



Therapeutic Apheresis Services User Satisfaction Survey 2018

Executive Summary

Therapeutic Apheresis Services (TAS) forms part of NHS Blood & Transplant's (NHSBT) Diagnostic and Therapeutic Services (DTS) directorate. TAS delivers services to adults and children from a range of clinical specialties in Trusts across eight regions.

This report presents the outcomes of a User Satisfaction Survey (USS) sent to referring clinicians over a four-week period in February/March 2018. A total of 353 surveys were issued and 115 returned, giving an overall response rate of 33% with response rates ranging from 22% to 45% for each of the eight TAS units.

Feedback from the survey was assessed using top box scores (the percentage of answers scoring 9 or 10 out of 10) and average scoring methods as in previous surveys. The top box score for overall satisfaction (Q7) in 2018 is 74% (70% in 2017) with an average of 9.1 (9.0 in 2017) and a range of 6-10. This is the highest score for overall satisfaction received since the commencement of the annual satisfaction survey in 2012, with previous years scoring between 56% and 70%.

Top box scores for all questions were higher than in any previous survey in all but two questions: quality of service delivery 79% (80% in 2017) and speed of treatment 72% (75% in 2017)

Overall feedback is very positive, indicating a higher level of satisfaction from TAS users. The areas identified in the 2017 USS as requiring improvement all see an improved score in 2018.

Table 1 shows the percentage increase in top box scores for the areas identified as requiring improvement in the 2017 survey report

Areas identified for improvement (2017)	2017 result	2018 result	% increase
Suitability of referral forms	44%	47%	3%
Availability of referral forms	45%	52%	7%
Clarity of the referral process	47%	53%	6%
Quality of discharge communications	53%	58%	5%

Background/Overview

On 9th February 2018 a total of 353 user satisfaction surveys were sent to all clinicians who had made a referral to TAS in 2017. Electronic surveys were sent to users with a known email address and paper surveys sent to users with no known email address.

The survey consisted of eight specific questions relating to all aspects of Therapeutic Apheresis Services, with each question being scored on a scale of 1 (totally dissatisfied) to 10 (totally satisfied). Additional comments fields were provided for all questions (for a copy of the survey see appendix 1). Reminder letters were sent in the post on 23rd February 2018 and data analysis then commenced 12th March 2018.

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Key Highlights of the results

The 2018 survey received 115 completed surveys, giving an overall response rate of 33%. Electronic responses were received from 37 (32%) respondents, with 76 (66%) paper responses also received. Response rates varied across the country with 22% of TAS Manchester referring clinicians responding against 45% of clinicians referring to TAS Liverpool.

Table 2 shows the number of surveys issued to clinicians in each TAS referring unit, with return rates broken down by electronic or paper responses.

Unit	Issued	Online Returned	% of Total	Paper Returned	% of Total	Total Returned	Return Rate
Birmingham	3	1	100%	0	0%	1	33%
Bristol	47	6	50%	6	50%	12	26%
Leeds	93	13	39%	20	61%	33	35%
Liverpool	67	5	17%	25	83%	30	45%
London	31	3	38%	5	63%	8	26%
Manchester	27	4	67%	2	33%	6	22%
Oxford	61	4	25%	12	75%	16	26%
Sheffield	24	1	14%	6	86%	7	29%
Unknown	N/A	1	50%	1	50%	2	N/A
Total	353	37	32%	76	66%	115	33%

Table 3 shows the top box, average and range of scores by question

Q	Question Abbreviation	Top Box Score	Average Score	Range
1	Range of services	77%	9.1	5 - 10
2	Quality of services	78%	9.1	5 - 10
3a	Clarity of referral process	53%	8.5	1 - 10
3b	Availability of referral forms	52%	8.3	5 - 10
3c	Suitability of referral forms	47%	8.3	4 - 10
3d	Timeliness of response to referrals	78%	9.1	4 - 10
3e	Speed which treatment is provided	72%	9.0	5 - 10
4a	Quality of service from nursing team	79%	9.3	6 - 10
4b	Quality of advice from medical team	77%	9.2	6 - 10
5a	Quality of discharge communications	58%	8.5	1 - 10
5b	Collaborative approach of ongoing treatment	66%	8.7	2 - 10
6	Management of complaints	70%	8.9	1 - 10

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Q	Question Abbreviation	Top Box Score	Average Score	Range
7	Overall satisfaction	74%	9.1	6 - 10
8	Likelihood to recommend	86%	9.4	6 - 10

Chart 1 shows the top box and average score by question

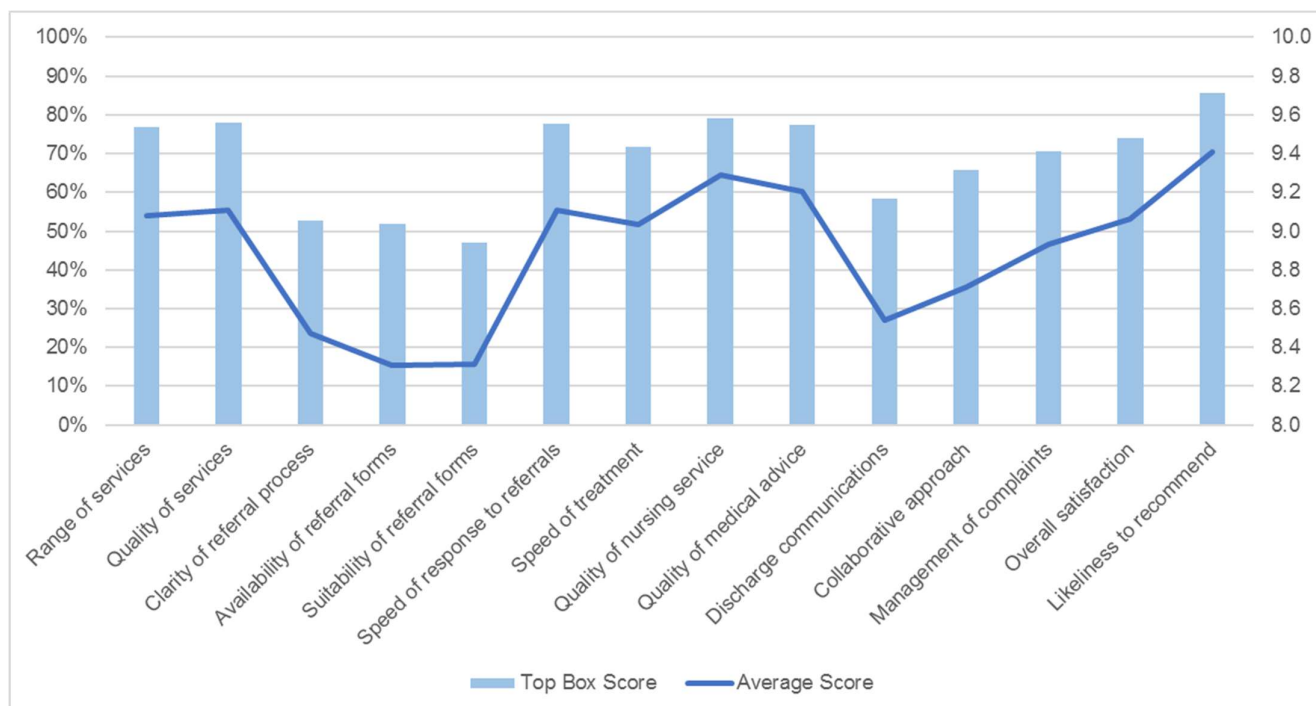


Table 4 shows the top box, average and range of scores for overall satisfaction by unit for the last three surveys

Unit	Surveys Returned (%)	Top Box			Average			Range		
		2016	2017	2018	2016	2017	2018	2016	2017	2018
Birmingham	33%	N/A	100%	0%	N/A	9.0	8.0	N/A	9-9	8 - 8
Bristol	26%	60%	58%	58%	8.6	9.1	8.7	6-10	8-10	6 - 10
Leeds	35%	50%	73%	75%	8.8	9.0	9.1	7-10	7-10	7 - 10
Liverpool	45%	58%	76%	80%	8.8	9.3	9.2	7-10	7-10	6 - 10
London	26%	67%	100%	75%	9.0	9.3	9.3	8-10	9-10	7 - 10
Manchester	22%	50%	0%	100%	6.0	7.7	9.2	3-9	7-8	9 - 10
Oxford	26%	58%	67%	63%	8.8	8.8	8.9	7-10	5-10	8 - 10
Sheffield	29%	100%	100%	86%	9.5	9.5	9.4	9-10	9-10	8 - 10

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Table 5 shows the top box, average and range of scores by question for the last four surveys

Question Abbreviation	Q	Top Box Scores				Average Score				Range			
		2015	2016	2017	2018	2015	2016	2017	2018	2015	2016	2017	2018
Services - range	1	71%	65%	71%	77%	9.0	8.6	9.0	9.1	5-10	5-10	5-10	5 - 10
Services - quality	2	69%	70%	70%	78%	8.8	8.8	9.0	9.1	5-10	3-10	2-10	5 - 10
Clarity of referral process	3a	42%	38%	47%	53%	7.9	7.9	8.2	8.5	1-10	4-10	3-10	1 - 10
Availability of referral forms	3b	36%	38%	45%	52%	7.6	7.9	8.0	8.3	1-10	2-10	4-10	5 - 10
Suitability of referral forms	3c	35%	38%	44%	47%	7.8	7.8	7.9	8.3	1-10	1-10	2-10	4 - 10
Timeliness of response to referrals	3d	59%	57%	70%	78%	8.7	8.4	9.1	9.1	5-10	5-10	7-10	4 - 10
Speed of treatment	3e	55%	61%	75%	72%	8.5	8.5	9.0	9.0	1-10	3-10	2-10	5 - 10
Quality of service delivery	4a	82%	75%	80%	79%	9.2	9.0	9.2	9.3	4-10	3-10	4-10	6 - 10
Quality of clinical advice	4b	71%	70%	70%	77%	9.0	9.0	8.9	9.2	6-10	5-10	2-10	6 - 10
Quality of discharge comms	5a	47%	44%	53%	58%	8.2	8.3	8.6	8.5	4-10	4-10	4-10	1 - 10
Collaborative approach	5b	52%	54%	62%	66%	8.3	8.4	8.6	8.7	4-10	3-10	2-10	2 - 10
Complaint management	6	68%	50%	68%	70%	8.5	8.5	8.9	8.9	3-10	4-10	5-10	1 - 10
Overall satisfaction	7	68%	62%	70%	74%	8.8	8.7	9.0	9.1	2-10	3-10	3-10	6 - 10
Likelihood to recommend	8	73%	75%	79%	86%	9.0	8.9	9.2	9.4	2-10	4-10	3-10	6 - 10

Areas to focus on improving in 2018 have been identified in yellow and are those with a top box score of <60%

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Table 6 shows comments received from users to both Q3 (the referral process) and Q5 (the discharge communication)

Question 3 – Referral Process
Accessing the consultant out of hours can take several phone calls
There is still duplication of a considerable amount of information on various forms and the referral process could be further streamlined
Quite opaque process at present
Referral process is straight forward, however FRM5071 form is not entirely user friendly when completing electronically
Forms occasionally tricky to find on website
It may help on the website to say where to email referral form back to
Getting hold of right people was touchy but once I called right people @ Leeds it was seamless
LTHT switchboard does not have apheresis on call rota. Thus, knowing where/how to refer was a headache one weekend and the intranet site wasn't that clear! Once we got through however everything was excellent, thanks
Be good to be able to refer online. Greater flexibility with weekend cover would help
I've said before that the referral process seems cumbersome - so I rely on letters
Could have improved clarity of the process and access to all the forms
We have a phone number for apheresis for out of hours, but there is no well-publicised referral pathway
Question 5 – Discharge Communications & Collaborative Approach to Ongoing Treatment
Urgent information communicated verbally effectively and then in writing. But routine communication not effective partly due to the existence of separate TAS notes and lack of timely delivery of routine outcome reports.
The interaction that I have with the consultant and nurses are very helpful. The difficulty I have is that there is no 'joined up' system which allows us to liaise about care effectively (e.g. incorporating notes & letters). In practice, we rely on email to get things done properly.
I have never seen any discharge communications
There was little to no communicating of plan or summary after apheresis completed. It is all necessary, even though I know it was all done
Not receiving any, but would be nice, even for inpatients
Not seen a discharge note from the service
I have not received any communication regarding the treatment provided by your unit to the patient I referred 4 months ago

**Therapeutic Apheresis Services
User Satisfaction Survey 2018****Key development areas identified for action:**

- TAS Service Development Manager (SDM) to work with IT and clinical colleagues to devise and implement an electronic referral and discharge summary system as a matter of priority.
- Each TAS units to receive unit specific data following publication of the USS main report. An action plan to improve on any relevant scores < 60% should then be developed incorporating feedback sought from referring clinicians to further enhance localised partnership working.
- Based on the low 37% response rate from users, TAS SDM will overhaul the future structure of the USS to ensure ease of completion by an appropriate referring clinician and improve efficiencies by adopting a Paperless approach in line with the wider NHS digital vision

Next Steps:

- Distribute the USS to all key internal and external stakeholders and share report widely (last report only distributed at the end of January 2018), acknowledging that we need to change how we gather this feedback from our service users to reduce efficiencies in time ie theirs and ours
- Senior Management team to acknowledge the repeating areas of key concern from users on the last two USS are that of the Referral and Discharge process and provide support to SDM again to commit to making improvement 18/19
- Each unit to receive comprehensive feedback on their individual reports and develop bespoke action plans to address local concerns. Review of progress with the action plan will fall into a business as usual review of TAS activity
- SDM to review the process for gaining user satisfaction to seek qualitative rather than quantitate data via a paperless approach in line with wider NHS digital vision - NHS Five Year Forward View, Paperless 2020

NHS Blood & Transplant

NHS Blood & Transplant (NHSBT) saves and improves lives by providing a safe, reliable and efficient supply of blood and associated services to the NHS in England. We are the organ donor organisation for the UK and are responsible for matching and allocating donated organs.

We rely on thousands of members of the public who voluntarily donate their blood, organs, tissues and stem cells. Their generosity means each year we're able to supply around 1.9 million units of blood to hospitals in England and around 4,200 organ and 5,800 tissue donations, which save or improve thousands of lives.

For more information about the User Satisfaction Survey or Therapeutic Apheresis Services

Email TherapeuticApheresisServices@nhsbt.nhs.uk

Call 0117 921 7407

Therapeutic Apheresis Services User Satisfaction Survey 2018

Therapeutic Apheresis Services Service User Satisfaction Survey February 2018

NHS Blood and Transplant's Therapeutic Apheresis Services function provides therapeutic apheresis services to NHS Trusts from eight units across England. The main therapies provided are:

- Extracorporeal Photopheresis
- Therapeutic Plasma Exchange
- Peripheral Blood Stem Cell Collection
- Automated Red Cell Exchange
- Low Density Lipid Removal

Our unit staff strive to provide high quality services, and to help ensure we achieve this we regularly seek feedback from both our service users and patients.

As a referring clinician your feedback is very important to help inform how we shape the development and delivery of our services in the future.

We would be very grateful if you could spare the time to complete this short survey and return it in the freepost envelope provided by Friday 9th March 2018.

Name:
Role:
Trust:
Hospital:
Telephone contact:
Email Address:

Please indicate your area of specialism:

Haematology	Renal	Neurology	Cardiology	Oncology	Dermatology
Other (Please Specify)					

Adult Services	Paediatric Services	
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For more information on Therapeutic Apheresis Services, please visit our hospitals webpages at:
<http://hospital.blood.co.uk/patient-services/therapeutic-apheresis-services/>

Or alternatively, our patient webpages at:
<http://www.nhsbt.nhs.uk/what-we-do/therapeutic-apheresis-services/>



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1.

Totally Dissatisfied Totally Satisfied

☹️ 😊

How satisfied are you with the range of services available from Therapeutic Apheresis Services?	N/A	1	2	3	4	5	6	7	8	9	10

Comments

2.

Totally Dissatisfied Totally Satisfied

☹️ 😊

How satisfied are you with the quality of the services available from Therapeutic Apheresis Services?	N/A	1	2	3	4	5	6	7	8	9	10

Comments

3. Please rate your satisfaction with our patient referral process:

Totally Dissatisfied Totally Satisfied

☹️ 😊

a. Clarity of process	N/A	1	2	3	4	5	6	7	8	9	10
b. Availability of referral forms	N/A	1	2	3	4	5	6	7	8	9	10
c. Suitability of referral forms	N/A	1	2	3	4	5	6	7	8	9	10
d. Timeliness of our response to your referrals	N/A	1	2	3	4	5	6	7	8	9	10
e. Speed with which the treatment is provided	N/A	1	2	3	4	5	6	7	8	9	10

Comments

**Therapeutic Apheresis Services
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4. Please rate your satisfaction with the interactions you have with the Therapeutic Apheresis Services medical team:

	Totally Dissatisfied ☹										Totally Satisfied ☺										
	N/A	1	2	3	4	5	6	7	8	9	10										
a. Quality of service delivery from our nursing team																					
b. Quality of clinical advice from our medical team																					

Comments

5. How satisfied are you with the discharge communications you receive, including:

	Totally Dissatisfied ☹										Totally Satisfied ☺										
	N/A	1	2	3	4	5	6	7	8	9	10										
a. Quality of information provided																					
b. Collaborative approach regarding ongoing treatment																					

Comments

6.

	Totally Dissatisfied ☹										Totally Satisfied ☺										
	N/A	1	2	3	4	5	6	7	8	9	10										
If applicable, how well have we met your expectations in the management of complaints and issue resolution?																					

Comments

7.

	Totally Dissatisfied ☹										Totally Satisfied ☺										
	N/A	1	2	3	4	5	6	7	8	9	10										
How satisfied are you with the overall service provided by Therapeutic Apheresis Services?																					

Comments

**Therapeutic Apheresis Services
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8.

Very unlikely Very likely

⊖ ⊕

Thinking about your experiences as a service user, how likely are you to recommend use of our Therapeutic Apheresis Services to a colleague?	N/A	1	2	3	4	5	6	7	8	9	10

Comments

9. Please state what aspects of the Therapeutic Apheresis Services you most value.

10. Please state what aspects of the Therapeutic Apheresis Services, if any, you would like to see improved?

11. Are there any service development or improvement initiatives you are undertaking which might impact on the service you require from Therapeutic Apheresis Services in the future?

Would you like a member of the Therapeutic Apheresis Services team to contact you to discuss any aspects of the service we provide?

Yes No

Thank you for taking the time to complete this survey.
Please return in the freepost envelope provided or alternatively to:
Therapeutic Apheresis Services Administration Team
Main Office, First Floor
NHS Blood and Transplant
500 North Bristol Park
Filton
Bristol
BS34 7QH