

A review of patient feedback on the pharmacy-led VTE follow up service on the Same Day Emergency Care Unit

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Background

The pharmacy-led anticoagulation follow-up service had been implemented since January 2022 and the initial year’s data had proven the concept, with these outcomes showcased at national and international conferences. This was via a poster titled ‘Right Person, Right Time: Specialist Clinical Pharmacy Technicians VTE treatment follow up service.’ One of the highlight results from this work was the saving of over 3 hours per week of senior clinician time and the service has successfully continued since.

It was then deemed imperative to gather feedback from the service users to ensure the aims of the service were being met by its most important stakeholder, the patient.



Figure 1. Poster presentation at Clinical Pharmacy Congress 2023

Aims

To gather impressions and perspectives of the service and provide quantitative and qualitative feedback, allowing the team to then explore avenues of potential improvement, highlighted by the patients who received the service.

Methods

A sample of patients were asked on the Same Day Emergency Care (SDEC) unit, pre phone call, how they would want to be contacted for feedback; this was decided as postal return.

A questionnaire was devised and sent out to 100 independent patients/carers over 2 months with a 3 month return period.

Results were then analysed in Microsoft excel.

Figure 2. Questions posed within the questionnaire

Questions	
1	Did you have any questions about your treatment before the phone call?
2	Did we provide answers to any questions about your treatment?
3	Did this phone call improve your understanding of your treatment?
4	How would you rate the phone call overall that you received?

Results

50 patients responded with the overwhelming majority finding the calls positive, informative and answering of all their questions. Any constructive feedback was not specifically for the pharmacy team and more around the general experience or other aspects of SDEC entirely; this was all redirected appropriately. Numerous patients commented on excellent communication skills from the team that provided clarity on queries/concerns they had.

Another common theme was appreciation for explaining the next steps around being on anticoagulation and what this meant in practical terms to lifestyle and reassurance about the thinning of the blood.

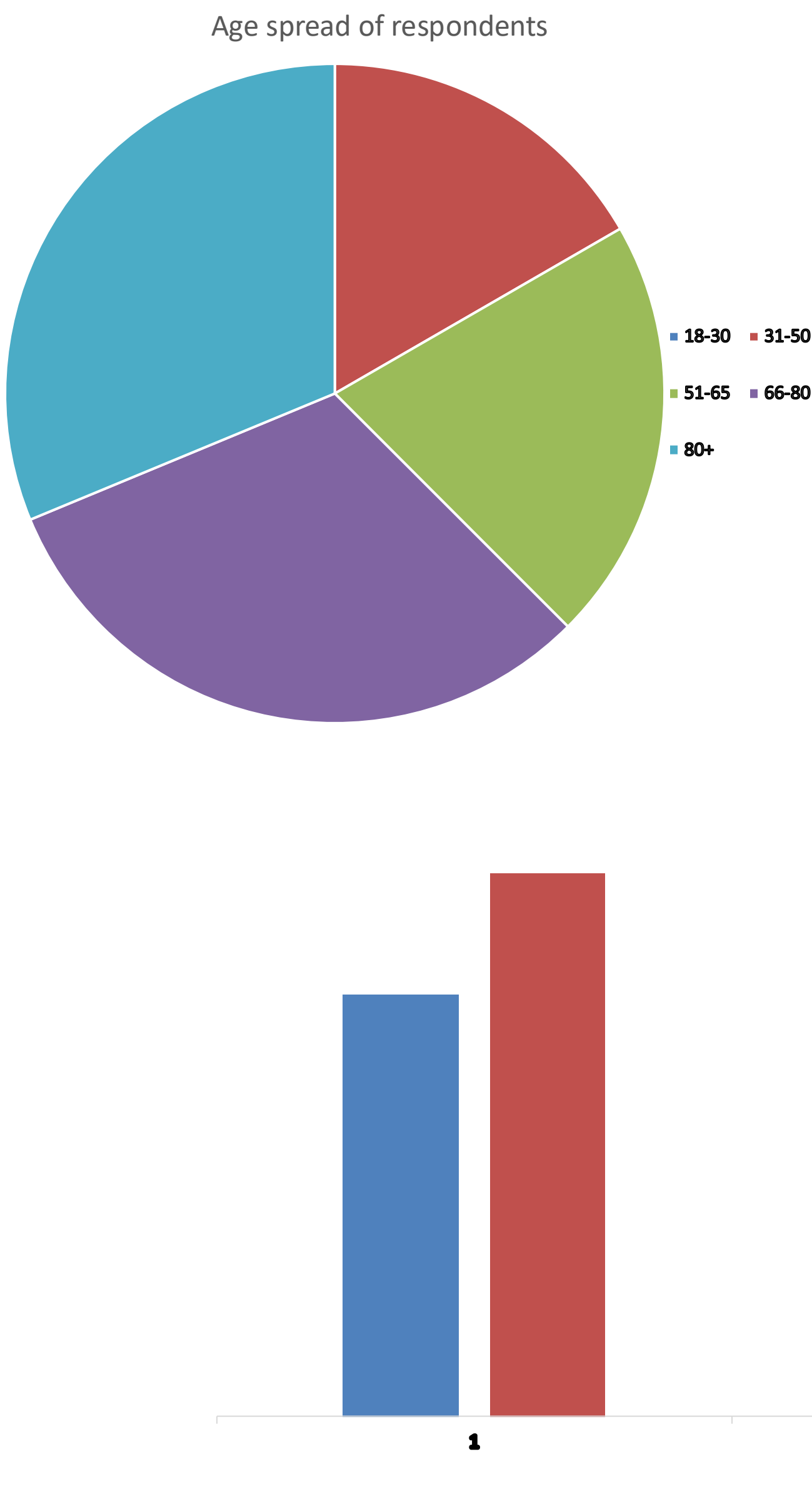
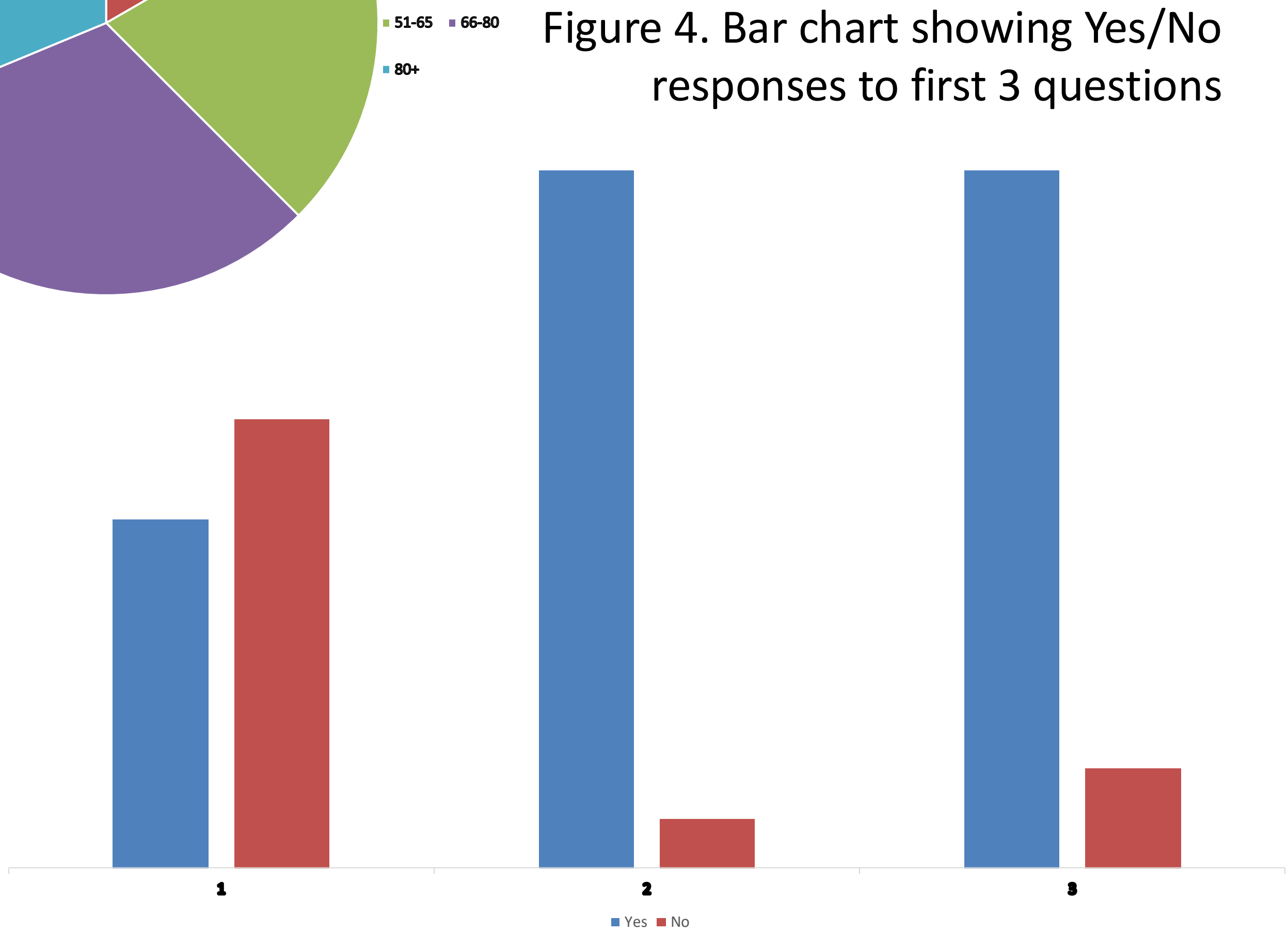


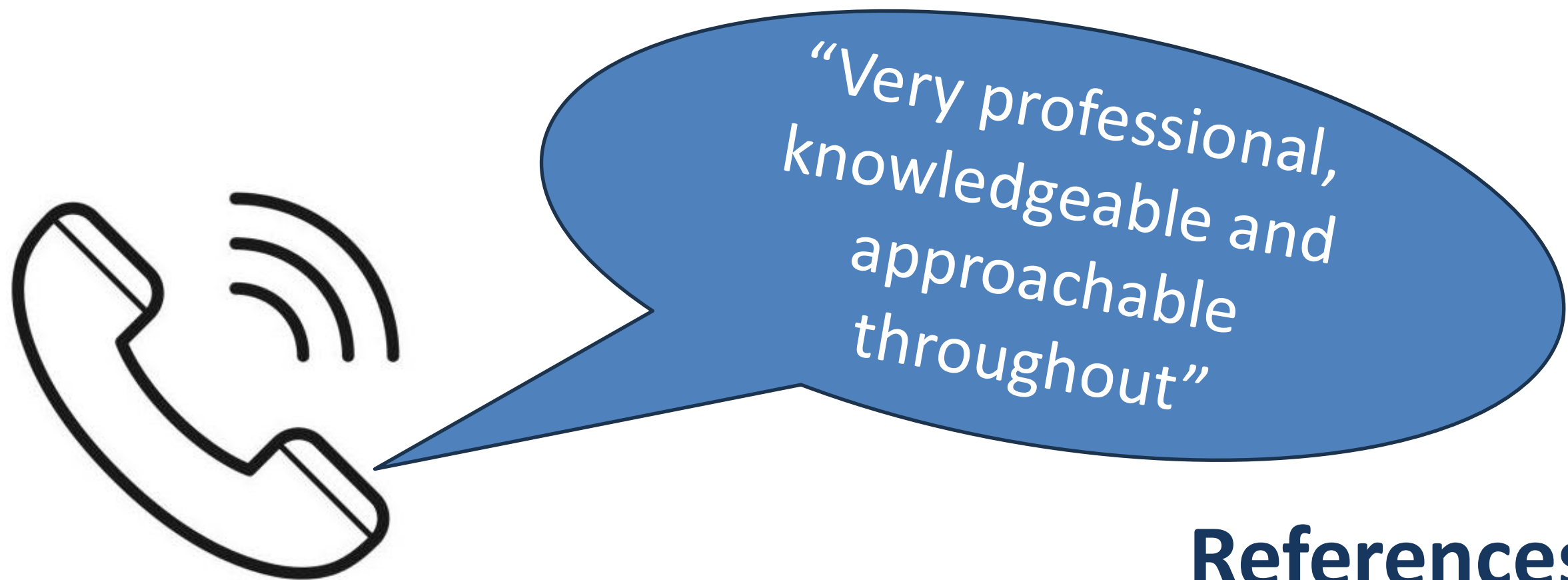
Figure 3. Pie chart showing the age spread of respondents



Conclusion

The majority of patients receiving this service rated it ‘Very good’ with over 80% stating their understanding of the treatment had improved because of the call. The team has now themed common queries from patients and will be updating the proforma of the call to improve its accessibility for other pharmacy teams to roll out in different clinical areas.

The aim will be to improve the standard patient experience when it comes to anticoagulation Trust wide.



References

Futures NHS, Leeds case study accessible at: https://future.nhs.uk/SDEC_CommunityofPractice/view?objectId=182208197