

SCOTTISH SOCIETY FOR RHEUMATOLOGY PATIENT EXPERIENCE SURVEY 2018

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Question 1 – Your needs and preferences

	Strongly agree		Agree	
	S	C	S	C
Whenever I attended a clinic, I felt that I was treated respectfully as an individual	79	68	18	30
I was actively involved as much as I wanted to be in decisions about my treatment and care	69	59	25	35
My personal circumstances (see note 1 below) and preferences were understood and taken into account when planning and deciding on my treatment and care	63	52	27	38
I was given information in a way that I could understand	69	59	26	37
I was given enough information to help me make decisions about my treatment	65	53	27	40

Question 2 – Coordination of Care

	Strongly agree		Agree	
	S	C	S	C
I was given clear information about the respective roles of the team of health professionals (see note 2 below) looking after me	58	53	30	30
When I needed help between routine appointments, I knew how to reach the right person to provide it	60	44	27	35
When I sought help between routine appointments, I was successful in accessing it	55	45	27	38
I feel that the people I see at the clinic are fully up to date with my current situation	65	53	27	37
Overall I feel I have a good understanding of what the rheumatology team offers and how to make the most of my care	63		29	
There is good communication between my GP and the rheumatology team	33		47	

Question 3 – Information education and self care

	Strongly agree/agree		Neither		Disagree	
	S	C	S	C	S	C
I feel that I was given information at the time I needed it, including, for example, leaflets or web links	87	93	7	6	2	0
I feel that I have a good understanding of the treatments I am on or being offered	94	93	2	5	1	0
I have been told about patient organisations or groups that can help me	58	59	21	28	12	0
I have been offered an opportunity to attend a self-management programme suitable to my needs	38	32	28	36	22	5

Question 4 – Daily living and physical comfort

	Strongly agree/agree		Neither		Disagree	
	S	C	S	C	S	C
I feel that my rheumatoid arthritis is being controlled enough to let me get on with my daily life and usual activities	75	75	9	14	5	11
If I have had a 'flare' (when my symptoms get much worse), I have been able to get help quickly	73	75	16	16	5	9

Question 5 – Emotional support

	Strongly agree/agree		Neither	
	S	C	S	C
I feel able to approach a member of my health team to discuss any worries about my condition and my treatment or their effect on my life	86	86	9	9
I feel able to discuss personal or intimate issues about relationships with my health team if I want to	74	73	15	21

Question 6 – Family and Friends

	Strongly agree/agree		Neither	
	S	C	S	C
I feel able to take members of my family to outpatient appointments to become involved in decisions about my care if I want to	83	86	13	13

Question 7 – Access to care

	Strongly agree/agree		Neither		Disagree	
	S	C	S	C	S	C
At appointments, I feel that I have enough time with the healthcare professionals to cover everything I want to discuss	93	91	3	5	1	3
I have had clinic appointments cancelled unexpectedly	59	49	7	11	34	41
I have needed support, extra treatment or a change of treatment	41	68	18	15	42	17

Question 8 - review

At least once a year, I have an appointment with my consultant or other team member at which we can discuss every aspect of my condition, as well as my general health and any concerns I may have, and agree a plan for my future treatment.

90% of respondents agreed

Question 9 - work

I work and the rheumatology team recognises the need to take this into account in my treatment and care	45
I do not work at present but wish to explore the possibility of working; my rheumatology team has offered advice/support to enable this	6
I do not feel able to work at present on account of my condition	20
I do not work at present for reasons unrelated to arthritis and do not wish to explore the possibility of work	29

Question 10 – overall experience

Overall in the past year, I have had a good experience of care for my rheumatoid arthritis

SSR – 91%

CQRA – 91%