

Shropshire Anticoagulation Service Survey 2018 Summary

Overview

The survey aimed to find out if users of the telephone based anticoagulation service were happy with the service provided, if there were improvements that could be made and to formalise the feedback that had previously been received via telephone.

Over 900 surveys were sent out to patients using the service over a 2 week period with the completed forms being returned with their next blood test. This was the first survey the service had carried out, and it received a 47% response rate.

Findings

Overall Satisfaction with Service and Care

Very satisfied – 89%
Satisfied – 10%
Dissatisfied – 1%

Satisfaction with Telephone Advice by Nursing/Clerical Staff

Very satisfied – 88%
Satisfied – 11%
Dissatisfied – 1%

Did Staff Show Empathy and Compassion

Definitely – 96%
Partly – 4%
Not at all – 0%

Understanding of the information on the Warfarin dose card

Definitely – 99%
Partly – 1%
Not at all – 0%

Actions

- **Return of results** - Currently rolling out the emailing of dose cards as another option for patients, to reduce time taken for patients to receive results. For patients where second class post is used we need to reassure patients when we first introduce them to the service that they will be contacted immediately with dose changes if their INR is in any way unstable.
- **Information on lifestyle/diet/the meaning of the result and subsequent dose change** - plan to do an information board in phlebotomy at PRH & RSH with some of this information. All patients are issued with an information book on commencement of treatment which we will continue to do.
- Plan in place to repeat the survey for different group of patients in mid-2019.