

Scoring and interpreting the Patient Enablement and Satisfaction Survey (PESS)

This copy of the survey is for nurses. It provides an example of how a patient might complete the survey and how this completed survey could be interpreted.

1 Reason for seeing the nurse/s:

2 Patient experience
Please respond to the following statements by ticking one box on each line

	Strongly disagree	Disagree	Uncertain	Agree	Strongly agree	Not applicable
a The nurse/s were understanding of my personal health concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b The nurse/s gave me encouragement in regard to my health problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c I felt comfortable to ask the nurse/s questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d My questions were answered in an individual way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e I was included in decision-making	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f I was included in the planning of my care	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g The treatments I received were of a high quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Decisions regarding my health care were of high quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i The nurse/s were available when I needed them	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j The nurse appointment times were when I needed them	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k The nurse/s spent enough time with me	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l I was confident with the nurse/s' skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
m The nurse/s were very professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
n Overall, I was satisfied with my health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o The care I received from the nurse/s was of high quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Scoring and interpretation

This patient scored 60/75 in terms of her satisfaction with her experience of diabetes nurse clinic at your general practice.

This indicates that she was relatively satisfied, but on further examination of the questionnaire it is apparent that she experienced uncertainty in her perception of the nurses' availability and had difficulty obtaining appointments at times that suited her (i,j).

She was also uncertain about the amount of time the nurse spent with her (k).

Overall, she was satisfied with the nursing care. She was very satisfied with the nurses' professionalism and their individual approach; they seemed to take into account her needs (a,b,c).

Her overall level of satisfaction might be higher if she was more involved in the planning of her care (e,f) and could make appointments at times that were more suitable for her.

You might consider your approach to this clinic in terms of how much you involve patients in their care planning or do you provide the same plan of care to every patient?

You might also consider how much time you allocate to each patient.

Are you trying to fit a large number of patients into a small amount of time?

How often is the clinic run? Are patients able to attend as often as they would like?

How could you improve patients' access to this clinic?

Is it possible to run a second clinic or could you ask patients attending if another day or time might suit them better?

Score + + + + + = **TOTAL PATIENT EXPERIENCE SCORE**

PATIENT ENABLEMENT AND SATISFACTION SURVEY

3 Patient enablement

As a result of seeing the nurse/s, do you feel you are:

	Same or less	Better	Much better	Not applicable
a Able to understand your illness	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 0
b Able to cope with your illness	<input type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 0
c Able to keep yourself healthy	<input type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 0
	Same or less	More	Much more	Not applicable
d Confident about your health	<input type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 0
e Able to help yourself	<input type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 0

Score

0

+

4

+

2

+

0

=

6

TOTAL PATIENT ENABLEMENT SCORE

Scoring and interpretation

This patient scored 6/10 on the patient enablement section of the survey.

On closer examination it is clear that she feels more confident about her health, better able to cope with her illness, to keep herself healthy and to help herself.

Her ability to understand her illness is much better.

In light of the score of the first part of the survey it might be possible that patients attending this clinic might score higher on enablement if more time is spent with them, the care is more tailored to each patient's specific needs and they are more involved in the planning of their care.

4 Do you have any comments or ideas about how we can improve access to the nurse/s or provision of nursing care in our general practice? (e.g. waiting times, staff attitudes, education, office space, etc.)

I am very grateful for the care the nurses have provided. I cannot attend the clinic every Monday as my husband is ill and I have to take him to hospital every fortnight.

I feel better since attending the clinic, but find it difficult to eat the recommended diet. It includes a large amount of fruit and vegetables. I am a pensioner and can't afford to buy a lot of these, so find it difficult to follow the diet recommended by the nurse, but am doing my best.

This patient comments confirm your interpretation of the questionnaire sections of the survey. You decide to approach discussions regarding diet in a broader sense; dietary recommendations can explore what options are available for people with a variety of budgets. You can also discuss the times of the clinic with all patients who attend and ask them how they believe access can be improved.