



Public Health
England



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Patient experience with NHS HIV specialist services: results from the Positive Voices pilot survey

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for the Positive Voices Study Group



Acknowledgements

Thanks to all the Positive Voices survey participants

Positive Voices Study Group

Advisory Group: Prof Graham Hart (UCL), Prof Jane Anderson (PHE), Yusef Azad (NAT), Prof Jonathan Elford (City University), Prof Helen Ward (Imperial College), Dr Ann Sullivan (C&W), Dr Cath Mercer (UCL), Dr Alan McOwan (C&W), Jess Peck (NHS England), Prof Jackie Cassell (Brighton and Sussex Medical School), Julie Musonda (UK-CAB), Jane Bruton (NHIVNA)

Clinic teams

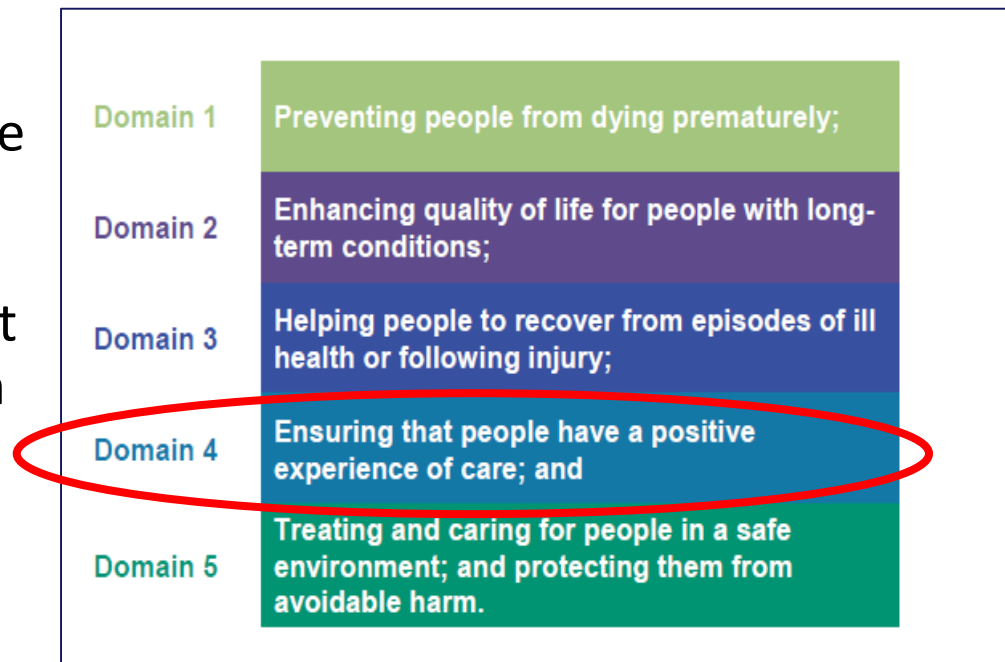
- Kobler Clinic - Chelsea & Westminster Hospital
- Mortimer Market Centre, UCLH, London
- St. Mary's Hospital, London
- St. George's Hospital, London
- Homerton University Hospital, London
- Leicester Royal Infirmary, Leicester
- Royal Hallamshire Hospital, Sheffield
- Cardiff Royal Infirmary, Cardiff
- Addenbrooke's Hospital, Cambridge
- Gloucester Royal Hospital, Gloucester
- York Teaching Hospital, York
- Royal Victoria Infirmary, Newcastle upon Tyne
- Kingston Hospital, Kingston
- Royal Gwent Hospital, Newport
- Ipswich Hospital
- Queen Elizabeth Hospital, Birmingham
- North Manchester General Hospital
- Heartlands Hospitals, Birmingham
- Derriford Hospital, Plymouth
- Great Western Hospital, Swindon
- Southmead Hospital, Bristol
- The James Cook University Hospital, Middlesbrough
- Royal Bournemouth General Hospital
- Weymouth Community Hospital, Weymouth
- Manor Hospital, Walsall
- Southend University Hospital
- Norfolk & Norwich University Hospitals
- Russells Hall Hospital, Dudley
- Royal Berkshire Hospital, Reading
- Watford General Hospital, Watford



Background

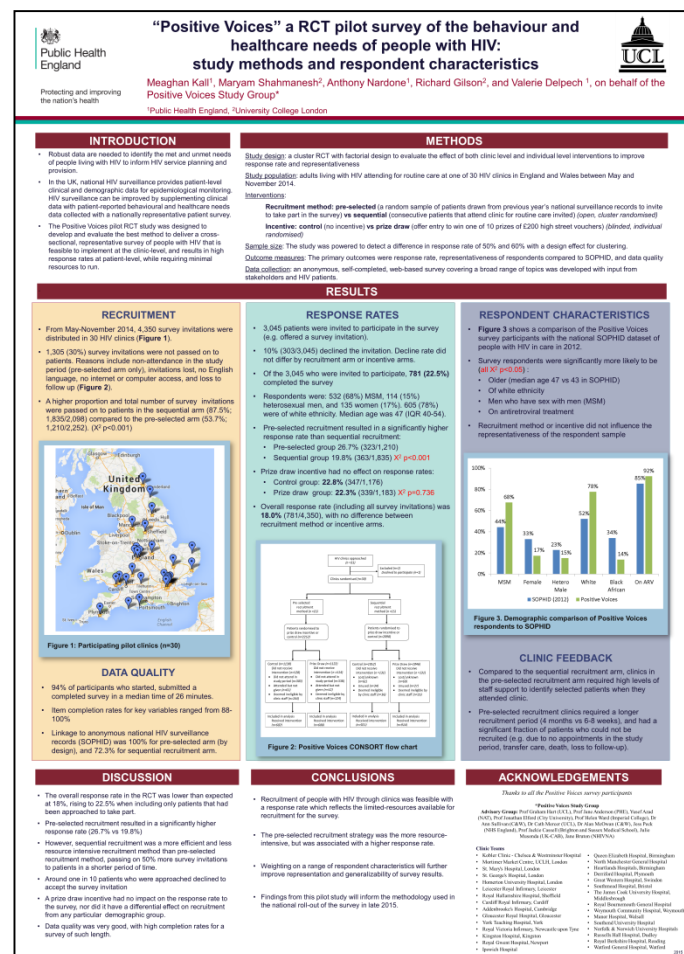
- 81,510 people in HIV care, rising annually. Quality of HIV clinical care is high
- NHS drive to monitor and improve quality of health service
- NHS Outcomes Framework set out patient experience as a key health outcome
- From April 2013, health services obligated to collect national-level patient experience data in HIV services

The five domains for measuring quality of care: NHS Outcomes Framework



Poster P135

- May – November 2014
- Adults randomly selected from 30 HIV clinics - inside/outside London, large/small clinics
- Self-completed, web-based, cross-sectional survey
- Behavioural and healthcare needs: healthcare usage and satisfaction; sexual behaviour, alcohol, tobacco, drug use; co-morbidities; stigma; quality of life; socio-demographics
- **781 responses**
- **22.5% response rate**





Presentation objectives

1. Present pilot survey results on patient satisfaction from a national probability survey of people living with HIV
2. Describe factors impacting patient experience with health care services



Patient Experience questions

1. Health Service rating scales (ranking 0-100)

- HIV specialist services
- General practitioner

2. Patient Reported Experience Measures (PREMs)

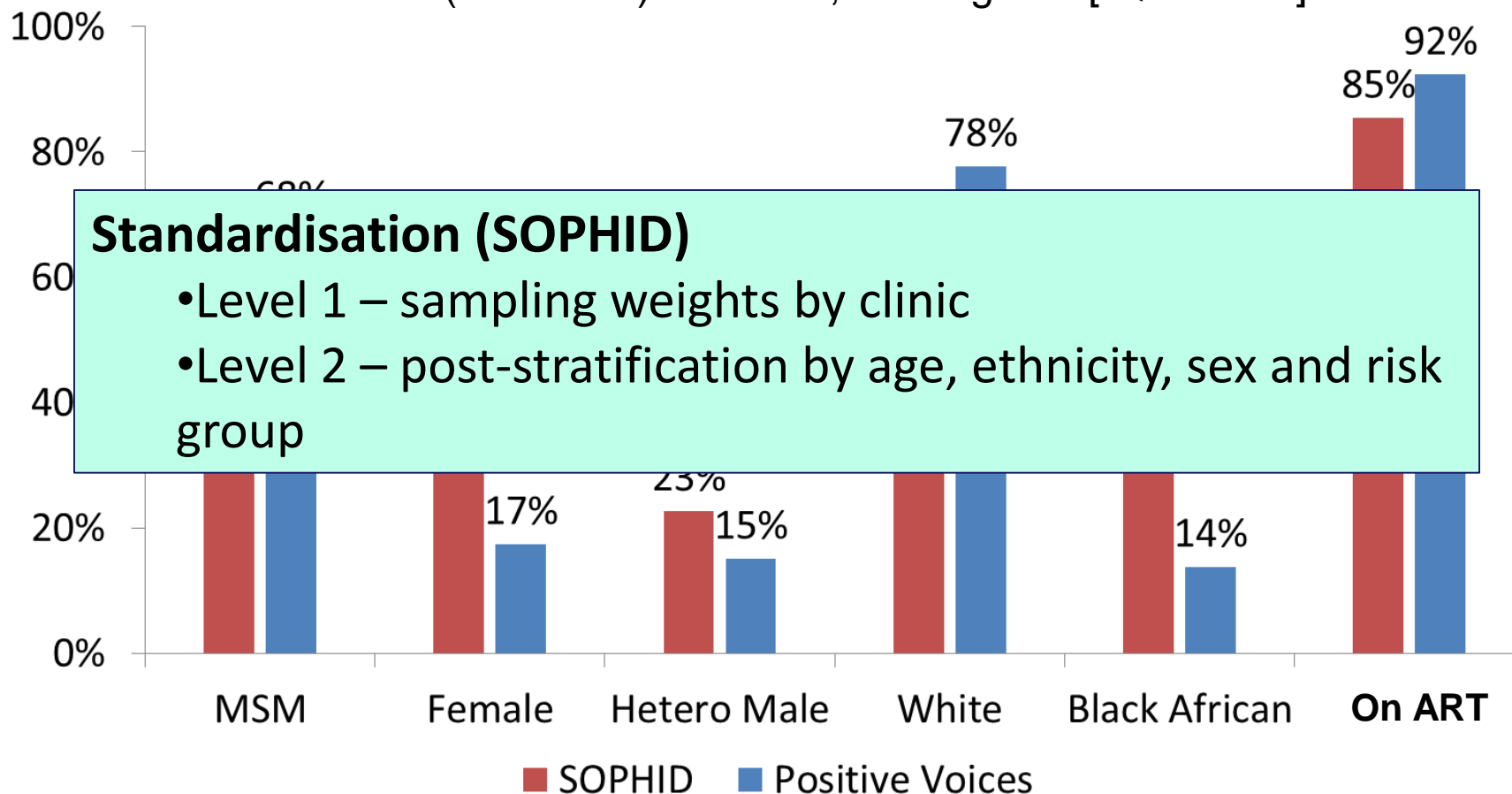
- Likert scale on agreement
- Many generic PREMs for long-term conditions, no validated HIV specific PREMs
 1. *"I have enough information about my HIV"*
 2. *"I feel supported to self-manage my HIV"*
 3. *"I am involved in decisions about my HIV care"*
 4. *"I feel that my HIV specialist and my GP communicate well regarding my health"*



Participant characteristics

Positive Voices n=782, med age 47 [IQR 40-54]

SOPHID (18+ E&W) n=71303, med age 43 [IQR 40-54]





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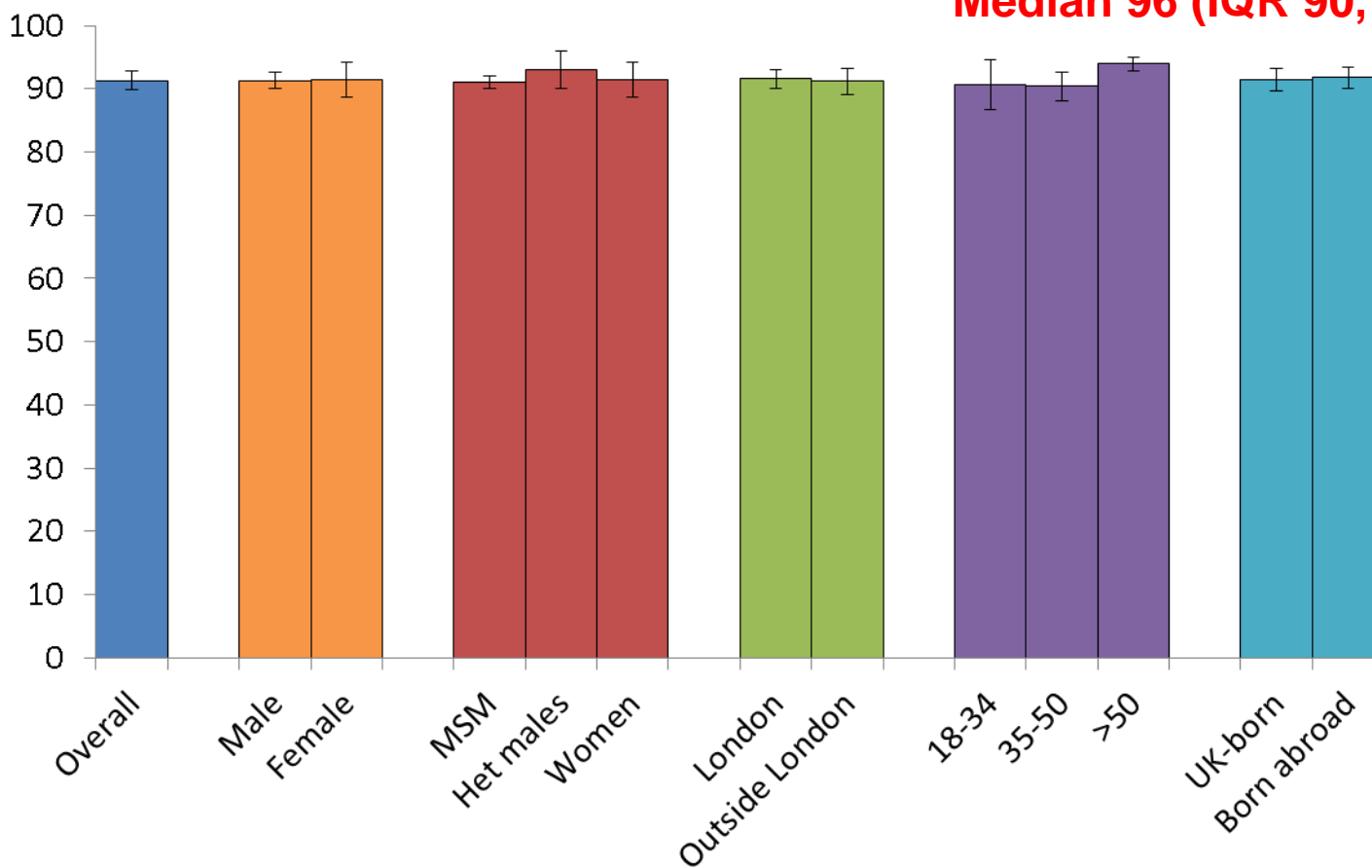
Results: HIV specialist service rating

“Overall, how would you rate your HIV specialist services?”

N=730

Mean 91.4

Median 96 (IQR 90,100)





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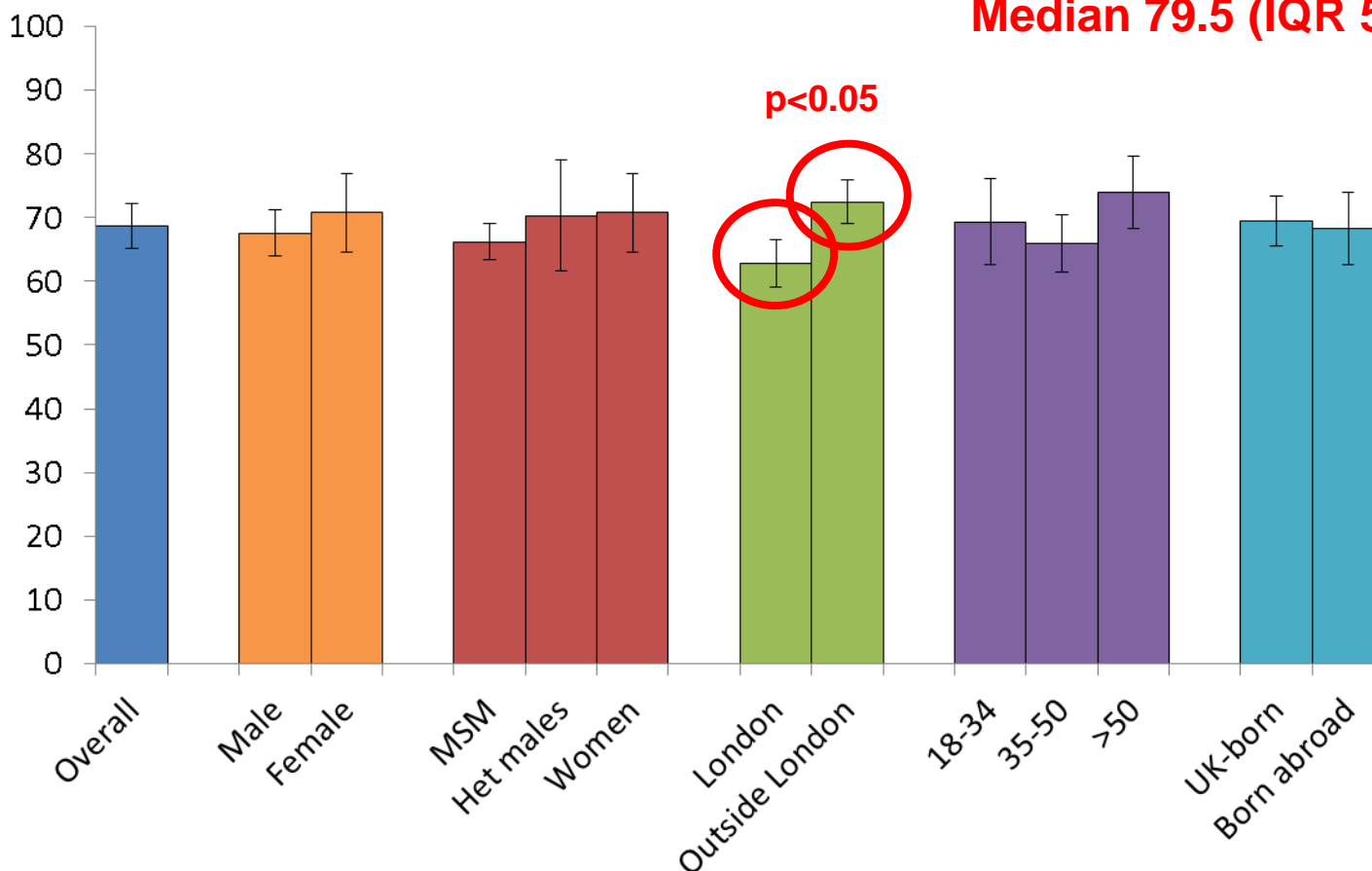
Results: GP rating

“Overall, how would you rate your general practitioner (GP)?”

N=686

Mean 68.6

Median 79.5 (IQR 50, 91)

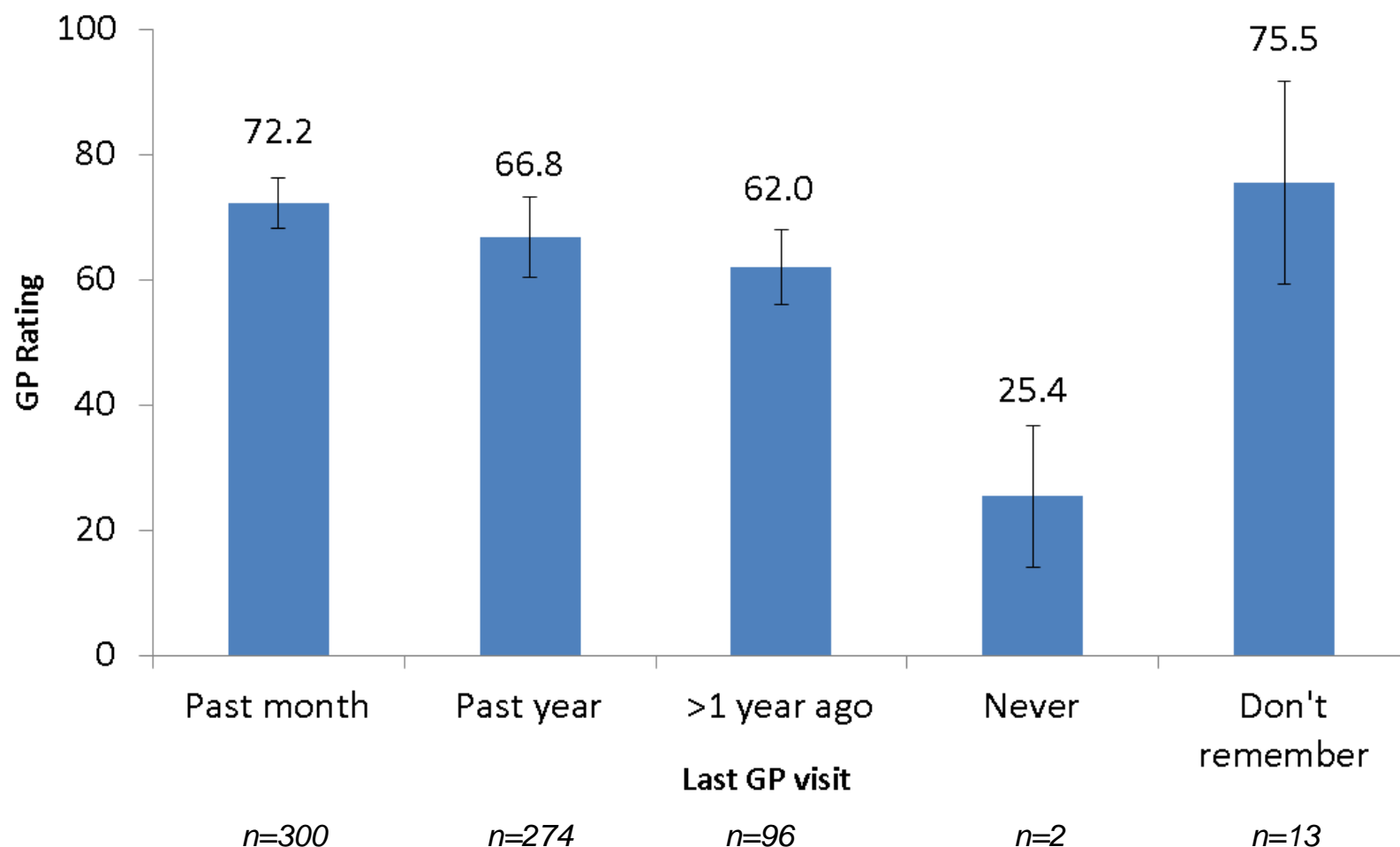




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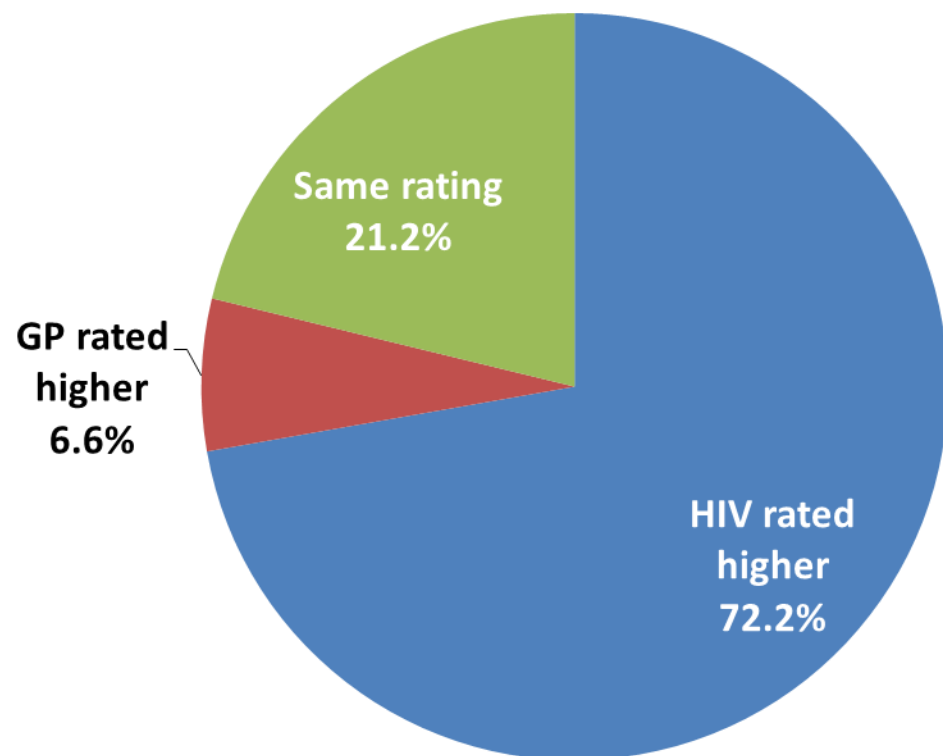
Results: GP rating by last GP visit

“Overall, how would you rate your general practitioner (GP)?”





HIV services vs GP rating



	HIV services rating		GP rating	
90-100	558	76.4%	231	33.7%
80-89	97	13.3%	112	16.3%
70-79	45	6.2%	91	13.3%
60-69	13	1.8%	53	7.7%
50-59	5	0.7%	56	8.2%
<50	12	1.6%	143	20.9%



Results: patient-reported experience measures (PREMs)

"I have enough information about my HIV"

98% agreement



"I feel supported to self-manage my HIV"

95% agreement



"I am involved in decisions about my HIV care"

91% agreement



"I feel that my HIV specialist and my GP communicate well regarding my health"

72% agreement



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

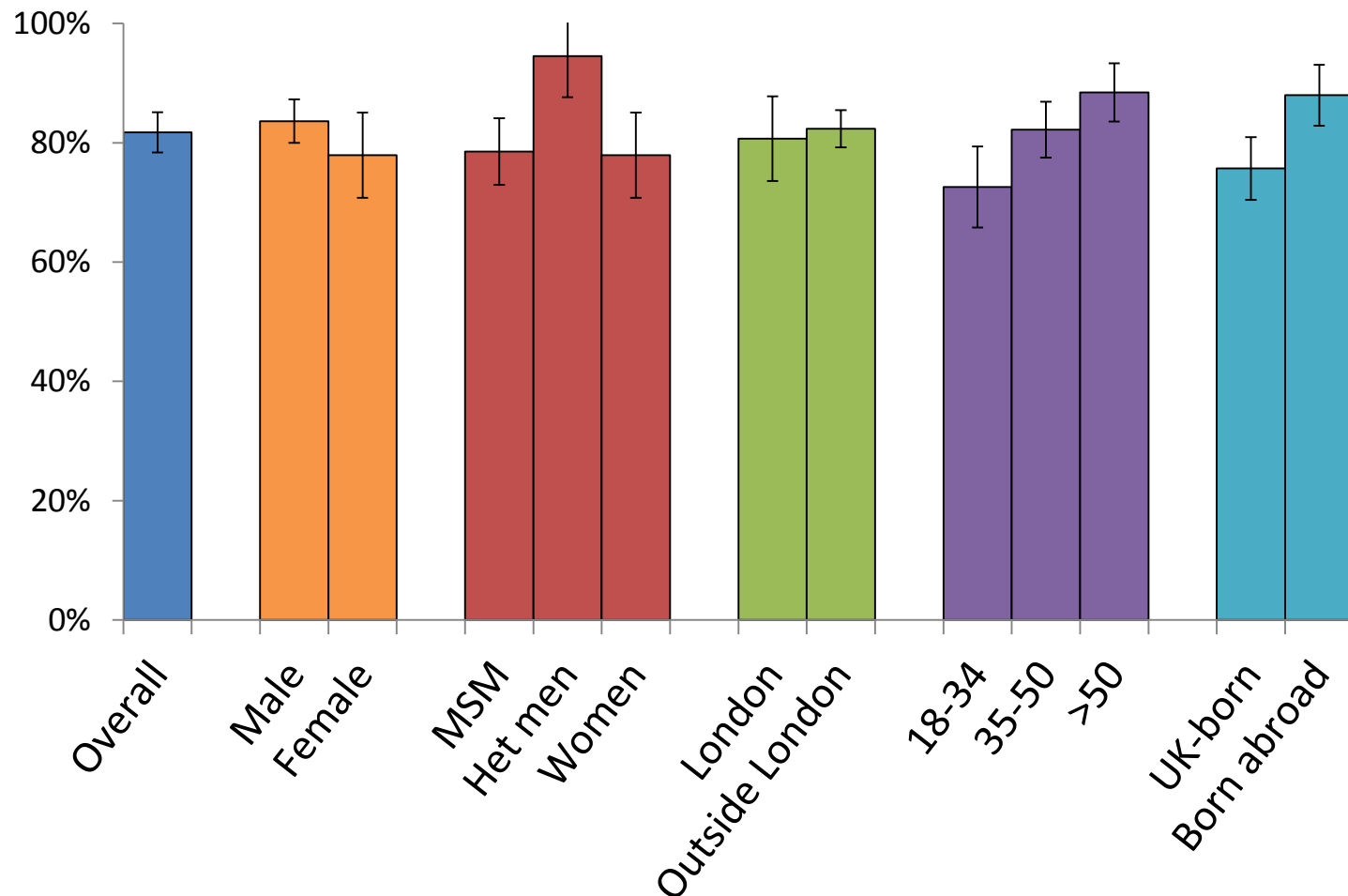
Strongly disagree Disagree Agree Strongly agree Don't know



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Communication

“I feel that my HIV specialist and my GP communicate well regarding my health”





Limitations

- Low response rate → Non-response bias
- Limited service-side data (appointment availability, waiting times, staffing levels)
- Lack of validated HIV-specific PREMS



Conclusions

- Quality of HIV clinical care is high in the UK. The Positive Voices pilot survey is an effective way to collect patient-experience data, provides neutrality, standardised and comparable data
- People living with HIV rate their HIV specialist service highly, with little variation by patient characteristics. They report having information about HIV, being supported to self-manage, and being involved in decisions about their care.
- Further work is needed to better understand and improve GP rating, including communication between HIV specialist services
- Provides important baseline data of patient experience and could be part of the HIV Quality Dashboard if implemented nationally
- Patient experience surveys provide an opportunity to involve patients in service evaluation