Fast & Friendly, please
Capturing Patient feedback as part of SAMBA’15

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Introduction
To capture the experience of patients admitted through the acute medical take as part of the annual national Benchmarking audit of the Society for Acute Medicine (SAMBA).

Method
SAMBA’15 audited aspects of care of patients admitted on the 25th of June 2015. A Friends and Family questionnaire (see Figure) was disseminated by clinical teams in the hospitals participating in SAMBA (Society for Acute Medicine Benchmarking Audit). Results were collected in sealed envelopes without personal details and uploaded anonymously onto an online database. A basic statistical analysis was performed.

Results
Out of 90 hospitals taking part in SAMBA 2015, 55 (61.1%) submitted data on patient feedback. 945 patients submitted feedback of which 448 (47.4%) were male. 211 (22.3%) were less than 50 years old and 319 (33.8%) over the age of 75. 6 patients did not submit an age. 450 (47.6%) of patients were referrals from the Emergency Department (ED) and 353 patients were referred by a General Practitioner. Of the latter 184 were admitted via the ED. 824 (87.2%) would be extremely likely or likely to recommend the admitting unit (Range 67-100%). There was no significant difference between patients admitted through the ED or directly onto the Acute Medical Unit.

Patients below the age of 50 were less likely to recommend the admitting unit (p<0.013). 1399 free text comments were submitted. A review of the comments showed that the most important aspects of care to patients were related to waiting times and the empathy of staff.

Category of comments | Positive | Negative
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Staff attitude | 638 | 15
Reassurance and being informed | 86 | 30
Information about Diagnosis | 13 | 5
Information about Treatment | 82 | 16
Staff work load | 3 | 34
Quality of Food | 19 | 36
Quality of Drinks | | 8
Room Temperature | 8
Things to do in hospital | 1 | 20
Quality of beds | | 13
Sleep disturbance | | 15
Timeliness of care | 99 | 76
Noise levels | | 15
Visiting times | 4 | 10
Discharge planning | 2 | 19
Cleanliness | 22 | 3

Sample quotations – Positive & Negative

1. “All of the staff are doing their best for us.”
2. “The best and best fun hospital and very pleasant staff”
3. “I was very impressed with everyone even in the middle of the night they got just on with their job still smiling. I cannot say more than thankyou, thankyou, thankyou.”
4. “Nothing could have improved it. It was beyond the realms.”
5. “Although they were so busy they still managed to keep me pain free.”

Conclusion
The door of entry to the hospital did not significantly affect the quality of experience. Patients under the age of 50 were less likely to be satisfied with their care. Ultimately: What do patients want from the acute medical take? A service that is “Fast and Friendly”!

Patient feedback Questionnaire

References
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