

Sara Day, Christina Antoniadis, Yodit Fissahaye-Yimer, Rebecca Wilkins, Sam Ohene-Adomako, Abeba Gebreselassie, Olayinka Olaonipekun, Alex Harvey, Christina Casley, Caroline Rae



## Background

Developing innovative solutions using digital technology has the potential to revolutionise healthcare delivery. Harnessing these solutions has been essential in order to sustain access to services over the pandemic. Klick is a technology enabled pathway that supports patient access to Chelsea and Westminster Hospital's HIV outpatient clinics. It involves a smartphone app for patients to book/reschedule appointments, view routine results, request medication and receive care updates from the clinical team. The pathway is underpinned by (Band 6/7) nurse delivered care that offers stable patients virtual/face to face routine consultations which include a comprehensive annual review. Prior to nurse consultations some patients are asked to submit a pre-visit questionnaire (PVQ). We present the experiences of patients who use Klick following its launch in Kobler Clinic in August 2020 and 56 Dean Street in July 2021.

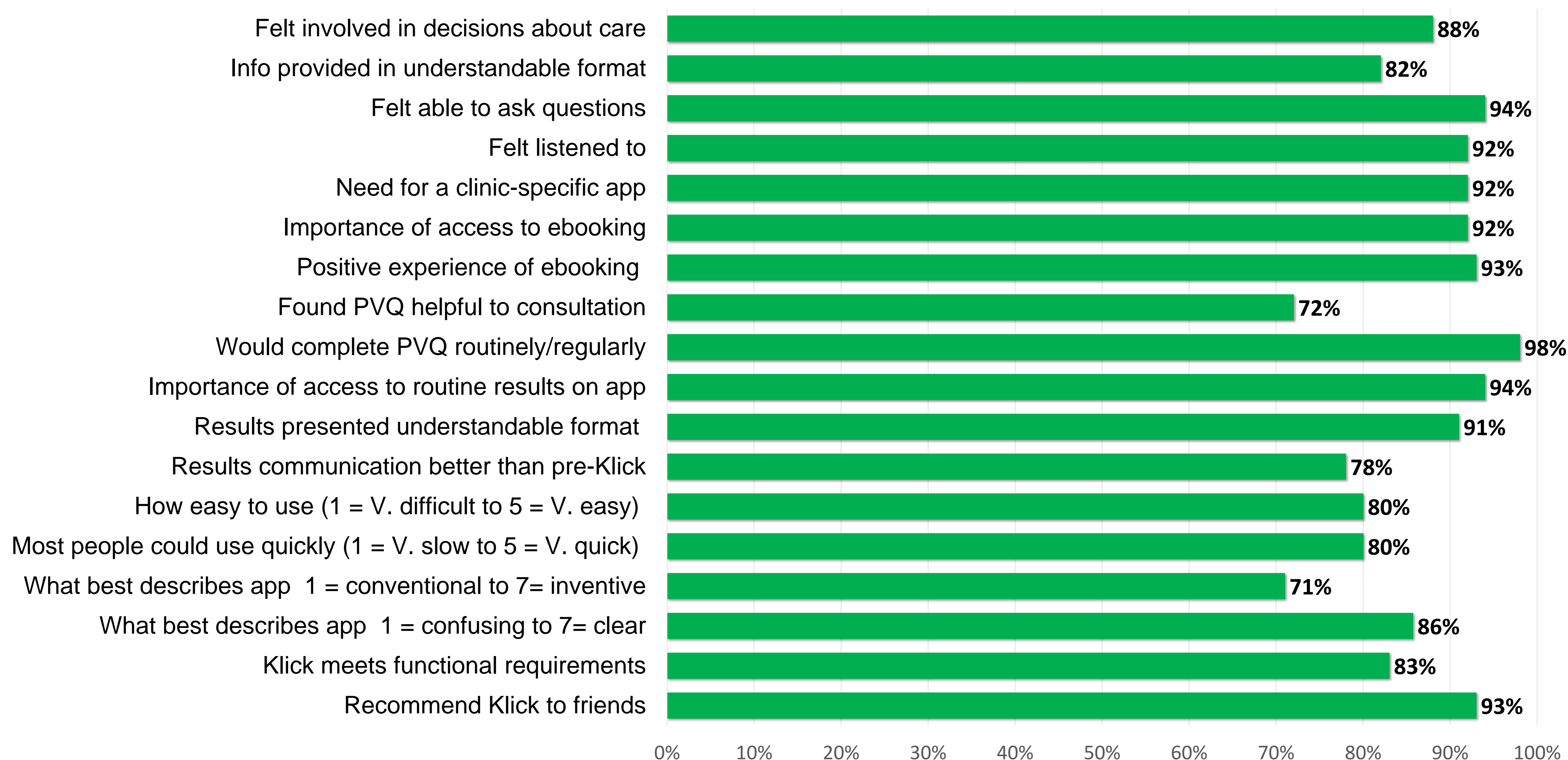
## Method

In October 2022 Klick registered patients that consented to receiving push notifications specifically relating to providing feedback, were invited by SMS to complete a Survey Monkey questionnaire. Survey questions captured experience relating to app performance and nurse delivered care.

## Results

5046 patients have downloaded and registered for the Klick app since August 2020. 2943/5046 (58%) patients actively use it each month. 1661/5046 (33%) patients were invited to participate in the survey, and 362/1661 responded (22%). Responders were 95% 340/358 male, 2.8% 10/358 female, 2.2% 8/358 gender minorities; median age range was 41-60 years; 53% 189/354 were of white British ethnicity; 73% 261/358 reported English as their first language. Survey responses are shown in Figure 1. 86% patients used other healthcare technology e.g. NHS app. The five most frequently used words to describe the app were efficient, easy, good, excellent, and professional.

Figure 1. Patient experience outcomes relating to nurse-led consultations, functionality of Klick's specific features and generalised app performance.



## Conclusion

Patients accessing our HIV outpatient services feel having a clinic-specific app is important and demonstrate a willingness to engage with it. They found tech-enabled nurse delivered care to be highly acceptable and reported superior experience regarding results provision compared to care received before Klick. Klick is now embedded within our outpatient services. Other services could benefit from adopting similar digital solutions to enhance patient care.