

## Neurophysiotherapy Outpatient Service – Patient Satisfaction Project

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Since 2012 we have delivered the Neurophysiotherapy Outpatient Service providing assessment, treatment and self-management guidance to adults with a wide range of neurological conditions.

### Project Aim and Rationale

To inform ongoing service improvements within the Neurophysiotherapy OP Service

To assist identification of priorities for service development it is appropriate to obtain the views of patients in order to appreciate their experiences and insights

- Principle 4 NHS Constitution (January 2021)
- ‘Patients’ principle – Trust Strategic Framework

### Proposal

- Brief telephone questionnaire with randomly selected patients (N=15) from a twelve month period (Sept 2020 – Sept 2021)
- ‘Headline’ experience questions to be scored using a Likert scale with follow up comments providing further qualitative information
- Results to be analysed via descriptive numerical scores (Likert scale) and themes from qualitative responses

### Questionnaire Structure

Patients rated their strength of agreement to 10 questions covering 4 ‘quality indicator’ categories

- Appointment and organisation (x1)
- Assessment and treatment (x4)
- Therapist and communication (x2)
- Outcome and satisfaction (x3)

Example B3. The results of my assessment were described and discussed with me along with options for treatment?

### How did we do?

- Mode and median likert scores = 5.0
- Mean likert score (per question) ranged from 4.2 – 5.0
- **Indicating very strong satisfaction with the service provided**

### Qualitative comments

- ‘Given time to fully explain problems’
- ‘Professional’
- ‘Thorough and easy to understand explanations’
- ‘Paper copy of exercises would have been useful so I could look back on them’

### Actions resulting from this evaluation project

- Production of video guidance resource to aid exercise instruction
- Revision of Service Information Booklet to highlight role of ‘condition management’
- Review of outcome measure use to enhance information provision to patients and referrers

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