

Diabetes - Patient Experience survey

Black & Minority Ethnic Group (BME) Survey Report 2017

Introduction

National statistics identify that black and minority ethnic communities are up to 5 times more likely to develop diabetes than the general population. People from South Asian backgrounds are six times more likely to develop Type 2 diabetes, and people from African and African Caribbean backgrounds are up to five times more likely to develop type 2 diabetes compared to people in the white population.

The chances of being diagnosed increase with age. Up to half of people in Black and Minority Ethnic Groups will develop Type 2 Diabetes by the time they are 80 years old.

The Trust's Inclusion and Diversity Service Lead and Head of Engagement wanted to engage with the local BME Community, to ascertain their views about the Trust's Diabetes Service and ensure their needs are being met.

Method

Patient Experience Survey circulated to 38 BME Patients who attended Diabetes Clinics within 3 month period (Nov 2016 to Jan 2017). Completed surveys were returned to the Patient and Public Engagement Department via a replied paid free post envelope.

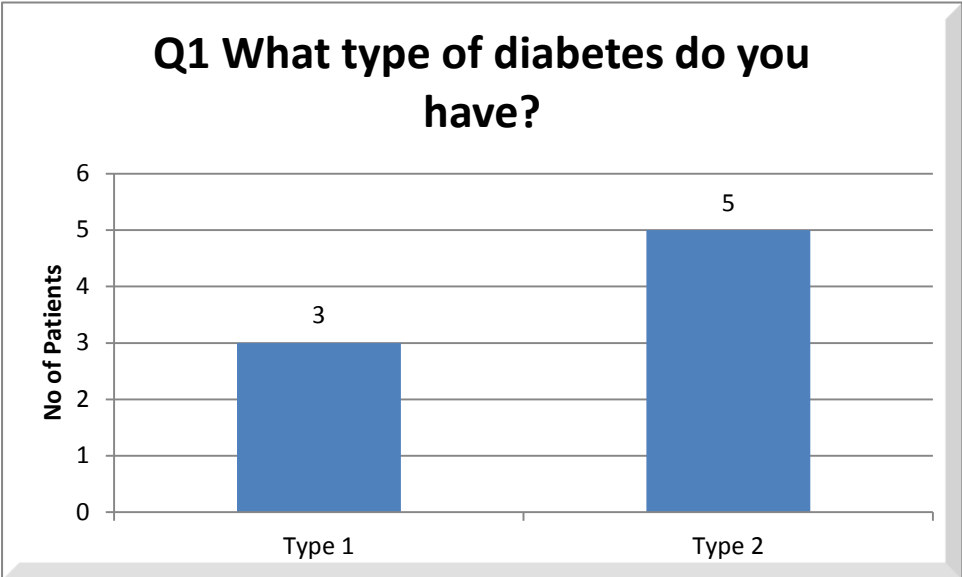
8 completed surveys were returned by April 2017.

Acknowledgments

Wrightington, Wigan and Leigh NHS Foundation Trust would like to thank all the patients who chose to take part in the survey, the staff for distributing the surveys and to the Engagement Department for producing this report and analysing the data received.

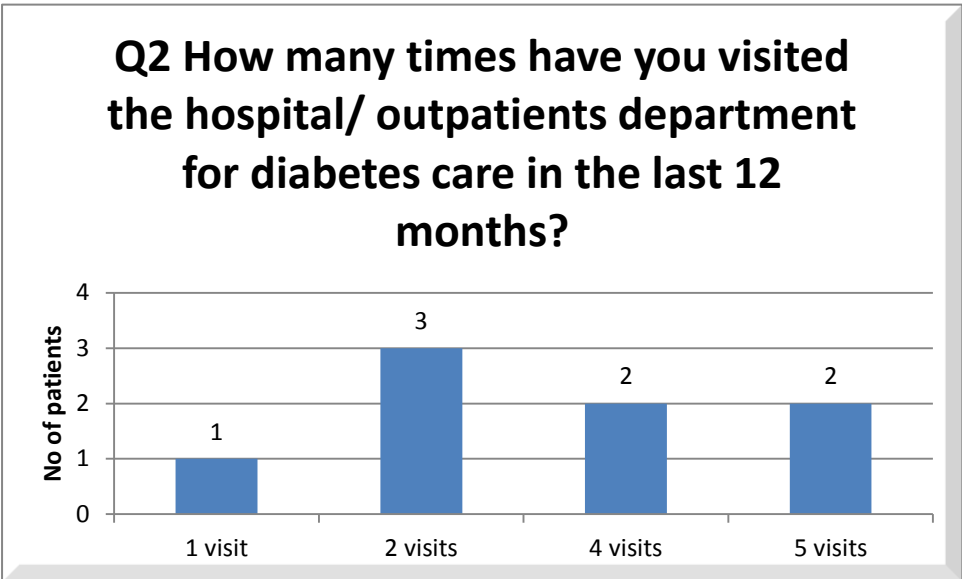
Results

The results on the following pages show the responses given to the survey.



37.5% of patients said that they have Type 1 Diabetes

62.5% of patients said that they have Type 2 Diabetes



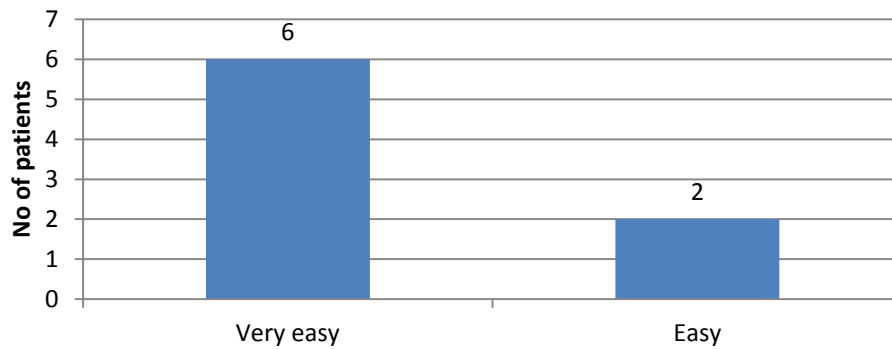
12.5% of patients said that they have visited the hospital once in the last 12 months.

37.5% of patients said that they have visited the hospital twice in the last 12 months.

25% of patients said that they have visited the hospital 4 times in the last 12 months.

25% of patients said that they have visited the hospital 5 times in the last 12 months.

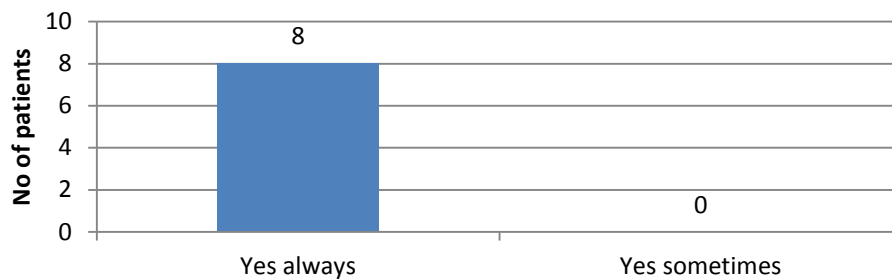
Q3 How easy was it for you to access your diabetes appointments?



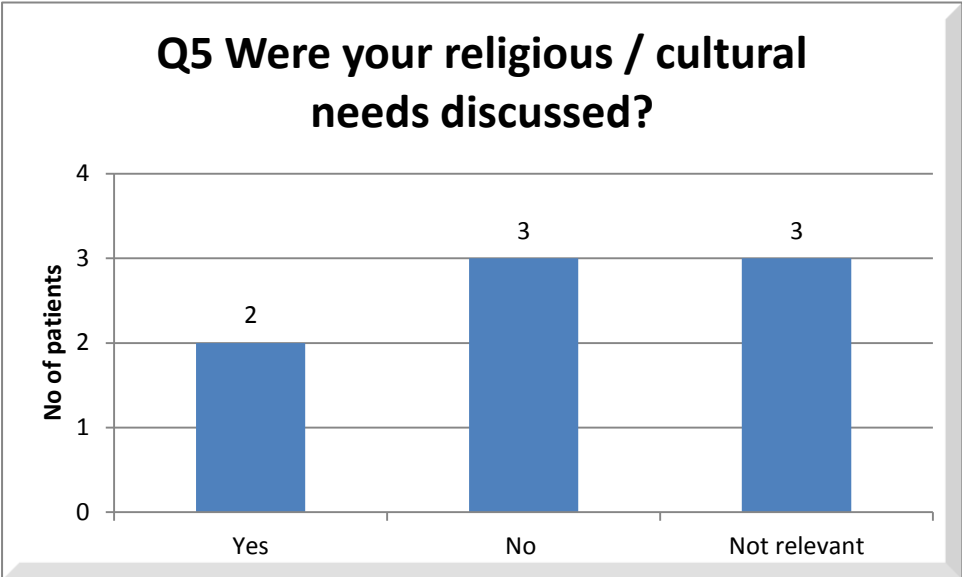
75% of patients said that they found it 'very' easy to access their Diabetes Appointments.

25% of patients said that they found it easy to access their Diabetes appointment.

Q4 During your last diabetes appointment, were you involved as much as you wanted to be in decisions about your care and treatment?



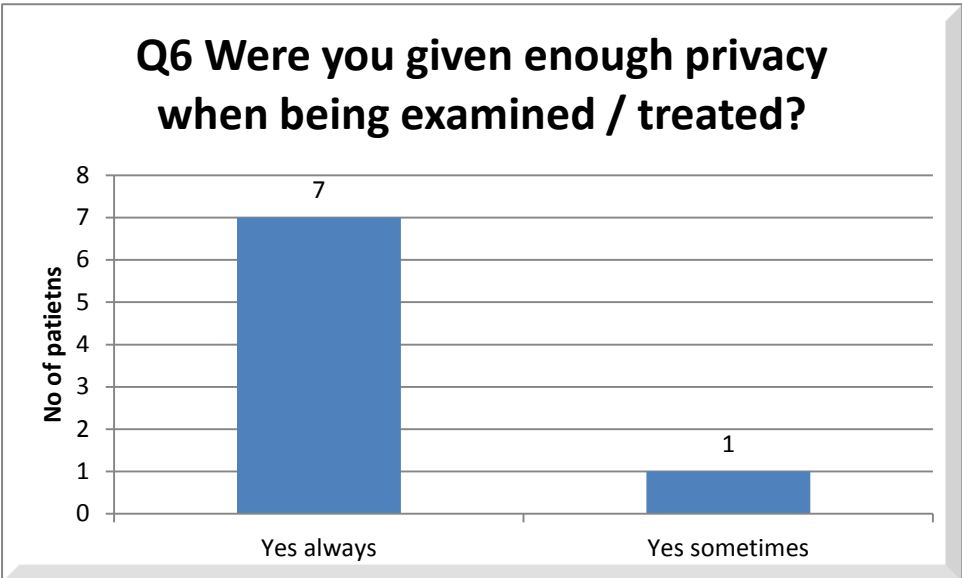
100% of patients said at their last Diabetes Appointment they were always involved as much as they wanted to be in decisions about their care and treatment.



25% of patients said yes their religious / cultural needs were discussed.

37.5% of patients said no their religious / cultural needs were discussed.

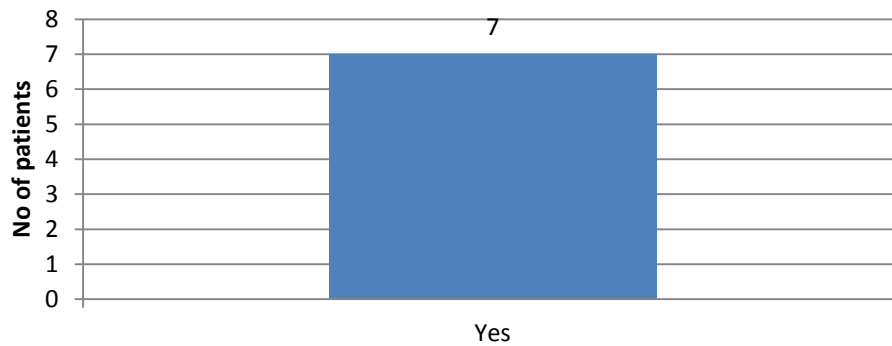
37.5% of patients said that the question was not relevant.



87.5% of patients said that they were always given enough privacy when being examined / treated.

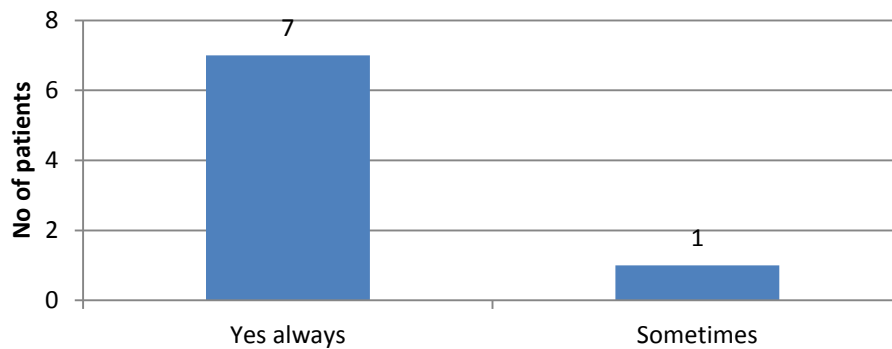
12.5% of patients said that they were sometimes given enough privacy when being examined / treated.

Q7 Do you have a contact number to call if you are worried about your diabetes?



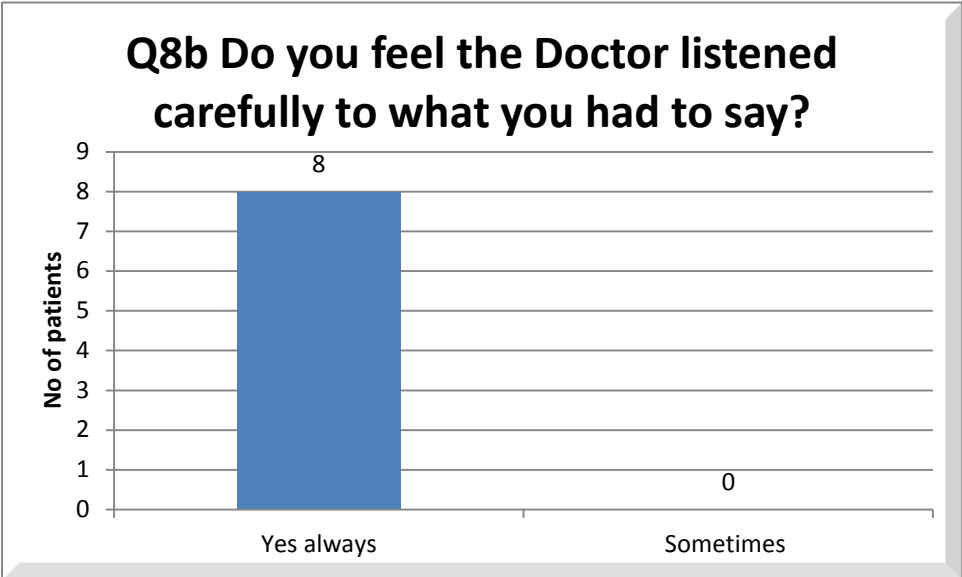
100% of patients said yes they do have a contact number to call if they were worried about their diabetes.

Q8a Do you feel the Nurse always listened carefully to what you had to say?

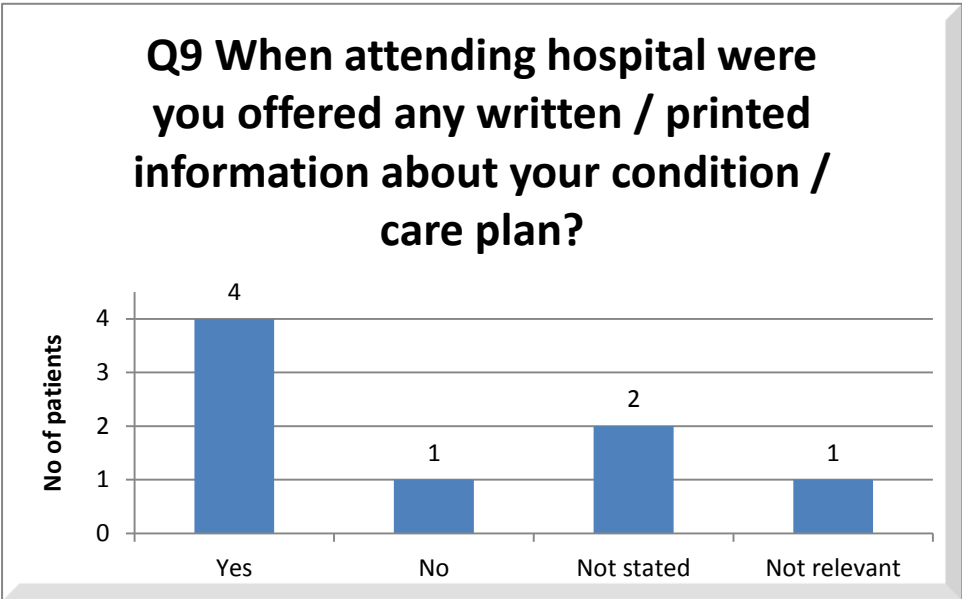


87.5% of patients said they felt that the nurse always listened to what they had to say.

12.5% of patients said they felt that the nurse sometimes listened to what they had to say.



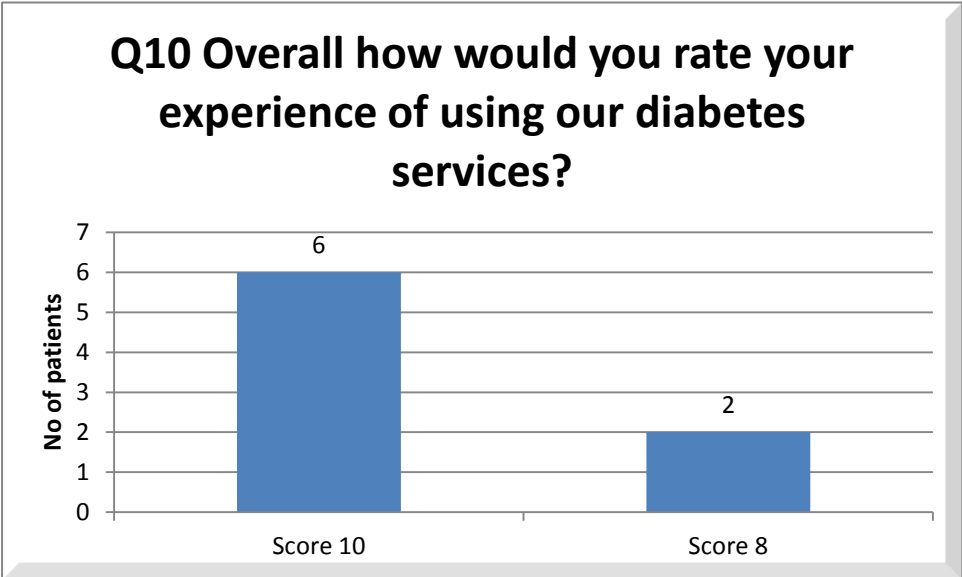
100% of patients said they felt that the doctor always listened carefully to what they had to say.



50% of patients said yes they were offered written / printed information about their condition / care plan.

12.5% of patients said no they were not offered written / printed information about their condition / care plan.

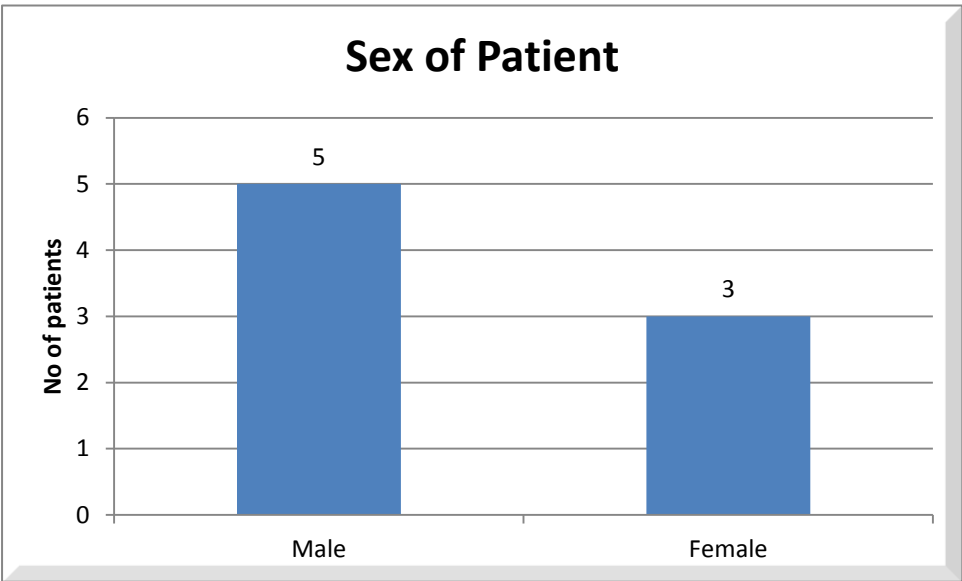
37.5% of patients said this question was not relevant / did not state.



75% of our patients rated our Diabetes Service as 10/10

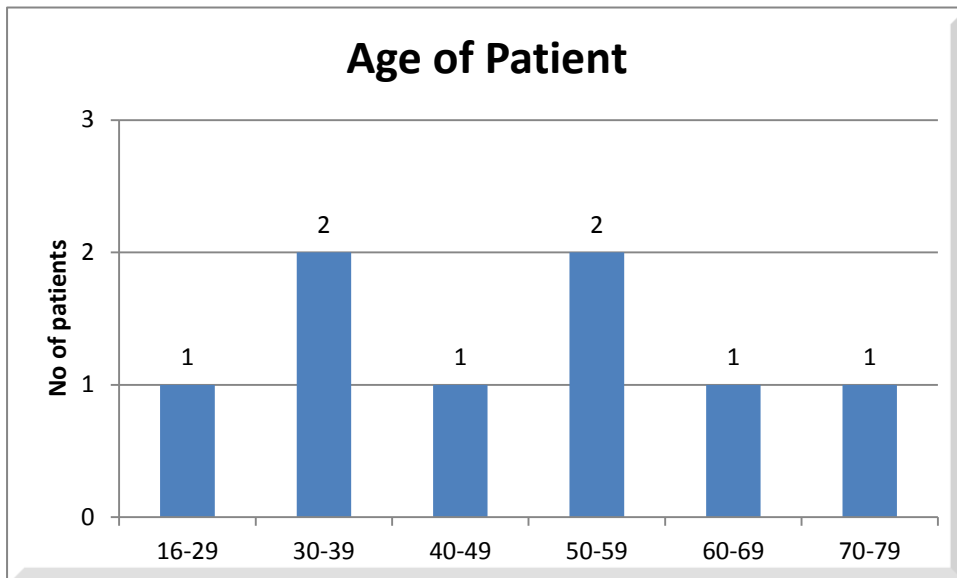
25% of our patients rated our Diabetes Service as 8/10

Equality Monitoring Data



62.5% of patients were Male

37.5% of patients were Female



12.5% of patients were aged between 16-29

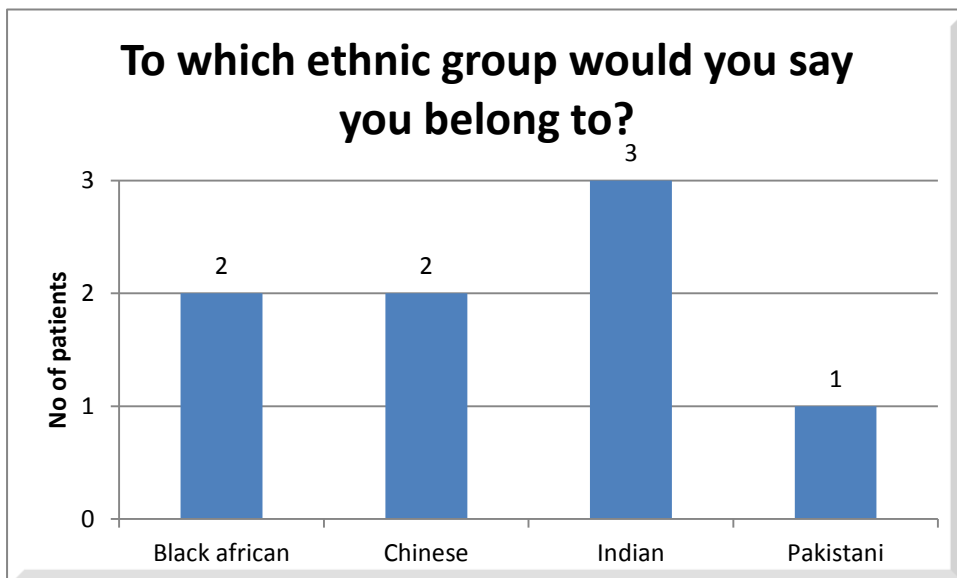
25% of patients were aged between 30-39

12.5% of patients were aged between 40-49

25% of patients were aged between 50-59

12.5% of patients were aged between 60-69

12.5% of patients were aged between 70-79

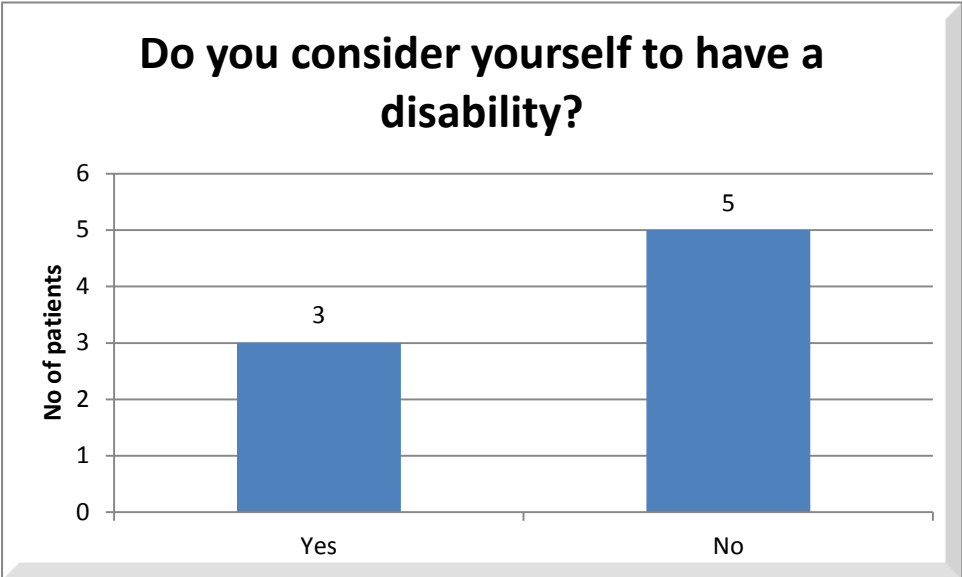


25% of patients said that they were of Black African ethnic origin

25% of patients said that they were of Chinese ethnic origin

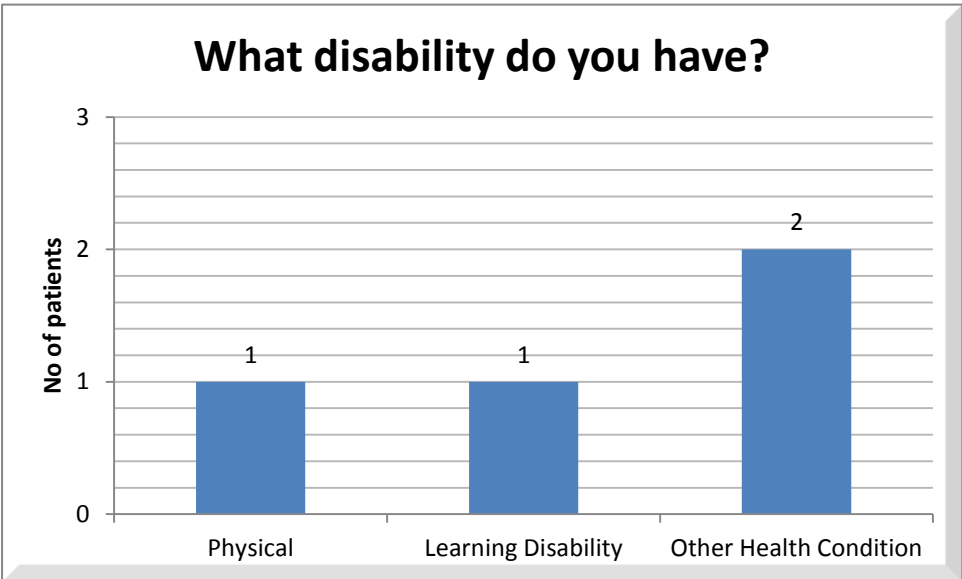
37.5% of patients said that they were of Indian ethnic origin

12.5% of patients said that they were of Pakistani ethnic origin



37.5% of patients said that they did have a disability

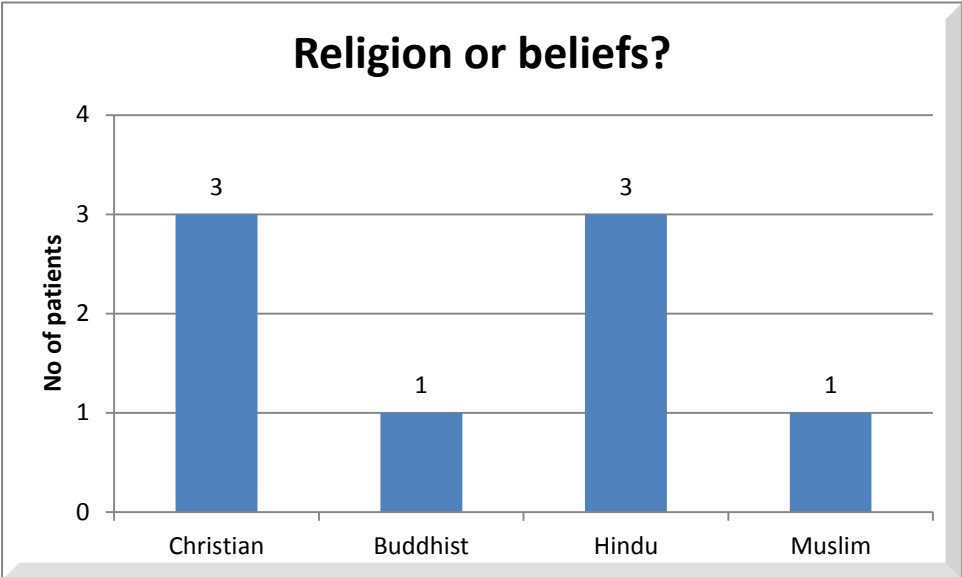
62.5% of patients said that they did not consider themselves to have a disability



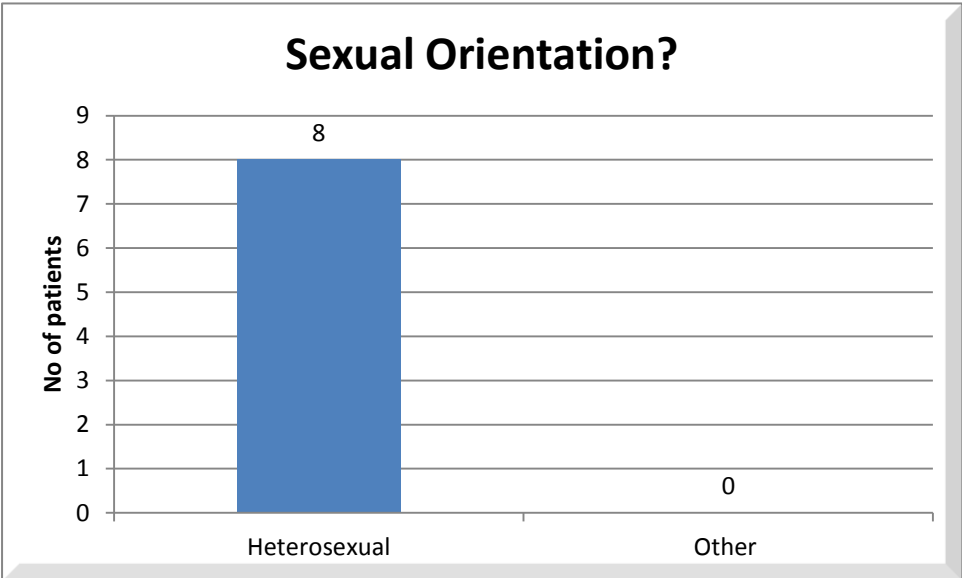
25% of patients said that they have a physical disability

25% of patients said that they have a learning disability

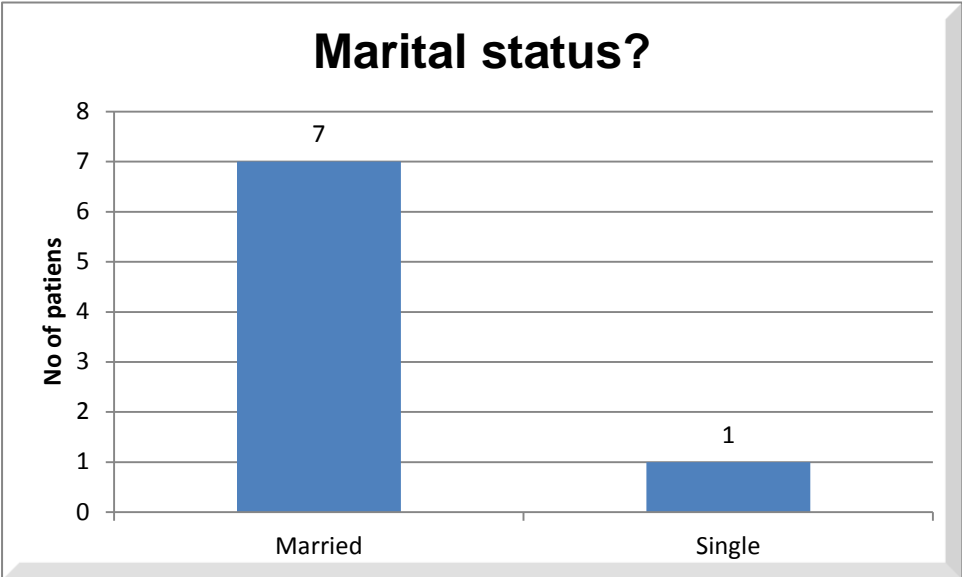
50% of patients said that they have another health condition



37.5% of patients said that they are Christians
12.5% of patients said that they are Buddhists
37.5% of patients said that they are Hindu
12.5% of patients said that they are Muslim

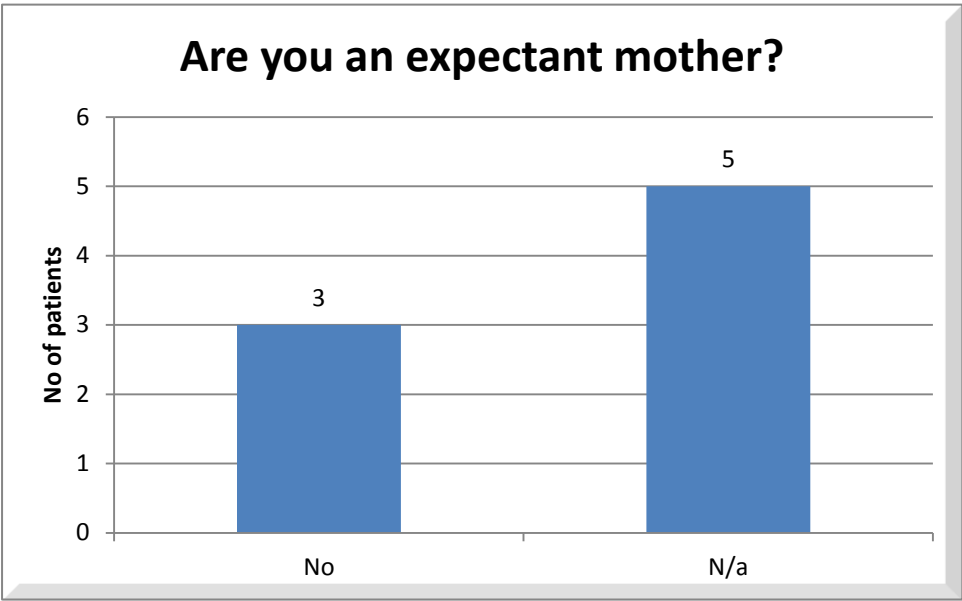


100% of patients said that they are Heterosexual



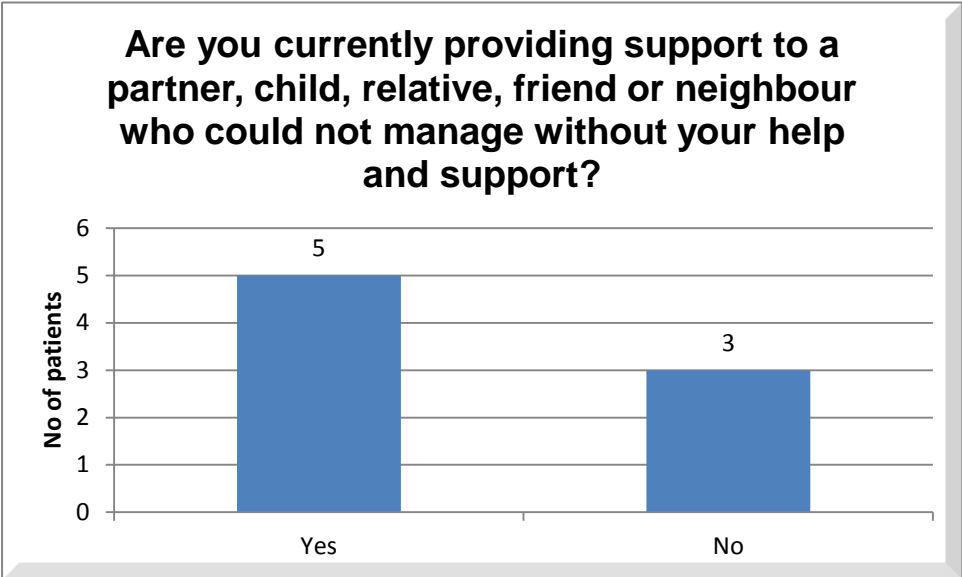
87.5% of patients said that they are married

12.5% of patients said that they are single



37.5% of patients said that they were not pregnant

62.5% of patients said that this question was not applicable to them



62.5% of patients said that they do provide support to someone who could not manage without their support.

37.5% of patients said that they do not provide support to someone who could not manage without their support.

Conclusion

Of the 8 patients who participated within this survey and completed the equality monitoring data form, analysis showed that there were no specific trends / concerns in relation to equality related issues.

Of the 8 patients who participated within this survey, an overall positive response was received in relation to the survey questions asked:

- 100% of patients stated that they found it very easy, or easy to access their diabetes appointments.
- 100% of patients stated that at their last diabetes appointment they were always involved as much as they wanted to be in decisions about their care and treatment.
- 100% of patients stated that they were always or sometimes given enough privacy when being examined/ treated.
- 100% of patients stated yes they did have a contact number to call if they were worried about their diabetes.
- 100% of patients stated that they felt the nurse always or sometimes listened to what they had to say.
- 100% of patients stated that they felt the doctor always listened to what they had to say.
- 1 patient stated that they were not offered written / printed information about their condition / care plan.
- 100% of patients rated the Diabetes Service as 8 and Above out of 10.
- 3 patients stated that their religious / cultural needs were not discussed.

Equality Monitoring Data Analysis

Of the 8 patients who participated within this survey and completed the equality monitoring data form, analysis showed:

- The highest percentage of respondents recorded were male (62.5%).
- 12.5% were aged between 16-29 years; 37.5% were aged between 30 to 49 years; 50% of patients were aged 50 years or over.
- The highest percentage, (37.5%) were of Indian ethnic origin.
- Of the 37.5% of patients who stated that they had a disability, 1 patient had a physical disability; 1 patient had a learning disability and 2 patients stated that they have another health condition.
- The highest religion categories were 37.5% Christian and 37.5% Hindu.

- 100% of patients said that they were Heterosexual.
- 87.5% of patients said that they were married.
- 62.5% of patients said that they do provide support to someone who could not manage without their support.

Recommendations

Of the 8 patients who participated within this survey and completed the equality monitoring data form, analysis showed that there were no specific trends / concerns in relation to equality related issues.

3 Patients (37.5%) stated that their religious / cultural needs were not discussed.

- Results to be shared with Diabetes Team.
- Diabetes Staff to discuss with all patients any cultural or religious needs that they may need.

1 patient stated that they were not offered written / printed information about their condition / care plan.

- Diabetes Team to continue to ensure all patients are offered written / printed information about the condition and care plan.

This Survey Report will be discussed as an agenda item at the next Inclusion & Diversity Operational Group Meeting (4th July 2017) and a summary report presented at the next Engagement Committee Meeting (June 2017).