

## **Patient Satisfaction – Helping to Understand Flo Through a Patient’s Eyes**

Conducting evaluation of any pathway redesign is key to understanding which methods and innovations work to improve quality and deliver the intended results.

It is important to use appropriate evaluation methods to understand if the expected primary and secondary outcomes from Flo’s integration have been achieved, and indeed identify additional unanticipated benefits.

There are differing ways of collating evaluation data depending on what you are looking to collect however the patient’s perspective is a powerful and unique insight into answering these questions.

### **What do Patient’s think?**

Evaluating patient satisfaction is a key indicator of both patient’s acceptance and the effectiveness of Flo’s implementation and provides information to assist you in understanding if the original purpose of Flo’s integration has been met. It supports clinical confidence and can help spread adoption within teams and beyond.

Across the Simple Telehealth Community, several approaches to establishing this feedback have been taken such as paper based questionnaires, interviews, online surveys and of course Flo interacting with the patient to ask a short series of questions. Each has its own niche and it’s important to select a method that is both effective yet also also efficient for your service to avoid evaluation becoming cumbersome.

Using the patient’s established engagement with Flo to ask short questions is a very efficient and highly effective mechanism of gathering patient feedback and consistently demonstrates a high response rate when designed and timed well.

Below are some best practice highlights if planning to use this method:

- Keep the number of questions to a minimum, 3 questions works well.
- Schedule at a time that may suit the cohort best, avoiding time when other interactions with Flo are being made
- Reflect on the original purpose of Flo’s use within your service and develop questions that will help to confirm or refute if the aims and objectives were achieved.
- Do you want a definitive positive or negative response (replies of #1 or #2 work well) or are you more interested in a scale of satisfaction (1-9 is commonly used)?
- A short message from Flo introducing the evaluation questions is often welcome so that patients know what to expect and a short message to thank the patient and confirm that the questions have ended is also useful
- Are there any key organisational measures that this method can support achievement of in relation to demonstrating patient satisfaction has been either gathered or met? Could this

feedback be useful elsewhere in the organisation? The friends and family test can be incorporated into the questions

- Think what is the best time to ask for feedback, patients may need a little time to reflect on how they feel using Flo and appreciate the impact made
- Do you want to ask for feedback once either at the end of Flo's use (for time defined protocols) or more than once to understand if feelings have changed paying caution that the patient must feel there is value in responding to achieve a good response rate.
- Are you extending your evaluation by looking to develop case studies, publications or focus groups? Perhaps you could ask the patients if they wished to be involved in this as one of your questions?
- How, and who, will review and use the feedback for sharing outcomes internally and externally and as part of your continual improvement in Flo's use?
- Are there any standard questions agreed for use across the organisation that are generally applicable to be able to consolidate feedback on a larger scale? If not is this something that could be useful?

## Designing Questions

It is often useful to design your own questions to ensure they fit with your intended purpose, however below are some examples of questions that have been used previously.

You will see that some will be applicable and others not so much with your use and the variation in the structure of questions.

It may be useful to follow up with patients that indicate a response that is interesting in terms of evaluation to learn more or contribute to a more in-depth understanding. It may be possible to integrate highlighting of particular responses within your protocol, contact your local system administrator or a member of the simple.uk.net team to discuss further

- Do you feel more in control of your health since using Flo? Reply with # and a score between 0 (I do not) and 9 (I feel exceptionally in control) e.g. #8
- How much has Flo helped you to establish better habits with your condition? Reply with # and a score between 1 (not at all) and 9 (extremely) e.g. #8
- Please reply with #1 if you agree with the statement "I would recommend this service to my family and friends" or #2 if you disagree
- Please reply with #1 if you agree for this purpose you preferred to send your readings to the practice via Flo rather than in person, or #2 if you disagree
- Has Flo helped you to self manage better without needing to rely on your community matron as often? Reply with #1 if yes, #2 if no
- Reply #1 if you feel you understand your condition better since using Flo, or #2 if you do not
- Has using Flo helped you to self manage your condition better? Reply #1 if yes or #2 if no
- Has Flo made you more motivated to improve your health? Please reply with # and a score between 0 (not at all) and 9 (exceptionally motivated) e.g. #8

- Has using Flo improved your understand your blood pressure? Reply with # and a score between 0 (not increased) and 9 (exceptionally increased) e.g. #8
- Please reply with #1 if you found Flo easy to use, or #2 if you did not
- Are you confident that you have improved your understanding of how your inhaler improves your breathing? Reply #1 if you are and #2 if not

### **Adding Evaluation Questions to your Protocol**

Questions can be simply added within Flo's message typically by using either xEvalQ or SurveyAns services, please contact your local system administrator or the simple.uk.net team for guidance if required.

Examples of evaluation question structure are available in Flo's library within the "DEMO" group, message content can be amended to reflect localised questions if required. Simply copy the evaluation protocol into the required group locally and amend as required. The templates can then be added into your existing protocol.

#### [DEMO: \(D007\) Example 3 Q evaluation set \(#1 or #2 response\)](#)

Active

Standard set of 3 evaluation Qs, using a #1 or # 2 (yes or no) response. Templates can be copied into existing protocol and Qs amended to reflect evaluation design

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#### [DEMO: \(D006\) Example 3 question evaluation set \(score 1-9\)](#)

Active

Standard set of 3 evaluation Qs, using a 1-9 scale. Templates can be copied into existing protocol and Qs amended to reflect evaluation design

### **Collating the Feedback**

Being able to access and share the information that patients are telling Flo is important. If this will be part of your role please see

<https://sites.google.com/a/simple.uk.net/community/members/downloads---tools-and-resources> or speak to the simple.uk.net team who will be able to help