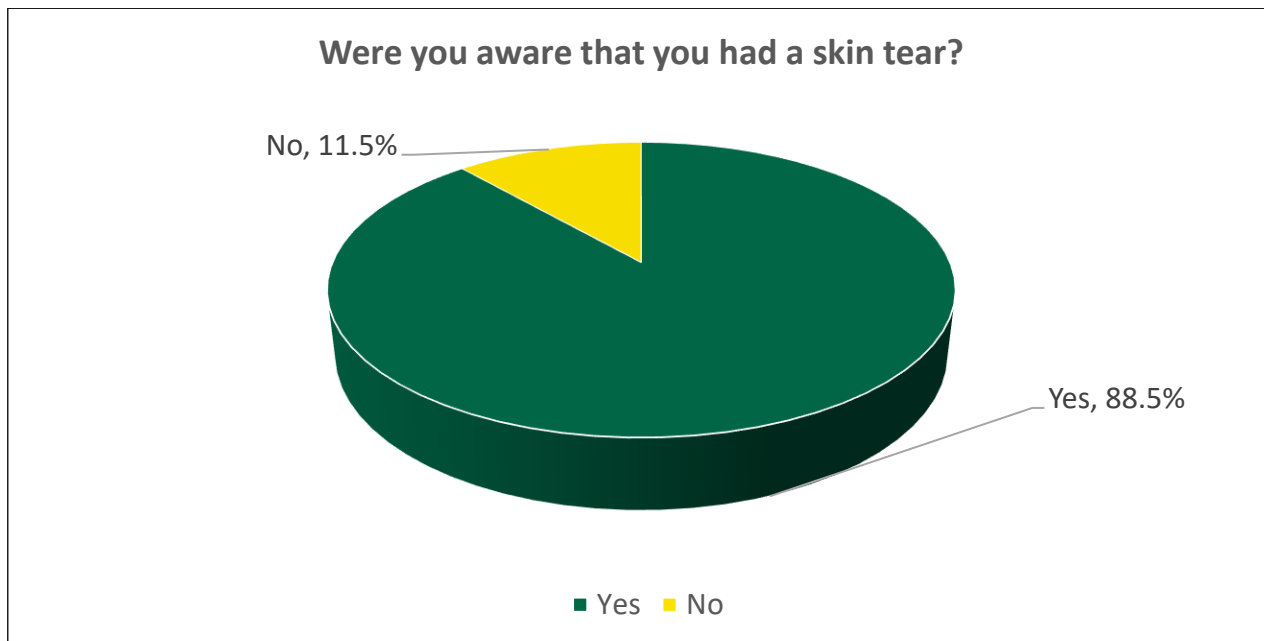
Please can you tell us why you gave this answer:

| Patient | Month | Positive comments received |
|---------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 | May | An ambulance was called because my mother had a fall in our kitchen during which an x-ray showed she had sustained a fracture vertebrae, she also cut her elbow on a plastic box, used for recycling. The ambulance arrived promptly and my mother was treated with respect and spoken to kindly and reassuringly. |
| 9 | June | Prompt service, caring friendly staff. |
| 16 | June | The ambulance came quickly. |
| 17 | June | I have one thing to say, over the years with the ambulance service EXCELLENT. |
| 27 | June | First class response, very reassuring team, many thanks. |
| 29 | June | The paramedics who saw to me were excellent in how they helped me. Couldn't have done any more than they did. |
| 5 | July | The ambulance staff were excellent, the 8 hour wait not so good especially as I was on the floor until my grandson got me up and into bed. Skin tear as it was bleeding heavily. |
| 4 | August | When it (ambulance & crew) arrived, the team were very kind and helpful and did my body checks which was reassuring. They patched me up and couldn't have done better (apart from arrive a lot earlier). |
| 19 | August | A protective bandage was applied to the tear. This lasted til I had to be removed to A&E to photograph the injury. The ambulance arrived fairly soon as they were called and the staff were friendly. |
| 20 | August | Efficient and reassuring, as my father is 90 years of age. I wasn't there at the time. |

Please can you tell us why you gave this answer:

| Patient | Month | Positive comments received |
|---------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 28 | August | I was impressed with the way I was treated. Unfortunately, I have had the ambulance twice this year and on both occasions, I have been treated with kindness and understanding. |
| 8 | September | This is a great service. I was treated with care & respect. Have no complaints. |
| 11 | September | In view of problems with covid and recent strikes by certain members of the medical profession, I expected much worse. Service was prompt and professional. |
| 21 | September | (Name) arrived within minutes in ambulance car. He dealt with my husband so calm, dressed wounds. Then got him into his car and took him to A&E. I followed in car. Paramedic (name) wheeled (name) into A&E and stopped with us until triage nurse saw him. (name) was 100%. |
| 22 | September | Very helpful, kind and considerate and took great care of me, knowing the worry this caused me in this situation. |
| 23 | September | They were a very good crew, competent and well-rehearsed in how to keep the patient at ease, whilst treating a nasty looking injury. They all knew their role and I was extremely grateful for their help. |
| 24 | September | Answering on behalf of 91 year old mother (daughter and POA). Gentle, kind and caring - aware of her dementia and explained situation carefully. All of your staff have been excellent on the many occasions they have been called. |
| 25 | September | They made me feel happy and comfortable. |
| 26 | September | We found paramedics very efficient and helpful and they were very pleasant people. |

Were you aware that you had a skin tear?

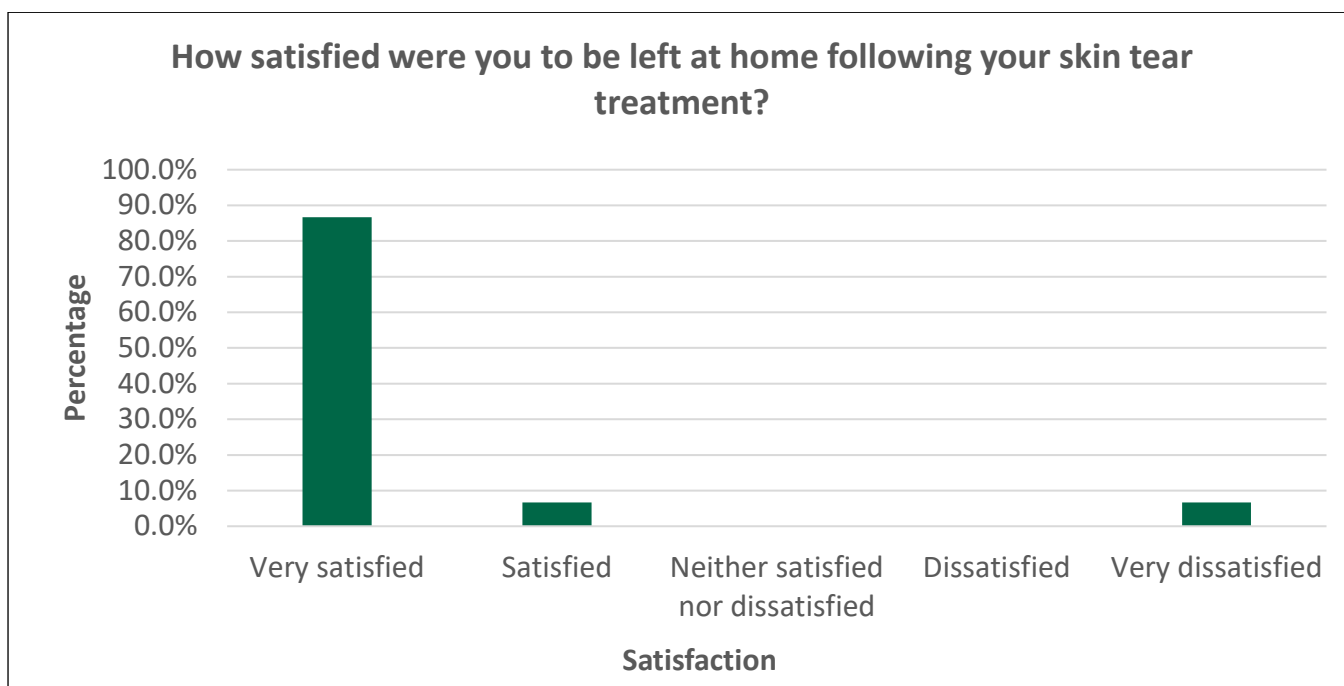


Overall, 23 patients (88.5%) had been aware of their skin tear injury, with three patients (11.5%) advising that had been unaware. The remaining patients either did not respond or were 'unable to say.'

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

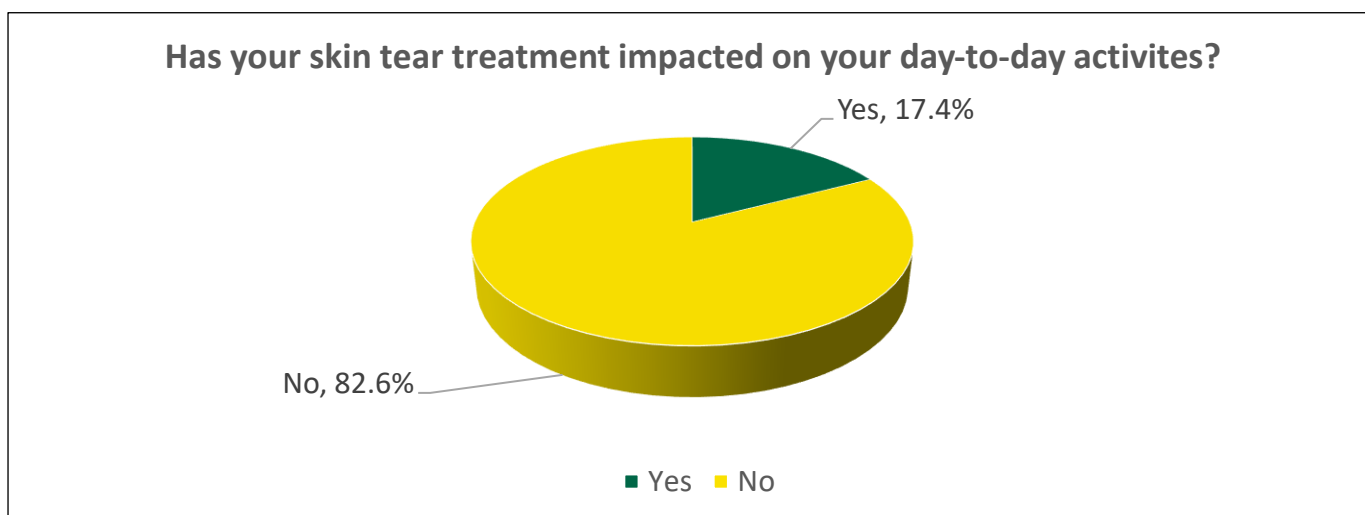
Of the 26 patients who responded to the above question, 12 (46.2%) had been conveyed to hospital and 14 (53.8%) had been left at home. The remaining patients did not respond to this question.

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



Of the 15 patients who responded to the above question, 14 (93.3%) advised that they were 'satisfied' (6.7%) or 'very satisfied' (86.7%) to have been left at home following their skin tear treatment. One patient (6.7%) responded that they were 'very dissatisfied.'

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



Of the 23 patients who responded to the above question, 19 (82.6%) did not feel that their day-to-day activities had been impacted upon by their skin tear treatment. However, four patients (17.4%) 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 | Month | Positive comments received |
|---------|--------|-----------------------------------------------------------------------------------------------------------------|
| 6 | April | No, they did everything that they could have done for me. Very efficient. They do a really good job. Thank you. |
| 9 | June | Nothing very good service. |
| 14 | April | No this was an extremely efficient and friendly service. Thank you. |
| 28 | August | Nothing, excellent service. |
| 29 | June | Nothing could have been done more. My fall was the cause of my accident. |

| Patient | Month | Mixed / neutral comments received |
|---------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12 | April | No Except. The nurse dressed my face seemed frustrated (overreacted perhaps)! and I heard her say during their presence with me, "O for Christ sake" and several times, by nurses and doctors alike, I was asked, "What is your date of birth?" WHY?? and one doctor, in passing almost said to me "your heart rate/beat is slow," which concerned me for days after. No problem since. But - I wasn't aware of other needy patients close by. |
| 16 | June | I had fallen over and could not get up. I did not have a skin tear. |

| Patient | Month | Mixed / neutral comments received |
|---------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19 | August | I needed to go to the lavatory and they had no suitable cardboard bottles. |
| 24 | September | Unsure which occasion this was. Each time she has fallen there has been a tear somewhere! Sometimes admitted, sometimes not. She always wants to stay at home, but paramedics weigh up situation and make informed decisions. |

| Patient | Month | Areas of improvement |
|---------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | August | 1) Arrive earlier, being told they were en-route. 2) Though team gave me instructions on looking after gear, as in early hours of morning I couldn't recall exactly next day. Being 98 it may have been helpful to have got those on email though I appreciate it is time taken up. |
| 20 | August | Maybe follow up to district nurses to come and change the dressing. Had to take him to surgery weekly to get dressing changed and he is not very mobile, so not ideal. |

Aftercare

Following this survey, one compliment and one complaint were received; these were passed to the Patient Advice and Liaison Service to be logged and dealt with as appropriate.

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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