

## Case study:

# Conducting a patient survey to inform the co-design of a leg ulcer service

### In brief

Manchester University NHS Foundation Trust (MFT) is a National Wound Care Strategy Programme (NWCSP) First Tranche Implementation Site (FImpS) for improving lower limb wound care.

In MFT, adult community services are divided into four localities, with different leg ulcer service delivery models in each. It was unclear to what extent these services met the needs of those who used the service. The MFT FImpS programme is seeking to reduce unwarranted variation in the provision of lower limb wound care, so wanted to develop services that best met patients' needs.

To gain insight into patients' views on aspects of leg ulcer services, a patient survey was co-designed, piloted and implemented. The results have influenced service modelling for community based leg ulcer clinics.

### The Need

Previous work developing a patient information leaflet had shown that clinicians' perspectives of patient priorities can differ from what patients report themselves as their priorities. This knowledge, combined with anecdotal patient feedback and feedback from the Friends and Family Test, supported MFT's wish to involve patients in the redesign of the MFT service model to ensure that the service would meet patients' needs.

*"We knew we were going to have to make changes to our current service provision to be able to implement the NWCSP Lower Limb Recommendations and that the patient voice needed to be at the heart of decisions made to ensure we are meeting the 'must haves' from a patient's perspective" - Programme Lead.*

### Solution

To gain insight into patients' views on aspects of leg ulcer services and understand what was most important for patients, it was decided to create a patient survey.

A working group was formed of key stakeholders. This group consisted of:

- Leg Ulcer Service Leads
- Community Matrons
- District Nurses
- Specialist Leg Ulcer Nurses
- Tissue Viability Specialist Nurses

This group was responsible for delivering leg ulcer care across Manchester and Trafford who were able to describe the different types of current services in each area, interpret national recommendations and guidance, and had knowledge about other aspects of wound care which needed to be considered.

The group developed a draft survey which was then shared with a group of frontline clinicians delivering wound care, to ensure that the content was clinically appropriate and to nurture clinical engagement which would be important in administering the survey. Input was also sought from an academic expert with extensive wound care research experience to inform the design and methods of data collection and analysis.

The draft survey was piloted with two clinical teams during July 2022 over a two-week period, with patients selected who were being seen by Leg Ulcer Nurses and District Nurses for leg ulcer care in both clinic and place of residence settings.

### Challenges

Achieving an adequate response rate to surveys is often a challenge. Whilst electronically administered surveys are faster to administer and

analyse, the respondents for this survey were less likely to have access to the hardware necessary for electronic administration. Therefore, response rate was prioritised over ease of data analysis and the survey forms were distributed by hand in a paper format. Engaging with clinical teams from the beginning to co-design the survey encouraged ownership of the survey and led to excellent distribution and response rate from patients.

Disagreements about what should be included in the survey were resolved through facilitated discussion and the inclusion of some open questions to enable patients to provide further information if they chose.

## Impact

The survey results showed that the most important service model elements to patients were:

1. Being seen quickly, and treatment is started as soon as possible
2. Being assessed by a Leg Ulcer Specialist Nurse
3. Being seen by the same team of nurses

This has informed discussions as to how services can be designed to better meet patient expectations and a business case to create a specialist leg ulcer service.

*“The patient survey has provided invaluable insight and understanding into what is important to patients receiving leg ulcer care, the information we collected has influenced service modelling for community leg ulcer clinics.”* **Programme Clinical Lead**

## Lessons

Key elements of the project that enabled success included;

- Collaborating on the survey design capturing different viewpoints and various approaches
- Identifying the important questions and having clarity regarding the patient information needed so the survey could be focused.
- Piloting a draft to test assumptions about how patients would understand and complete the survey

## Next steps, sustainability and scaling

Next steps for this survey will be to redeploy at regular intervals to support ongoing evaluation of service redesign and consideration of whether expected benefits to the service model are being realised.

## Case Study

If you work in or for health and social care, you can find further information on this case study via the FutureNHS Case Study Hub:

[Manchester Foundation Trust Case Study](#)



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