



Leeds
Clinical Commissioning Group

Non-Obstetric Ultrasound (NOUS) Survey

Engagement Dates: 19 – 23 August 2019

Engagement Report



Executive Summary

Non-Obstetric Ultrasound (NOUS) clinics have been established to provide easy access to a wide range of diagnostic procedures (identifying a medical condition or disease by its signs and symptoms) for patients referred for a range of health issues, including general abdominal issues, musculoskeletal and vascular concerns.

Around 22,200 Non-Obstetric Ultrasound procedures are undertaken per annum across Leeds. Existing contracts for this service and are due to expire at the end of June 2020.

Patients tend to access the service as a one off visit. As there are a number of different providers of this service, patients should be able to visit the service that suits them best.

The engagement aimed to find out what matters most to patients when choosing where to have their ultrasound appointment. Findings were intended to feed into the procurement (planning and buying) process for the service beyond June 2020.

Through contact with existing providers, paper surveys were sent out to clinics seeing patients in August 2019. 144 questionnaires were provided to the clinics, and 76 completed surveys were returned.

Findings from the survey were fed back at an event for organisations providing NOUS services on 16 September 2019, will contribute to the upcoming procurement process, and will also be included in ongoing wider patient choice conversations.

Full survey responses are available at Appendix 1.

1. Background information

a. The NHS Leeds CCG

NHS Leeds CCG is responsible for planning and buying (commissioning) the majority of health services for people in Leeds.

The CCG commissions a range of services for adults and children including planned care, urgent care, NHS continuing care, mental health and learning disability services and community health services.

Involving people and the public in developing and evaluating health services is essential if we want to have excellent services that meet local people's needs. It is our responsibility, and one that we take very seriously, to ensure that our local communities have the opportunity to be fully engaged in the decisions we take.

b. Detail on health topic/engagement

NOUS clinics provide people with expert outpatient clinics located within community settings enabling people to be seen closer to home, in line with the NHS Five Year Forward View strategy, which aims to: *“deliver more healthcare out of acute hospitals and closer to home, with the aim of providing better care for patients, cutting the number of unplanned bed days in hospitals and reducing net costs.”*

As part of a citywide review of how NOUS services are provided across Leeds, and in order to help develop services that best meet the needs of patients, the engagement aimed to find out what is most important to patients. Services will be expected to reflect these priorities in their development plans moving forward.

An enquiry to the Leeds CCG Patient Experience and Complaints team resulted in the response that there was no data to share in relation to the NOUS service.

2. Engagement Planning

NHS Leeds CCG commissioners provided contact details for the seven providers delivering NOUS clinics across Leeds between 19 and 23 August 2019 (one clinic on 14 August was also included as they were not running a service the following week):-

Yorkshire Health Solutions
This is My Limited
Bestcare Diagnostics Limited
Diagnostic World Limited
The Living Care Group
Diagnostic Healthcare Ltd
Yorkshire Health Solutions

Providers were contacted and asked to provide details for clinics and named professionals, or sonographers, who were leading each clinic. 144 questionnaires were provided to the clinics, and around 28 clinics were involved in the engagement.

Paper surveys were supplied to all the clinics, and an online version of the survey was also opened up for the duration of the engagement.

Some patients completed their questionnaires before they left the clinic. Other clinics gave patients the forms to take away and complete at home.

The surveys asked respondents to rate the importance of the following five statements when arranging their NOUS appointments:

- The service was close to home, or to work
- I could get to the appointment easily using public transport
- It was easy to park nearby
- I was able to get my appointment quickly
- The quality and reputation of this particular provider

3. Who Replied

75 patients and 1 relative, friend or carer responded to the survey.

For those who completed the equality monitoring section at the end of the survey, there was a fairly even range of ages, between 16 and 65.

68% of those who completed the equality monitoring section were female, and 32% male.

68% of respondents stated they were either in full time (46%) or part-time (22%) employment.

4. What did people tell us?

- 85% of respondents said having a service close to home was very important or quite important,
- 73% of respondents said that being able to park nearby was very important,
- 51% said that getting to their appointment easily by using public transport was not very important,
- 71% said the quality and reputation of provider was very important.
- 100% of respondents said they were treated with dignity and respect by the staff.

Patients were asked if there was anything else they'd like to tell us about what mattered most about their appointment at the Non Obstetric Ultrasound service, for example:

"I was seen quickly and in time. The ultrasound lady was lovely."

"Appointment was very quick, easy to get to, and very important it continues." "Not waiting and worrying."

"It was very useful to set an appointment so quickly. Also, my visit to the doctor means I now know exactly the problem."

"Fast local appt. Good service."

"Everyone is very polite and efficient."

"Quick and easy, put my mind at ease. Basically gave me my results at the end of the process, rather than waiting like you do at the GPs."

5. Key Themes and Recommendations

Themes identified	Recommendations
Patients' current experiences of NOUS appointments is very positive.	Feedback positive feedback to existing providers and staff delivering NOUS services.
The ability to park nearby for NOUS appointments scored highly in the survey – 73% said this was Very Important.	Ensure access to parking is always a main consideration, when looking at new clinic destinations.
Getting appointments quickly was Very Important to 72% of respondents.	Encourage services to regularly collect patient feedback information to regularly review their services from a patient perspective, to ensure it continues to keep a focus on what matters to patients.

6. What next?

Findings from the survey were fed back at an event for organisations providing NOUS services on 16 September 2019, will contribute to the upcoming procurement process, and will also be included in ongoing wider patient choice conversations.

Appendix 1

Survey Responses and Equality Monitoring

A. When choosing to have your appointment here today, please tell us how important each of these considerations were:				
	Very important	Quite important	Not very important	Response Total
The service was close to home, or to work	52.0% (39)	33.3% (25)	14.7% (11)	75
I could get to the appointment easily using public transport	34.7% (25)	13.9% (10)	51.4% (37)	72
It was easy to park nearby	73.0% (54)	16.2% (12)	10.8% (8)	74
I was able to get my appointment quickly	72.0% (54)	26.7% (20)	1.3% (1)	75
The quality and reputation of this particular provider	70.7% (53)	20.0% (15)	9.3% (7)	75
			answered	76
			skipped	0

Matrix Charts

2.1. The service was close to home, or to work			Response Percent	Response Total
1	Very important		52.0%	39
2	Quite important		33.3%	25
3	Not very important		14.7%	11
			answered	75
2.2. I could get to the appointment easily using public transport			Response Percent	Response Total
1	Very important		34.7%	25
2	Quite important		13.9%	10
3	Not very important		51.4%	37
			answered	72
2.3. It was easy to park nearby			Response Percent	Response Total
1	Very important		73.0%	54
2	Quite important		16.2%	12
3	Not very important		10.8%	8
			answered	74

2.1. The service was close to home, or to work			Response Percent	Response Total
2.4. I was able to get my appointment quickly			Response Percent	Response Total
1	Very important		72.0%	54
2	Quite important		26.7%	20
3	Not very important		1.3%	1
			answered	75
2.5. The quality and reputation of this particular provider			Response Percent	Response Total
1	Very important		70.7%	53
2	Quite important		20.0%	15
3	Not very important		9.3%	7
			answered	75

Since booking your appointment, please tell us if:			
	Yes	No	Response Total
You were given all the information you needed before your appointment	97.3% (72)	2.7% (2)	74
You were treated with dignity and respect by the staff	100.0% (76)	0.0% (0)	76
		answered	76
		skipped	0


Matrix Charts








3.1. You were given all the information you needed before your appointment			Response Percent	Response Total
1	Yes		97.3%	72
2	No		2.7%	2
			answered	74
3.2. You were treated with dignity and respect by the staff			Response Percent	Response Total
1	Yes		100.0%	76
2	No		0.0%	0
			answered	76




Is there anything else you'd like to tell us about what mattered most to you about your appointment at the Non Obstetric Ultrasound service?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	19
1	I had a very pleasant experience and it was performed in a really comfortable manner. Ruth, the nurse, was brilliant throughout. Thank you.		
2	I was seen quickly and in time. The ultrasound lady was lovely.		
3	Appointment was very quick, easy to get to, and very important it continues. Not waiting and worrying.		
4	Very friendly and efficient.		
5	Very friendly. Positive.		
6	Staff put me at ease - v. friendly.		
7	Made to feel comfortable, which I was.		
8	It's very convenient and quick. Lovely people.		
9	Referral to appointment was within 1 week. Very happy with service.		
10	Friendly and professional staff.		
11	It was very useful to set an appointment so quickly. Also, my visit to the doctor means I now know exactly the problem.		
12	Very friendly.		
13	All satisfactory and efficient		
14	Lovely friendly staff. Thank you.		
15	I received a text asking me to fast, which was not necessary.		
16	Fast local appt. Good service.		
17	It would have been lovely if my forename had been entered correctly into the computer system.		
18	The staff took longer than expected compared to appointment for my breast. Used this clinic before - very efficient. Everyone is very polite and efficient. Quick and easy, put my mind at ease. Basically gave me my results at the end of the process, rather than waiting like you do at the GPs.		
19	Did not have an appointment where I thought at Chapel Allerton - no choice given. Good service here.		
		answered	19
		skipped	57






3. Equality Monitoring

Please tick here if you would prefer not to answer any of the equality monitoring questions						Response Percent	Response Total
1	I would prefer not to answer any of the equality monitoring questions					100.00%	7
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered
	Variance:	0	Std. Error:	0			skipped
							7
							69


What is your age?				Response Percent	Response Total
1	Under 16			0.00%	0
2				15.15%	10
3	26-35			19.70%	13
4	36-45			19.70%	13
5	46-55			19.70%	13
6	56-65			16.67%	11
7	66-75			6.06%	4
8	76-85			3.03%	2
9	86+			0.00%	0
10	Prefer not to say			0.00%	0
				answered	66
				skipped	10

Are you disabled?(The Equality Act 2010 defines disability as ‘a physical, sensory or mental impairment which has, or had a substantial and long-term adverse effect on a person’s ability to carry out normal day to day activities’.)				Response Percent	Response Total
1	Yes			12.31%	8
2	No			84.62%	55
3	Prefer not to answer			3.08%	2
				answered	65
				skipped	11



If yes, what type of impairment? (tick all that apply)







			Response Percent	Response Total
1	Long-standing illness		54.55%	6
2	Physical impairment		36.36%	4
3	Learning disability		9.09%	1
4	Mental health condition		9.09%	1
5	Hearing impairment (such as deaf or hard of hearing)		18.18%	2
6	Visual impairment (such as blind or partially sighted)		0.00%	0
7	Prefer not to answer		0.00%	0
8	Other (please specify):		0.00%	0
			answered	11
			skipped	65







What is your ethnic background?








			Response Percent	Response Total
1	Prefer not to say		100.00%	2
			answered	2
			skipped	74





White








			Response Percent	Response Total
1	British (English/Welsh/Scottish/Northern Irish)		98.15%	53
2	Irish		0.00%	0
3	Gypsy or Traveller		0.00%	0
4	European		1.85%	1
5	Any other white background (please state)		0.00%	0
			answered	54
			skipped	22

Mixed or multiple ethnic groups				
			Response Percent	Response Total
1	White and Black Caribbean		0.00%	0
2	White and Black African		0.00%	0
3	White and Asian		0.00%	0
4	Any other Mixed or Multiple ethnic (please state)		0.00%	0
			answered	0
			skipped	76
Asian or Asian British				
			Response Percent	Response Total
1	Indian		50.00%	3
2	Pakistani		33.33%	2
3	Bangladeshi		0.00%	0
4	Chinese		16.67%	1
5	Any other Asian background (please state)		0.00%	0
			answered	6
			skipped	70
Black, African, Caribbean or Black British				
			Response Percent	Response Total
1	African		33.33%	1
2	Caribbean		66.67%	2
3	Any other Black, African or Caribbean background (please state)		0.00%	0
			answered	3
			skipped	73
Other ethnic group				
			Response Percent	Response Total
1	Arab		100.00%	1
2	Any other ethnic group (please state)		0.00%	0
			answered	1
			skipped	75

15.1. Are you pregnant at this time?			Response Percent	Response Total
1	Yes		0.0%	0
2	No		96.6%	57
3	Prefer not to say		3.4%	2
			answered	59
15.2. Have you recently given birth (within a 26 week period)?			Response Percent	Response Total
1	Yes		0.0%	0
2	No		96.1%	49
3	Prefer not to say		3.9%	2
			answered	51
15.3. Are you a parent or carer of a child or children under the age of five years old?			Response Percent	Response Total
1	Yes		23.6%	13
2	No		76.4%	42
3	Prefer not to say		0.0%	0
			answered	55





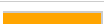






What is your religion or belief?				
			Response Percent	Response Total
1	Buddhism		0.00%	0
2	Christianity		47.62%	30
3	Hinduism		3.17%	2
4	Islam		4.76%	3
5	Judaism		1.59%	1
6	Sikhism		0.00%	0
7	No religion		39.68%	25
8	Prefer not to say		1.59%	1
9	Other (please specify):		1.59%	1
			answered	63
			skipped	13
Other (please specify): (1)				
1	03/09/2019 14:06 PM ID: 126155065	Unitarian		

What is your sexual orientation?				
			Response Percent	Response Total
1	Bisexual (both sexes)		3.17%	2
2	Gay man (same-sex)		0.00%	0
3	Lesbian/gay woman (same-sex)		1.59%	1
4	Straight/heterosexual (opposite sex)		93.65%	59
5	Prefer not to say		1.59%	1
6	Other (please specify):		0.00%	0
			answered	63
			skipped	13

What is your relationship status?				
			Response Percent	Response Total
1	Civil partnership		3.23%	2
2	Co-habiting (live with partner)		14.52%	9
3	Divorced		11.29%	7
4	Married		51.61%	32
5	Single		4.84%	3
6	Widowed		1.61%	1
7	Prefer not to say		0.00%	0
8	Other (please specify):		12.90%	8
			answered	62
			skipped	14

Other (please specify): (8)				
1	22/08/2019 14:56 PM ID: 125137974	Single		
2	22/08/2019 15:05 PM ID: 125138438	Single		
3	29/08/2019 13:30 PM ID: 125724185	Single		
4	02/09/2019 15:16 PM ID: 126052662	Single		
5	02/09/2019 15:24 PM ID: 126053958	Single		
6	06/09/2019 15:14 PM ID: 126458302			
7	13/09/2019 10:48 AM ID: 127007233	Single		
8	13/09/2019 11:56 AM ID: 127016321	Single		

What is your employment status? (please tick all that apply)







			Response Percent	Response Total
1	Student		4.62%	3
2	Student - at college		3.08%	2
3	Student - at university		1.54%	1
4	Employed - full time		46.15%	30
5	Employed - part time		21.54%	14
6	In receipt of state benefits (e.g. Personal Independence Payment (PIP), Universal Credit (UC))		4.62%	3
7	Unemployed - looking for work		1.54%	1
8	Unemployed - unable to work		6.15%	4
9	Unemployed - not looking for work		3.08%	2
10	Apprenticeship/training		0.00%	0
11	Retired		10.77%	7
12	Prefer not to answer		0.00%	0
13	Other (please specify):		6.15%	4
			answered	65
			skipped	11



Other (please specify): (4)



1	22/08/2019 15:11 PM ID: 125139740	Self-employed
2	22/08/2019 15:22 PM ID: 125141646	Self-employed
3	29/08/2019 13:27 PM ID: 125723884	Home Educator
4	29/08/2019 13:37 PM ID: 125724788	Housewife



Carers (A carer is someone who provides unpaid support/care for a family member, friend, etc. who needs help with their day to day life; because they are disabled, have a long-term illness or they are elderly.)

	Yes	No	Prefer not to say	Response Total
Are you a carer?	10.8% (7)	86.2% (56)	3.1% (2)	65
Do you have unpaid responsibilities for children as a parent/grandparent/guardian?	19.4% (12)	79.0% (49)	1.6% (1)	62
			answered	65
			skipped	11

19.1. Are you a carer?			Response Percent	Response Total
1	Yes		10.8%	7
2	No		86.2%	56
3	Prefer not to say		3.1%	2
			answered	65
19.2. Do you have unpaid responsibilities for children as a parent/grandparent/guardian?			Response Percent	Response Total
1	Yes		19.4%	12
2	No		79.0%	49
3	Prefer not to say		1.6%	1
			answered	62

Would you describe yourself as homeless?				
			Response Percent	Response Total
1	Yes		0.00%	0
2	No		98.41%	62
3	Prefer not to say		1.59%	1
			answered	63
			skipped	13

What is your gender?				
			Response Percent	Response Total
1	Female		67.69%	44
2	Male		32.31%	21
3	Prefer not to say		0.00%	0
4	Other (please specify):		0.00%	0
			answered	65
			skipped	11

Are you transgender?(Is your gender different to the gender you were given at birth?)				
			Response Percent	Response Total
1	Yes		0.00%	0
2	No		93.65%	59
3	Prefer not to say		6.35%	4
			answered	63
			skipped	13

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Further information

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