

SERVICE EVALUATION for people with diabetes foot ulceration

A new technology enabled care pathway system for people with diabetes-related foot problems living in remote and rural settings.

CONFIDENTIAL

You have been sent this service evaluation questionnaire as you have recently had a diabetes-related foot problem which was referred by email (**e-referred**) to the multidisciplinary diabetes foot team at Raigmore Hospital in Inverness.

If you would prefer to complete the questionnaire online please type the following into your internet browser [[add online survey link](#)].

This questionnaire forms part of a wider evaluation of the new technology enabled care pathway system recently introduced by NHS Highland for people with diabetes-related foot problems living in remote and rural settings.

How to complete the questionnaire

There are two types of questions

1. Some that can be answered by ticking the appropriate box
2. Some where you can tell us more about your experience

All the answers you give are useful to us.

Thank you for taking the time to help us with our evaluation

SECTION A - Your experience of contact with podiatry

Q1 Was this your first diabetes related-foot problem?

Yes ☐

No ☐

Q2 How long have you had diabetes-related foot problems (including this one)?

Less than 6
months

☐

6-12 months

☐

1-2 years

☐

More than 2 years

☐

Q3 Roughly how many times have you seen a podiatrist face-to-face in the last year?

None

☐

Once

☐

Twice

☐

Three to four

☐

More than four

☐

Q4 How many of these have been home visits by a community podiatrist?

None of
them

☐

One

☐

Two

☐

More than two

☐

Not applicable

☐

Q5 How many of these were face-to-face with the specialist diabetes foot team?

None of
them

☐

One

☐

Two

☐

More than two

☐

Not applicable

☐

Q6 Roughly how many times have you seen a podiatrist by video conference (VC) from home in the past year?

Never

☐

Once

☐

Twice

☐

Three or more times

☐

Q7 Roughly how many times have you seen a podiatrist by video conference (VC) from other settings in the past year?

Never

☐

Once

☐

Twice

☐

Three or more times

☐

SECTION B – Your most recent contact experience

Q8 Were you aware of the new pathway for e-referring people with diabetes-related foot problems to the Highland diabetes foot team?

Yes ☐

No ☐

Q9 Were you aware that you had been e-referred to the Highland diabetes foot team because of your foot problem?

Yes ☐

No ☐

Q10 If you were aware you had been referred, how long had you had your most recent foot problem before being e-referred?

Less than a
month

☐

One to two
months

☐

Three to six
months

☐

More than
six
months

☐

Not
applicable

☐

Q11 If you needed to be seen by the specialist diabetes foot team how quickly were you seen after being e-referred?

The same day

☐

The same week

☐

The following
week

☐

More than
two weeks

☐

Don't
know

☐

Q12 (a) For your most recent appointment with the specialist diabetes foot team where were you seen?

Face-to-face in:

Inverness ☐

Glasgow ☐

By VC from home

☐

By VC from a
GP surgery

☐

By VC at a community
hospital

☐

Q12 b) If you were seen at a GP practice did you have any other diabetes related appointments while you were there?

Yes ☐

No ☐

Not applicable ☐

Q13 Would you recommend your most recent appointment method to others?

Yes ☐

No ☐

If you have experience of both VC and face-to-face contact with the specialist diabetes foot team please continue to Section C, otherwise please follow the instructions on page 4 for returning the questionnaire.

SECTION C – Comparison of face-to-face and VC experience

Q14 If you have experience of both VC and face-to-face contact with the specialist diabetes foot teams how did the two experiences compare?
Please tick one box in each row

		VC from home	VC from GP/community hospital	Face-to-face	No difference	Not applicable
a	More convenient for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	More convenient for family/others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	Better quality of interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	Shorter waiting time to be seen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	Financial savings on travel costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	More convenient in winter months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Given a choice between appointments methods which would you choose?

VC from home	VC from GP surgery	VC from community hospital	Face-to-face with specialist team	No preference
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Please let us know if there is anything else you would like to share about your experience

Thank you very much for your time for filling in this evaluation form

The information you have given us will be extremely useful and will be treated with the strictest confidence and kept securely

Please send the questionnaire back to us in the pre-paid envelope provided

If you would like to know more or have questions about the evaluation please contact:

Dr Jenny Hall on 01463 279566 or e-mail at jenny.hall@uhi.ac.uk