

# *The Erimus Practice*



**Anti-coagulation service**

**Patient experience survey  
01/02/2016**

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Practice Manager**

## Methodology

Eighty patient experience questionnaires were posted out with a cover letter on 1<sup>st</sup> October 2015 with a stamped addressed envelope enclosed.

The patients chosen for the survey are on our Warfarin register and had all utilised the anti-coagulation service in the preceding 3 months.

Thirty questionnaires were received back in a two month period

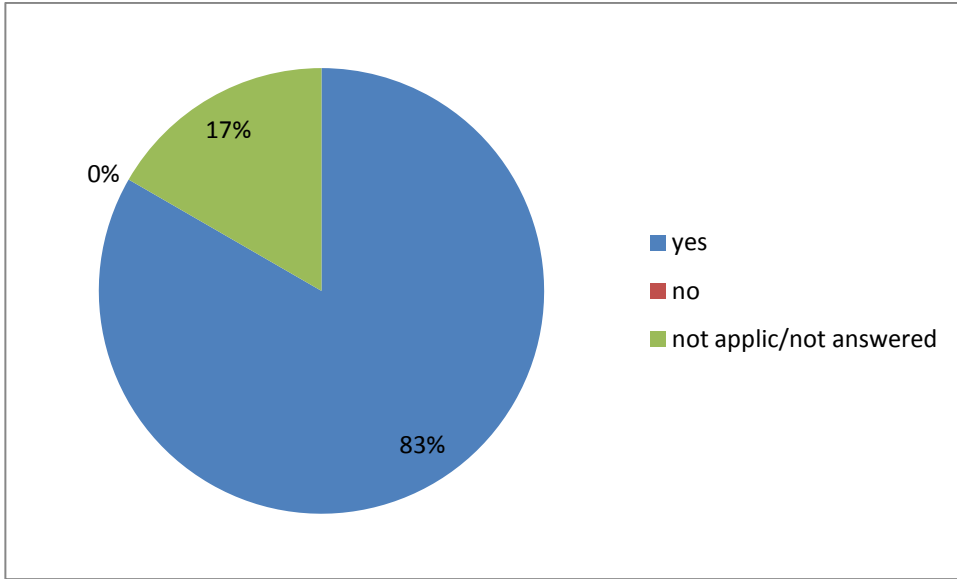
The information collated from the survey is used to improve the service we provide.

## Questions asked

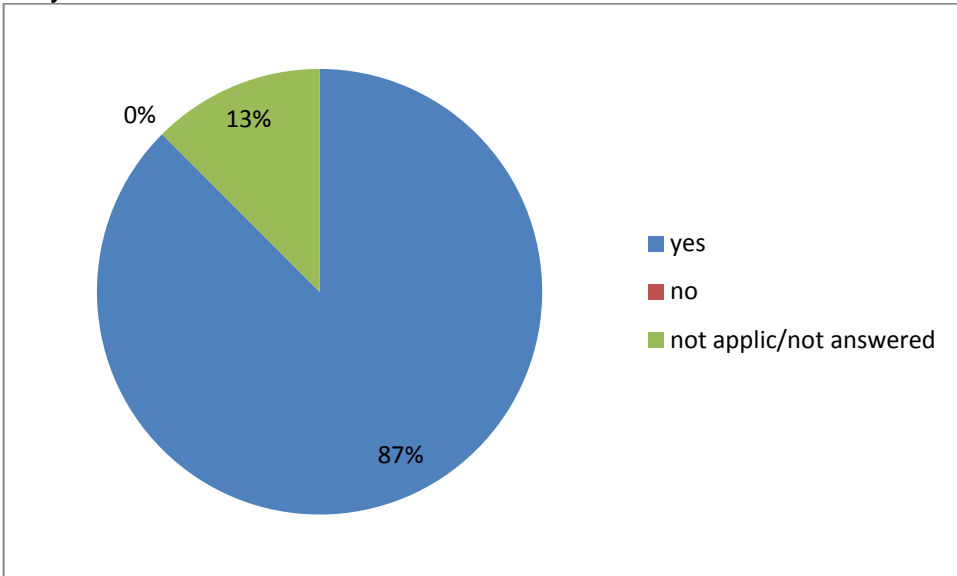
1. Did you feel involved and able to influence the treatment and information /education you received as part of the anticoagulation service?  
Options - Yes / No / Not applicable or not answered
2. Do you feel that the treatment, information and education you received was right for your needs?  
Options - Yes / No / Not applicable or not answered
3. Were you given written information about your treatment programme and information to help you better manage self-manage your condition?  
Options - Yes / No/ Not applicable or not answered
4. Was the written information made available in a format that was easy for you to understand?  
Options - Yes / No / Not applicable or not answered
5. Were you given a copy of the NPSA oral anticoagulation therapy pack (Yellow pack & book)  
Options - Yes / No / Not applicable or not answered
6. Do you feel you were treated with dignity and respect during your appointments at the anticoagulation service (e.g. appointments for INRs and receiving the results and doses etc.)  
Options - Yes, all of the time / some of the time / No / not answered
7. Do you feel that the anticoagulation service enabled you to better manage your condition on your own?  
Options - Yes / No / don't know / not answered  
  
If yes, can you tell us how?  
If no, can you tell us why?
8. Overall how would you rate the anticoagulation service provided by your GP practice?  
Options – Excellent /Very good / Good /Fair / Poor

## Results

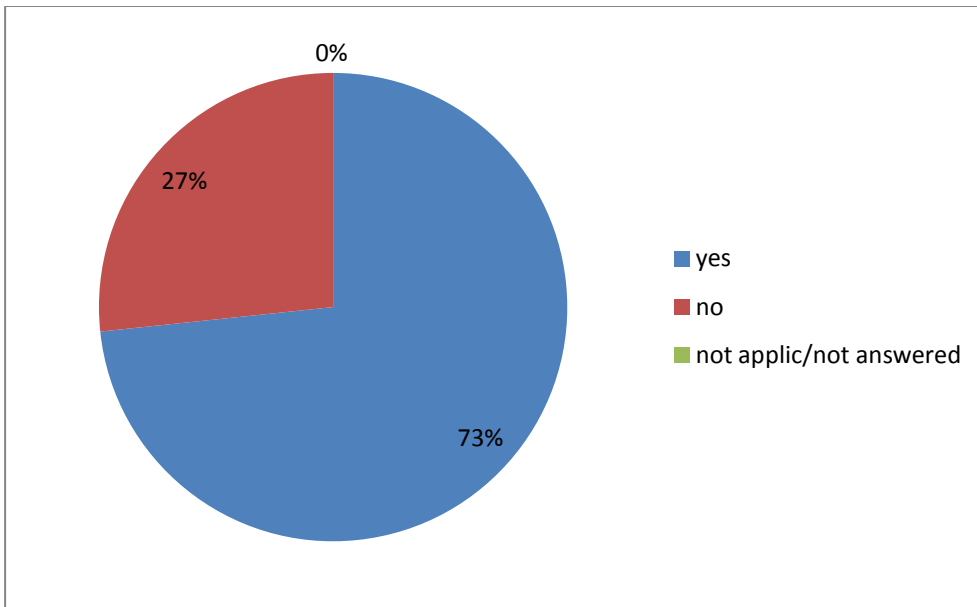
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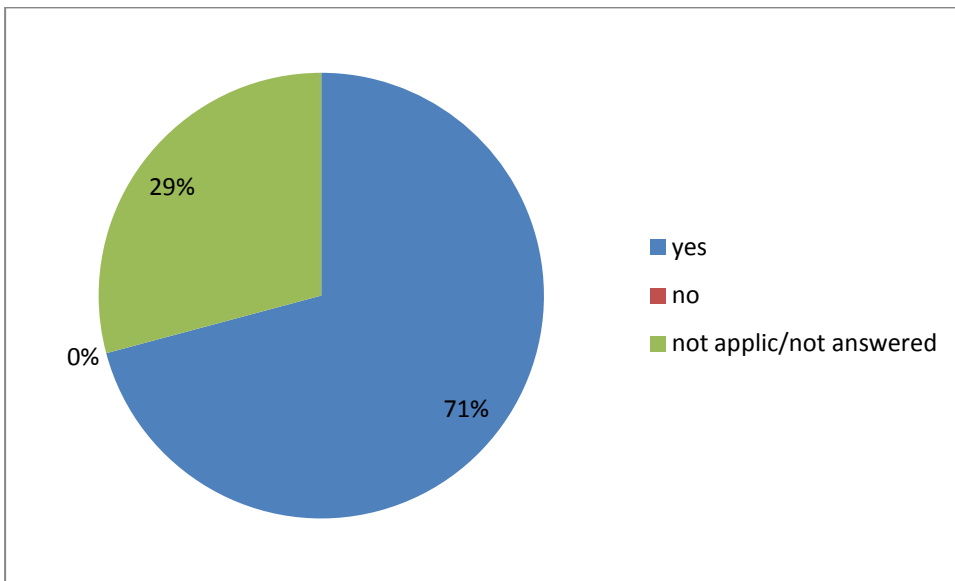
2. Do you feel that the treatment, information and education you received was right for your needs?



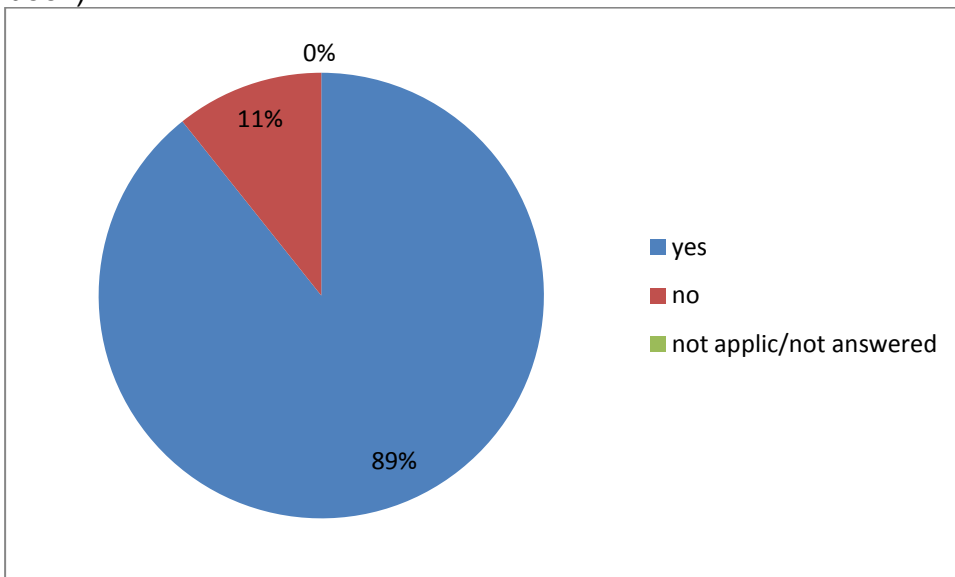
3. Were you given written information about your treatment programme and information to help you better manage self-manage your condition?



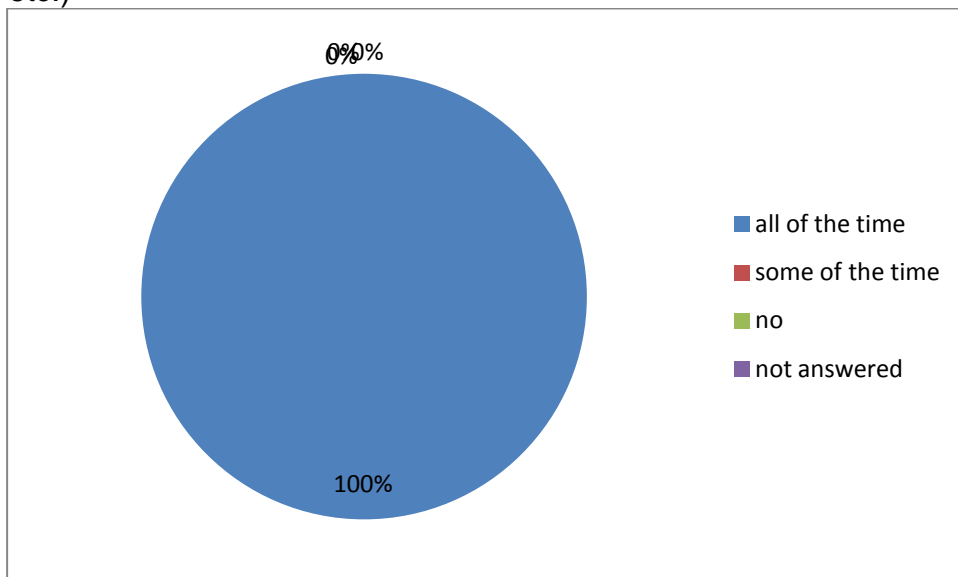
4. Was the written information made available in a format that was easy for you to understand?



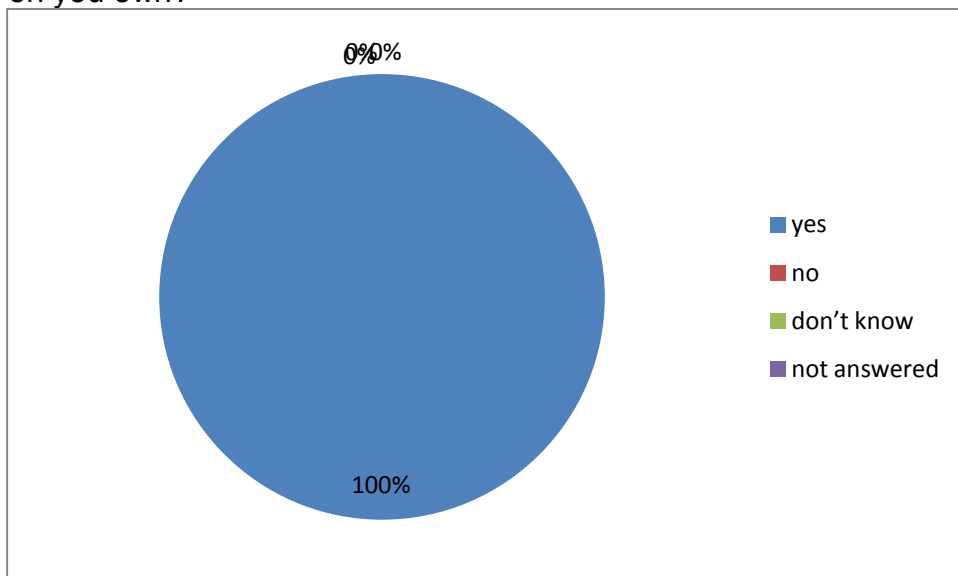
5. Were you given a copy of the NPSA oral anticoagulation therapy pack (Yellow pack & book)



6. Do you feel you were treated with dignity and respect during your appointments at the anticoagulation service (e.g. appointments for INRs and receiving the results and doses etc.)



7. Do you feel that the anticoagulation service enabled you to better manage your condition on you own?



When we asked you - Did you feel the service enabled you to better manage your condition on your own?

Your comments were:-

Yes - everything was fully explained to me.

I take my medication at 6pm every evening and follow the advice given to me by the staff

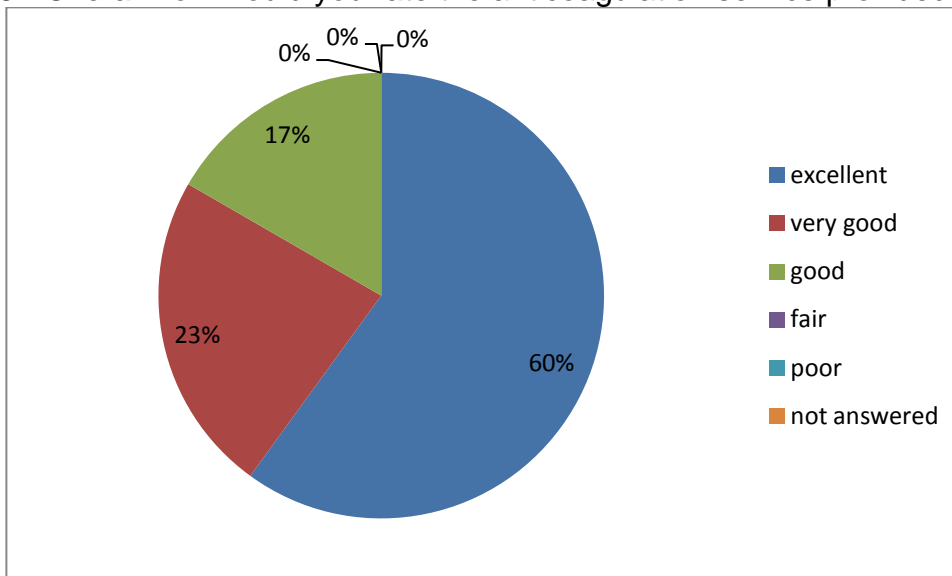
Yes - I learned about diet and taking other medication and how they interact

I received information in regards to food and drink, and how to eliminate sources that raise the ratio

I follow the instructions from my doctor, so I do not manage on my own

The practice are very supportive, they phone me with the result if I forget

8. Overall how would you rate the anticoagulation service provided by your GP practice?



*The practice staff and doctors are very supportive; they are so helpful to me.*

*I am very happy to take the advice and medication as I am told.*

## Conclusions

- 83% of patients felt involved in their treatment and felt they had an influence in the information and education provided, 17% didn't know or answer, 0% of patients felt they were not involved.
- 87% of patients felt that the treatment, and information and education were right for their needs. 13% didn't know or answer, 0% of patients felt it wasn't.
- 73% of patients were given written information to help better manage their own condition, 27% didn't answer or didn't know. 8% were not given information,
- 71% of patients felt that the information was easy to understand, 29% didn't answer or didn't know and 0% said it wasn't.
- 89% of patients were given a NPSA oral anticoagulation therapy pack (yellow pack and book) and 11% didn't receive one.
- 100% of patients felt they were treated with dignity all the time,
- 100% of patients felt that the service enabled them to better manage their condition.
- Overall, 60% of patients rated the surgery as excellent; this is an increase on last year's 23%. 17% rated it very good,
- **Again the majority of affirmative answers scored highly, which is great news, Most of the comments were positive; again, this is great news. We will continue to make improvements, to make the service better for you.**

## Action plan for the surgery

- We will ensure that all the patients who are started on Warfarin who attend the surgery or those who have their INR taken at home receive education / information that is right for them; We will continue to offer patient leaflets about lifestyle and diet, and post them out to house bound patients, and hand-outs will be available for patients attending for their INR blood tests, in addition to the verbal information given by the health care professionals. We will endeavour to provide this information in a format that is suitable for the needs of the individual patient.
- We will always ensure that all new patients whether new to anticoagulation service or just new to the surgery, have a copy of the yellow NPSA booklet, and the yellow card needed for collecting your prescription at the chemist

- We will continue to monitor this service by using question 8 - the “friends and family” test
- We will share our survey results and action plan with the patients who use this service and at [www.erimuspractice.nhs.uk/](http://www.erimuspractice.nhs.uk/) and also with NHS CCG (South of Tees Commissioning Group) who commissions the surgery to undertake this service
  
- **Thank you for completing this survey, we appreciate your opinions, comments and feedback as it helps us to improve the quality of the service we offer**