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O04: “You said, we did....” - the value of patient satisfaction surveys

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Conflicts of Interest

In relation to this presentation I declare that I have no conflict of interest

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OVERVIEW

- Why did we do the survey?
- The process
- Results
- Feedback into actions
- Conclusions

Why do it?

- Old building no longer fit for purpose
- Redesign for capital planning
- Patient feedback helps to inform future clinical models alongside drivers for change
- Patient quotes powerful
- HIV care always been patient-centred



Process

- 5 months; June – October 2023
- All patients living with HIV attending for HIV care or Mental health appointments
- Patients in text contact with CNS received link
- Completion by online QR code and link to MS forms or paper version
- Response rate 252/840 patients- almost 30%

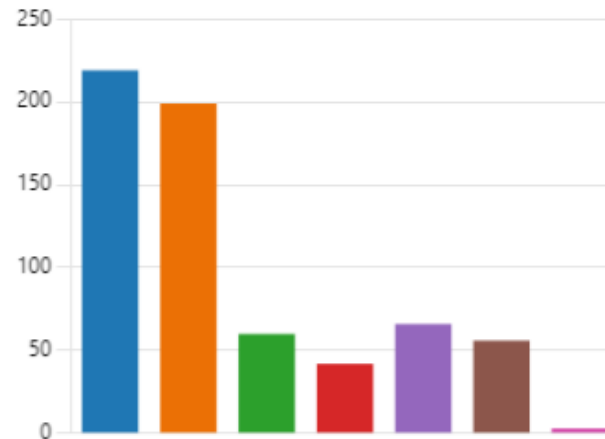
Results

Question: Who have these seen over the last 12 months?

3. Who have you seen over the last 12 months for your care at WGH? - tick all that apply

[More Details](#)

● Consultant / Doctor	219
● Nurse Specialists	199
● Mental Health Psychiatrist	60
● Mental Health nurses	42
● Pharmacist	66
● Dietician	56
● Other	3



- 249 people responded to this question
- Tick all that apply

Results

Question: How often would you like to attend?



- 250 people responded to this question
- One response only

5. How **often** would you prefer to attend your review appointment?

[More Details](#)

● Once every six months	153
● Once a year	54
● Ad hoc – only when I need...	28
● Other	15



Direct patient quotes from 'any other feedback'

"Would be good to meet a doctor or consultant once every 2 years but otherwise delighted with the care and service provided by Linda and the team - thank you."

"Would like to be on a 3 monthly review by phone & 6 months blood and consultant"

What do the responses tell us?

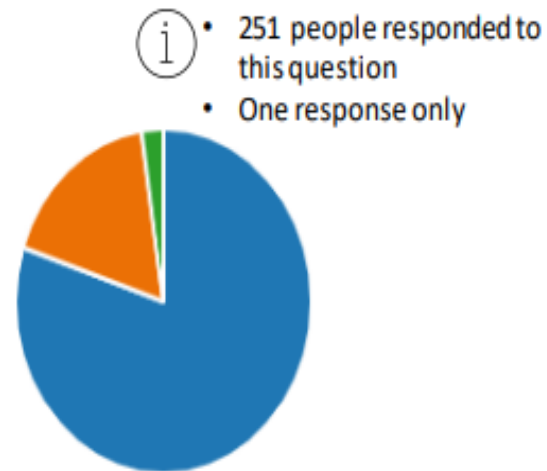
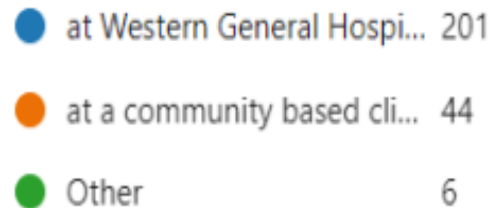
- Majority prefer status quo of 6 monthly review
- Some appetite for less frequent follow up

Results

Question: Location of blood appointments?

8. How would you **prefer** to access your blood monitoring appointment? This is where a blood sample is taken by a nurse in clinic.

[More Details](#)



Results

Question: Communication methods

10. If we are required to communicate with you for appointments and results. How would you **prefer** to receive this?

[More Details](#)

By post (default)	57
By email (via e-communi...	77
By text	140
By phone call	124



- 250 people responded to this question
- All that apply

What does the responses tell us?

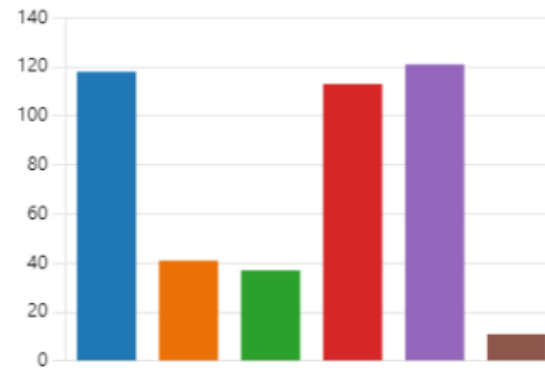
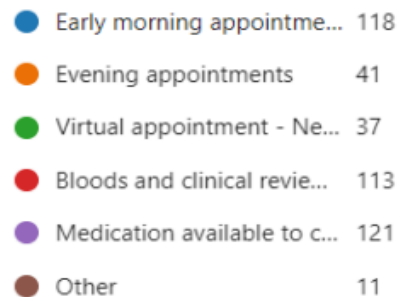
- Demand for patient e-communications
- Telephone / text is preferred method.

Results

Question: What would make it easier to attend your appointment?

9. What would make it easier to attend your appointment? - tick all that apply

[More Details](#)



- i
- 240 people responded to this question
 - All that apply

Direct patient quotes from 'any other feedback'

"Being able to book a six-monthly review at the face-to-face review - as before"

"Having medication available at Ward 41 if there are no expected changes"

"Early appointments"

"Parking" – several mentions

What does the responses tell us?

- Greatest demand for expansion of early morning appointments – 3x that of evening slots
- Medication available to collect
- Review and Bloods in same appointment – reducing # of visits to WGH

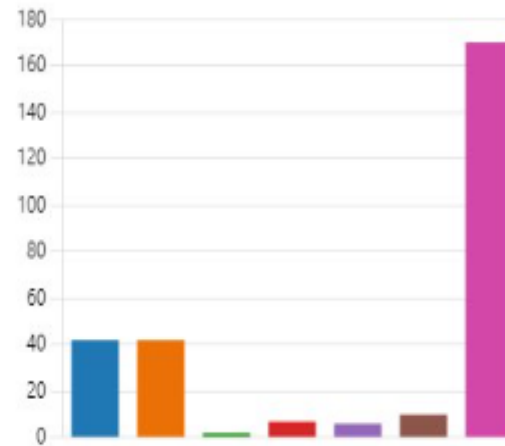
Results

Question: What mental health support do you currently receive?

11. Do you currently access mental health and wellbeing support? - tick all that applies

[More Details](#)

Yes at WGH - Mental Hea...	42
Yes at WGH - Psychiatrist	42
Yes at Chalmers - Psychol...	2
Yes in Community	7
Yes via a private provider	6
Yes via third-sector or pe...	10
No I don't	170



- 247 people responded to this question
- All that apply

What does the responses tell us?

- Majority of those asked (170) do not access MH services
- Of the 77 respondents who did, majority saw one or more members of the MH team at RIDU.
- Some patients accessed services in community or via third sector (n=23)

Results

Question: What additional support would you like?

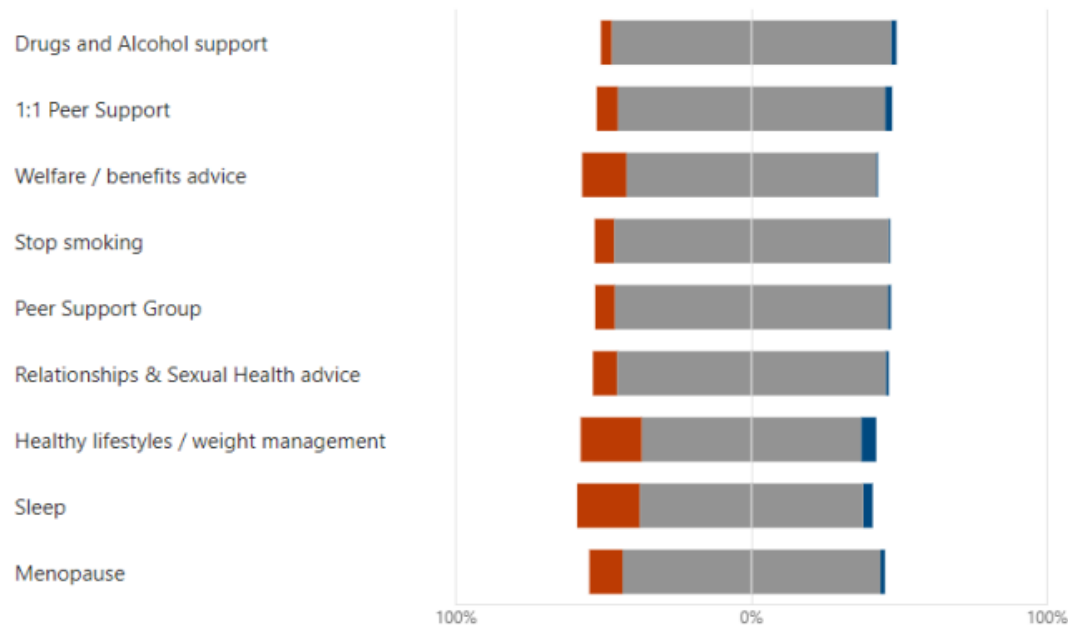
12. Would you like access to additional support in these areas?

[More Details](#)



- 233 people responded to this question
- All that apply

■ Yes ■ Not required ■ Currently accessing



What does the responses tell us?

Where requested top themes included;

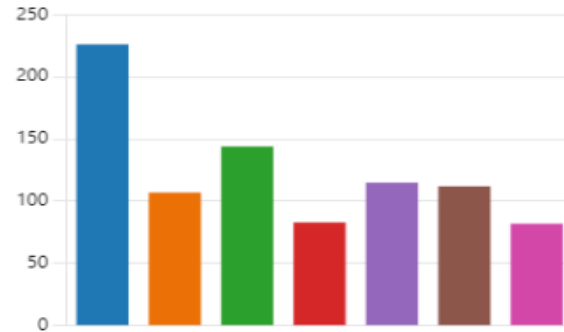
- Sleep (21%)
- Healthy lifestyles / weight management (20%)
- Welfare/benefits (15%)
- Menopause (11%)

Direct patient quotes from 'any other feedback'

"It would be nice if the mental health team also offered psychotherapy"

What matters most?

● The staff	226
● Location of appointment ...	107
● Ease of access to staff if y...	144
● Joined up care between ...	83
● Medication refills at time ...	115
● Waiting times in clinic (fo...	112
● Option for phone consult...	82



The top items are;

- Overwhelmingly the staff – incl. accessibility to them in between appointments
- Location at WGH and the one-stop shop that RIDU provides
- Medication, waiting times and phone consultations

Direct patient quotes from ‘any other feedback’

“Always impressed with my treatment here and the staff”

“Excellent service ever since I started coming here”

“the staff has been very supportive and friendly. I receive excellent service from all team members”

“I love this place. It has saved my life and I thank you all for being caring”.

ACTIONS

- Flexibility of appointments:- weekly early morning slots for blood monitoring and CNS reviews
- Change terminology from mental health to mental well-being
- Different Models of Care poster
- CNS Annual Review poster
- QR codes for health improvement guidance

DIFFERENT MODELS OF HIV CARE



Alternate 6
monthly
Consultant and
Nurse Specialist
review
appointments

YOU
CHOOSE YOUR CARE

Clinical Nurse
Specialist led
care

Consultant
only care

Blood Clinic
followed by
telephone call
review with
Consultant or
CNS

HEALTH REVIEW

Clinical Nurse Specialists



QR codes for health improvement



CONCLUSIONS

- Annual reviews provide holistic assessments and provide opportunities to signpost helpful information
- Surveys capture rich data to inform quality improvements for services
- Patient feedback is vital to ensure people living with HIV remain actively involved in shaping services
- HIV care must remain patient-centred
- People living with HIV must remain at the centre of their own care to ensure any service change enhances their care and treatment

Thanks go to :

Laura Martin, Senior Manager, Strategic Planning, NHS Lothian

Claire Evans, HIV CNS

All patients living with HIV attending ward 41, Western General

ANY QUESTIONS?

