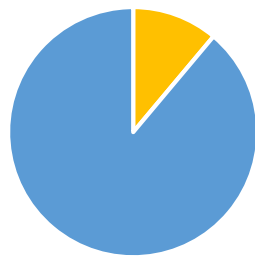


LSS Patient Survey 2018 / 19

In October 2018, during the NHS contract handover process LSS undertook a questionnaire of 10% of the patient caseload. The objective was 2-fold: to check our quality standard of care and for the purposes of audit for the NHS commissioners of our service.

1. How would you rate the quality of the lymphoedema service / care that we have provided for you during our contract period with the NHS?



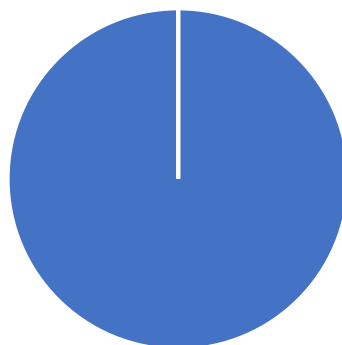
■ Very Poor ■ Poor ■ Good ■ Very Good ■ Excellent

89% of patients rated LSS as providing excellent quality of care

11% of patients rated LSS as providing very good quality of care

0% of patients rated LSS as providing very poor, poor or good quality of care

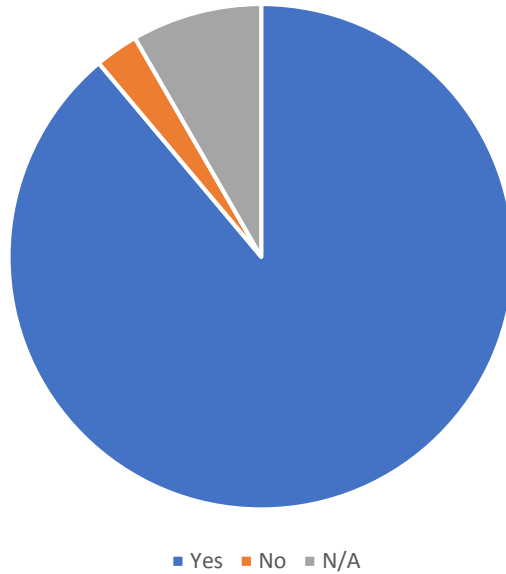
2. Has information been given to help you understand your lymphoedema?



■ Yes ■ No

100% of patients received information to help them understand their lymphoedema

3. Has the information been given to help you understand cellulitis / infection?

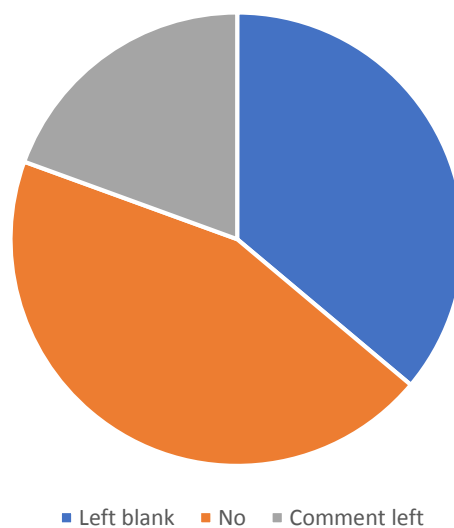


89% of patients received information to help them understand cellulitis / infection

8% of patients felt that this question was not relevant to them

3% had not received information relating to cellulitis / infection

4. Is there anything that we could have done differently?

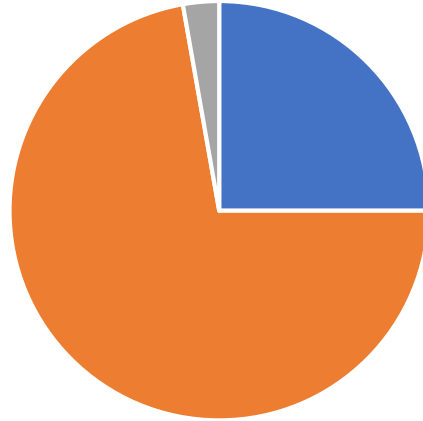


44% of patients felt that we could not have done anything differently

36% of patients left this question blank

19% of patients left positive comments in the space provided

5. Please add any other comments you wish to make?



■ Left blank ■ Positive comment ■ Negative comment

72% of patients left a positive comment

25% of patients did not leave a comment

3% of patients left a negative comment. This related to clinic location rather than the service provided