

# Can patient satisfaction be maintained after provider switch?

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With thanks to Dr John Day, Gail Cole and Carole Norman for their support and input



## Background

In April 2018 Southend HIV service was asked to take over a neighbouring HIV service with only 3 weeks' notice. This was due to the current provider giving notice on the contract.

In order to staff this expanded service, new posts were created for 1 Clinical Nurse Specialist and a Health Care Assistant. One of the existing Clinical Nurse Specialists was promoted to become a Nurse Consultant. This helped to bridge the gap created by 2 full time consultants leaving in Summer 2018.

The new service offers clinics at two sites (one at Southend and one within the new geographical area) and a five day a week telephone advice service.

Both cross site clinics are nurse-led but with consultant advice and support available as required.

Area covered by our new service (Southend, Rochford, Rayleigh, Castlepoint, Basildon and Thurrock).



## Methodology

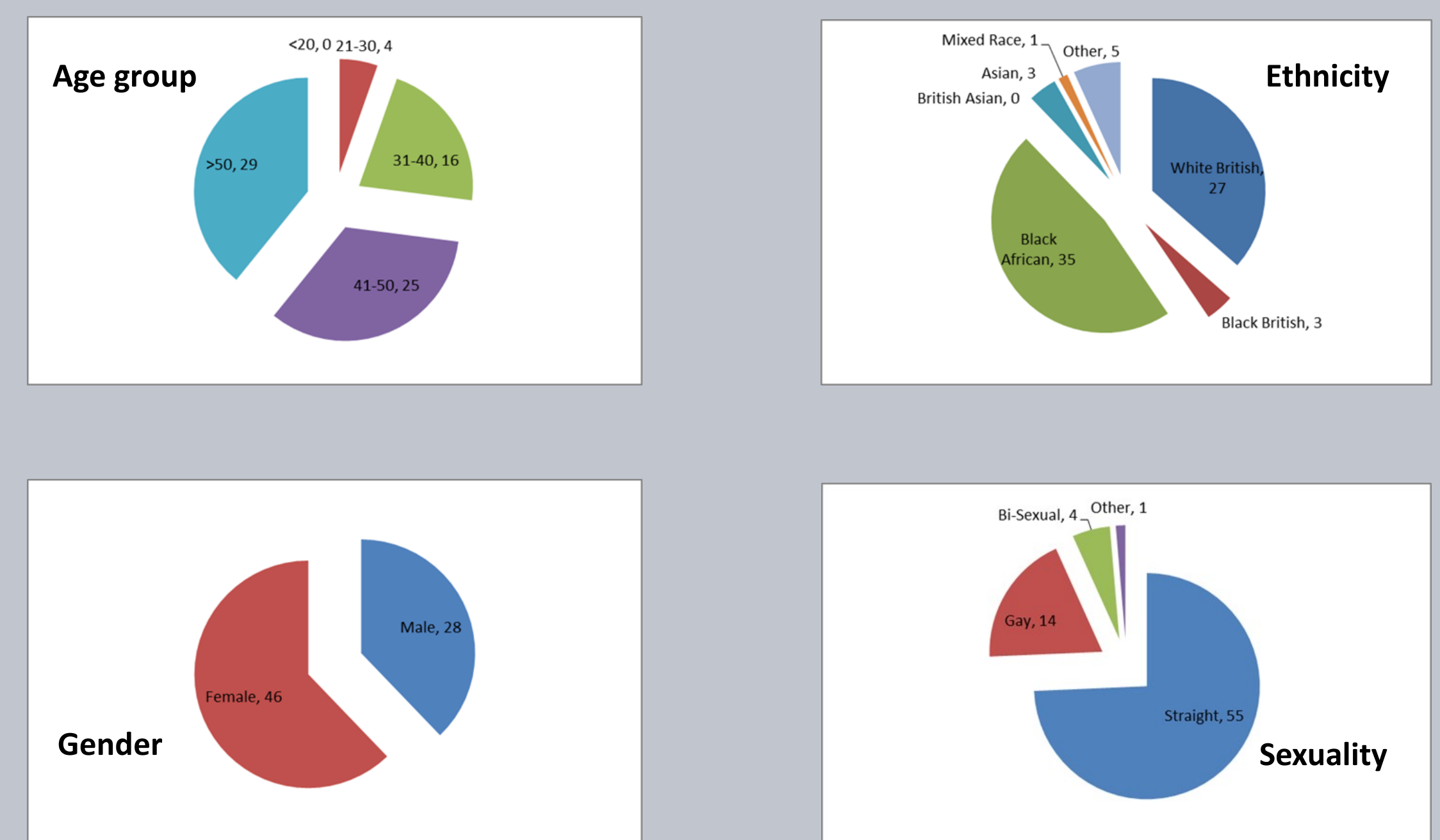
All patients being seen for the second time were asked to fill in an anonymised patient satisfaction survey designed to assess satisfaction with both the transfer of their care as well as the service they are now receiving. Newly diagnosed or new transfer patients were excluded.

Patients were asked 19 questions.

The survey ran from 1st October 2018 - 15th March 2019.

The team hoped to demonstrate that patient satisfaction was high despite the rapid change of service provider and changes to how the clinics were run.

## Demographics of Respondents



## Results

74 Responses have been received from a possible cohort of 176 patients. This represents a 42% response rate.

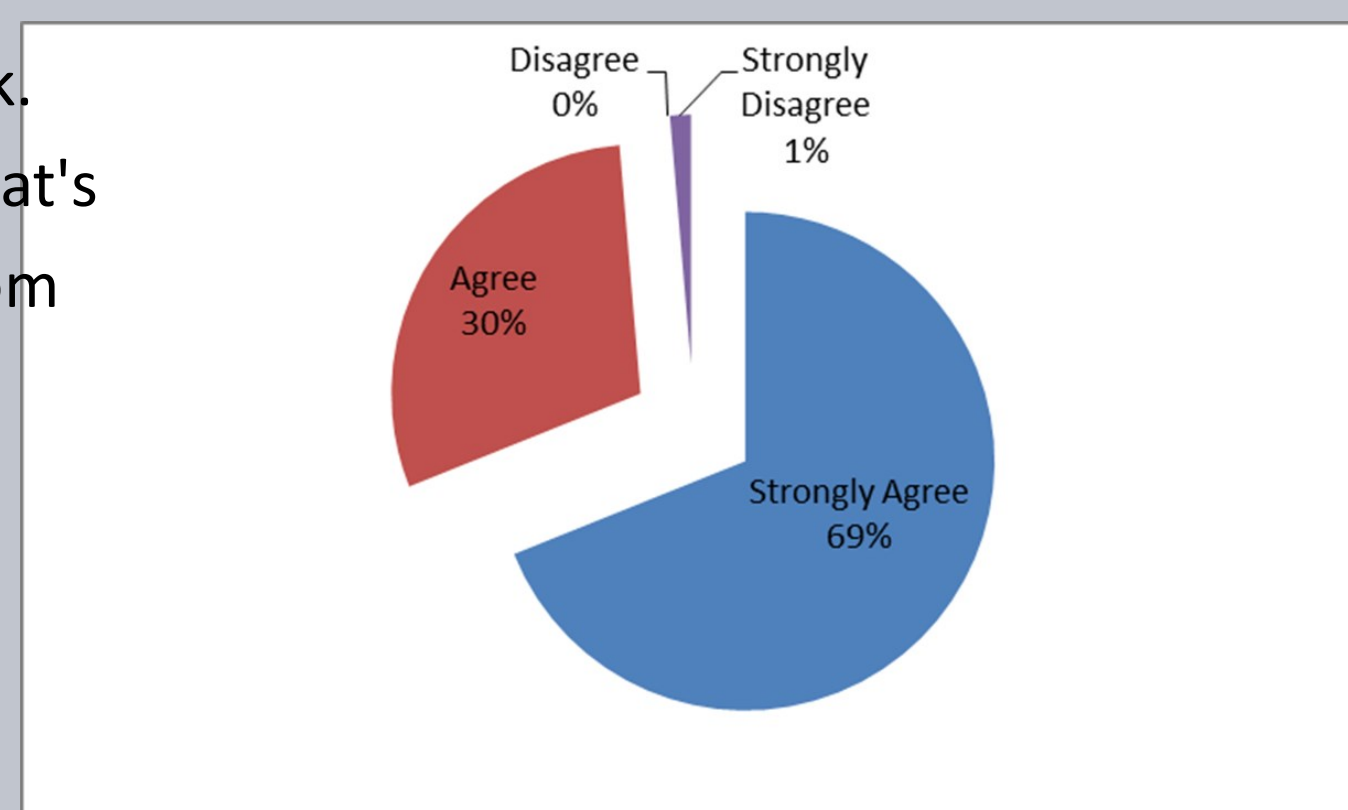
Of 190 patient's whose details were transferred to us, 176 have been seen by ourselves, 8 have transferred elsewhere and 6 are Lost to Follow-up.

The only negative score was about the communication regarding the provider change. Patients have commented that this rapid change provoked great anxiety.

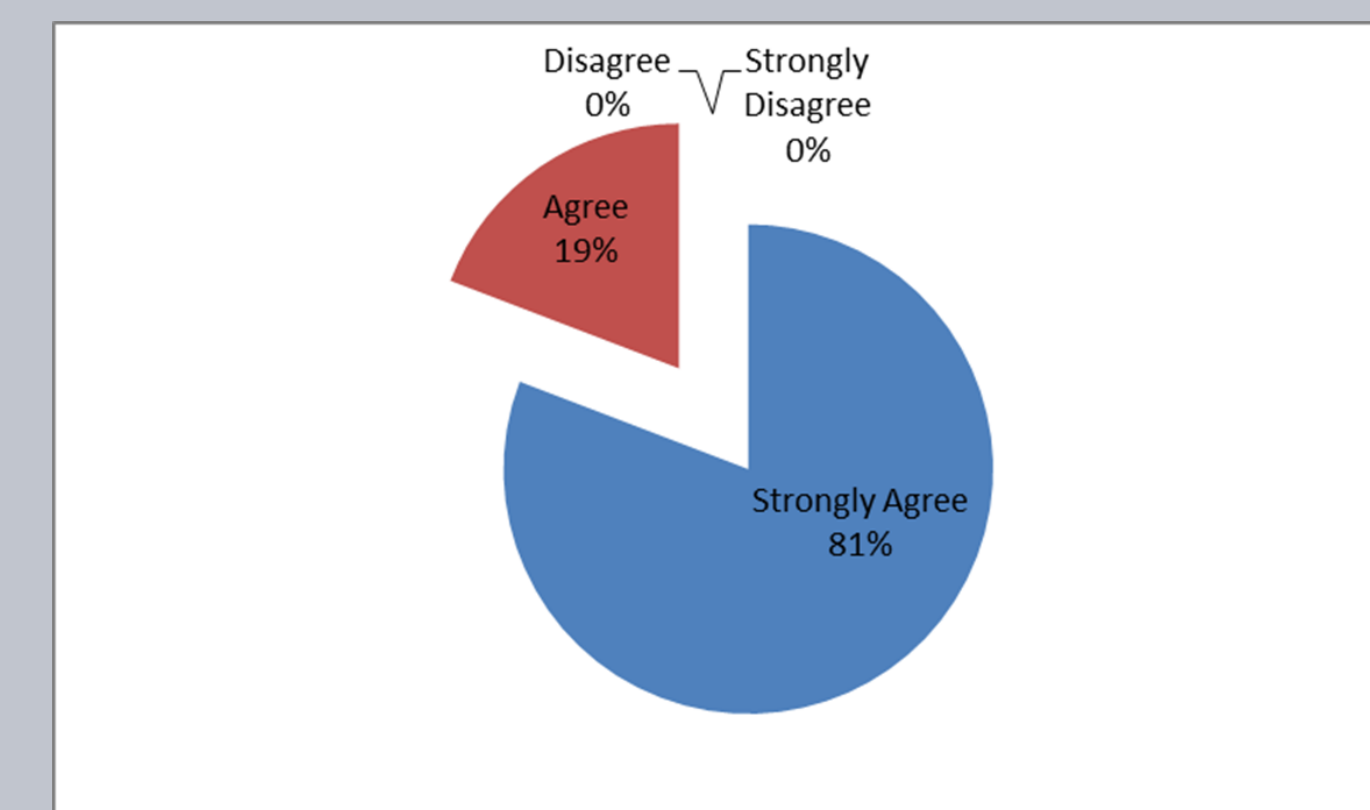
No negative comments were received.

### Communication regarding the change of care providers was managed well?

'Speed of clinic changeover too quick. Staff have been amazing, despite what's been thrown at all. Excellent care from medical staff. Thank you.'

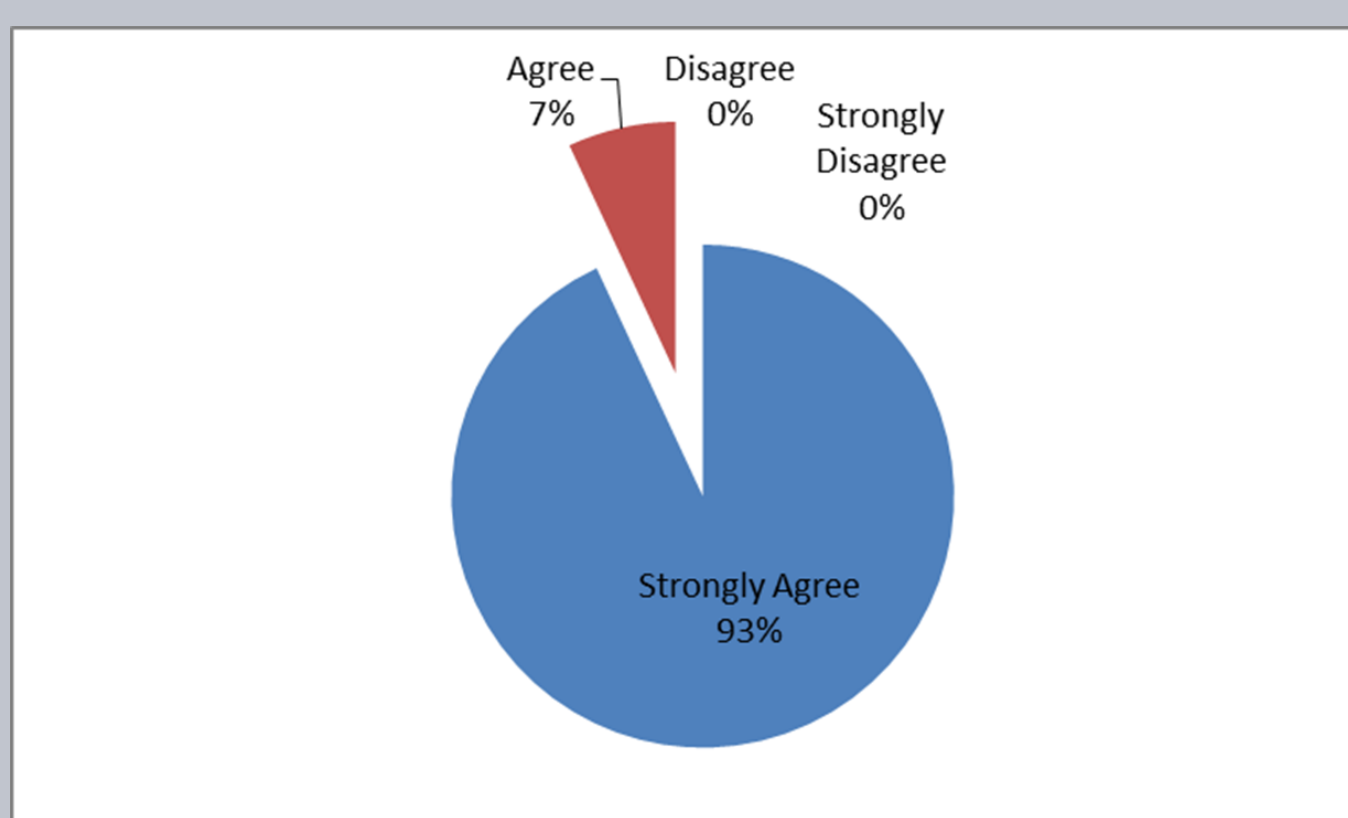


### I was able to get an appointment at a time and date convenient to me?



### When I attended my appointment the staff were friendly and helpful?

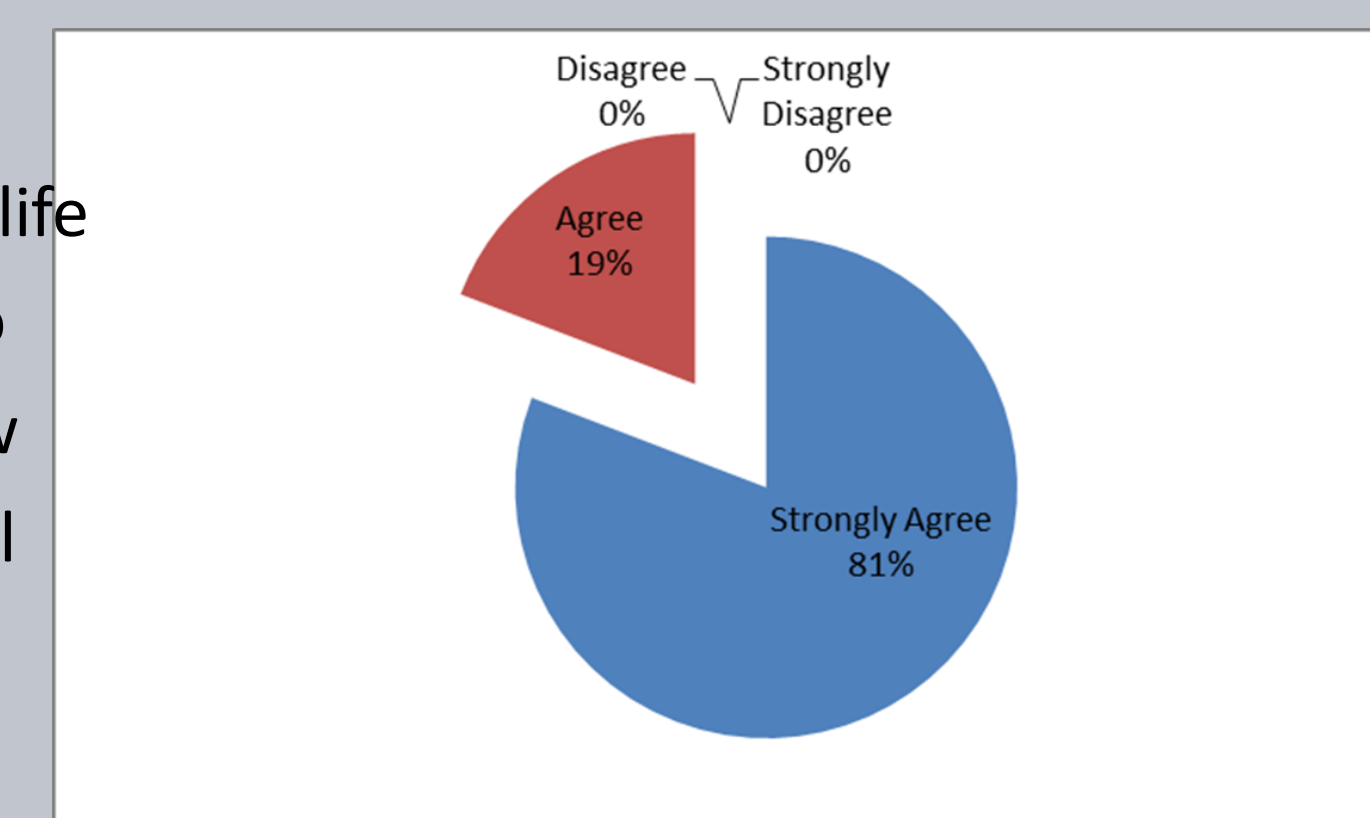
'Fantastic friendly staff. Left clinic knowing more information. Very helpful ! Thank You.'



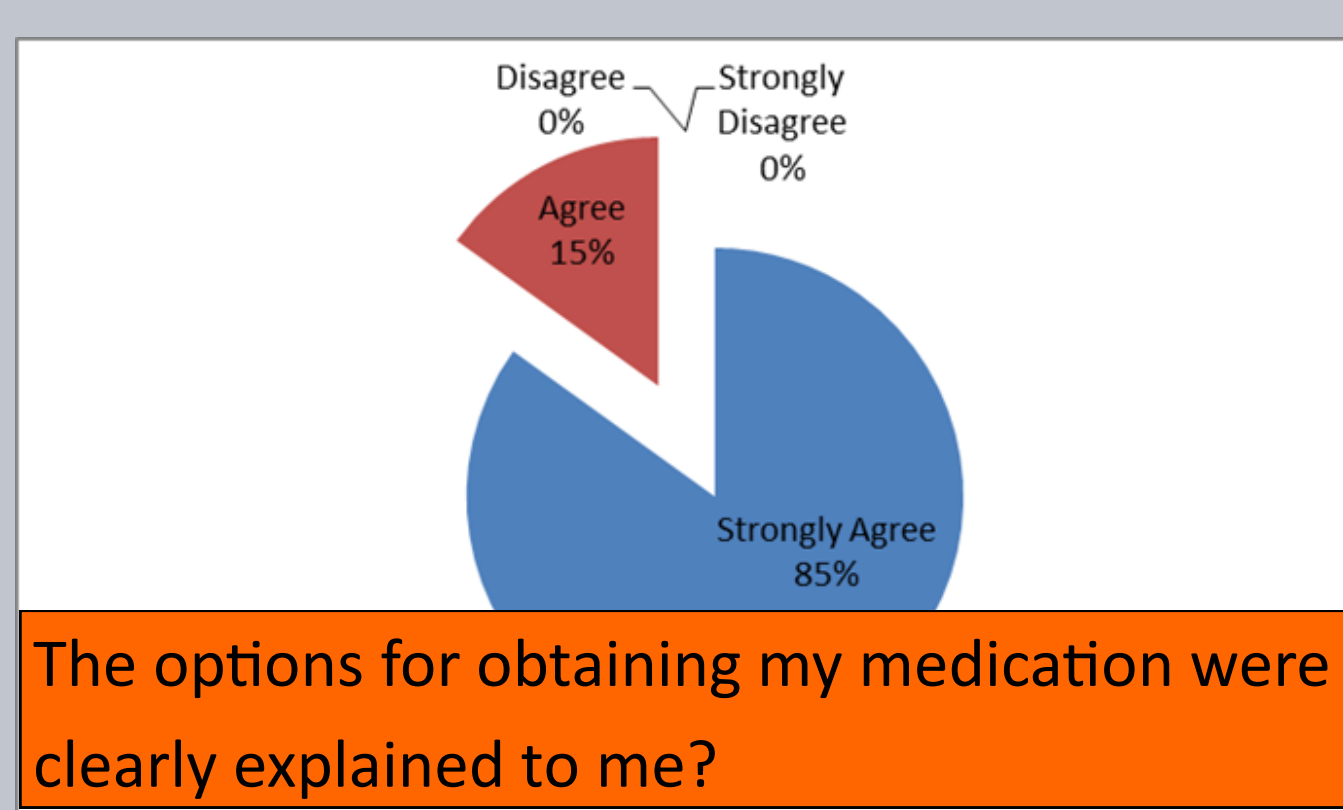
### Standard of Care -

### I feel confident about the skills and knowledge of the clinic staff?

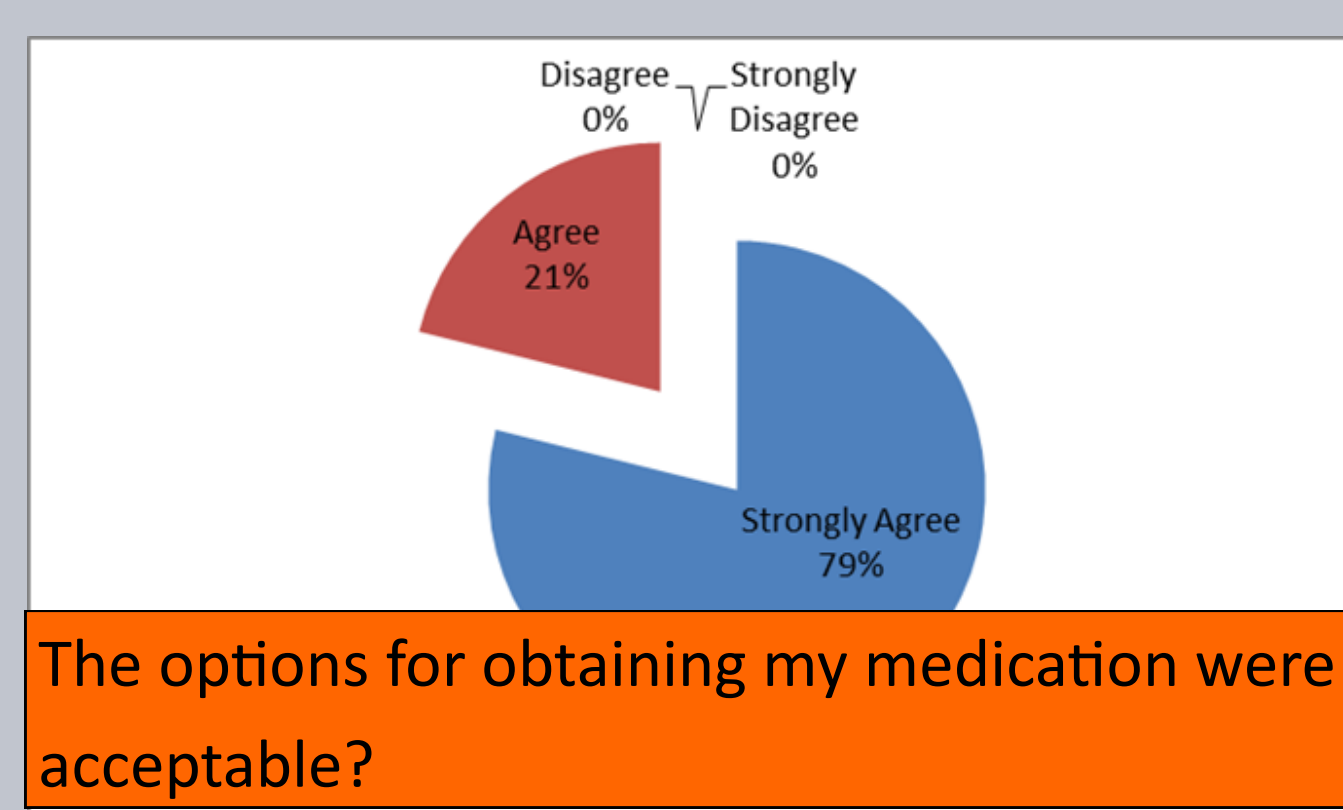
'This service should continue as it has made a positive impact in my life and I am sure of many others who are in the same position. I am now confident in myself and have a will to live because of the support . Thank you .'



### Medication Options



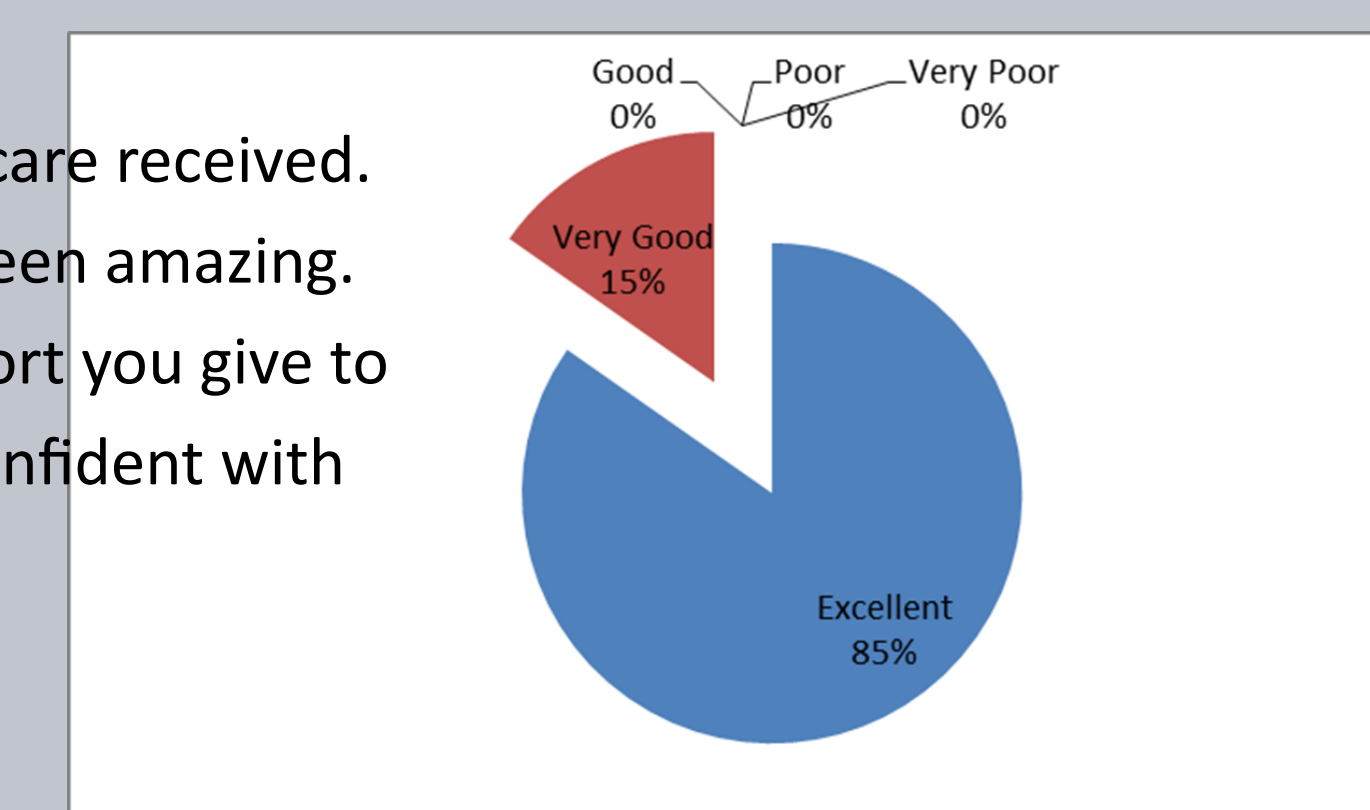
The options for obtaining my medication were clearly explained to me?



The options for obtaining my medication were acceptable?

### The standard of Care I received from Southend Hospital has been:

'Exceptionally excellent standard of care received. No negative comments. Staff have been amazing. Thank you for all the work and support you give to patients. I'm really impressed and confident with the health team!! :-)'



## Conclusion

This has been a period of dynamic change with all team members being involved in problem solving and finding new ways of working.

Despite the many challenges presented to us, the survey findings demonstrate that the Southend HIV team have been able to provide a service that the patients are happy with.

Despite our best efforts, some patients have been lost to follow-up due to the rapid switch and this remains a concern for our team. We believe that the provider switch process needs 6 months to allow time to contact patients and for them to adjust to the changes. This also allows time for care pathways to be developed and implemented.