

**Therapeutic Apheresis Services**  
**User Satisfaction Survey**  
**2017**

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## Executive Summary

Therapeutic Apheresis Services (TAS) 2017 User Satisfaction Survey (USS) shows increased or equivalent levels of satisfaction from users across all categories since the previous survey in 2016.

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

User satisfaction feedback was obtained and then assessed using top box (percentage of scores of nine and ten out of ten) and average scoring methods as for previous surveys since 2012. This report presents the outcomes of the TAS USS completed in February 2017. The top box score for overall satisfaction, as reported by clinicians responding to the survey, is 70% (62% 2016) with an average of 9 (8.7 2016) and a range of 3-10. This is the highest score for overall satisfaction received in any previous TAS USS, range from previous years being 56-68%.

Surveys were sent to all clinicians who referred patients between January and December 2017. Efforts to improve response rates using a more personalised approach from the TAS regional teams and the addition of an option to complete via an e-survey resulted in a higher response rate increasing from 25% in 2016 to 37% this survey, with 87 responses out of 238 sent being returned.

Top box scores for all questions were greater than in any previous survey in all but two questions with areas of highest level of satisfaction and where opportunity remains listed below:

### Top box scores showed greatest levels of satisfaction for:

	<u>2017</u>	<u>2016</u>
• Q4a – Service delivery	↑ 80%	75%
• Q8 - How likely to refer our service to a colleague	↑ 79%	75%
• Q3e - Speed of treatment	↑ 75%	61%
• Q1 - Range of services	↑ 71%	65%
• Q7 - Overall service	↑ 70%	62%
• Q2 – Quality of services	= 70%	70%
• Q4b – Quality of clinical advice	= 70%	70%
• Q3d - Timeliness of response to referrals	↑ 70%	57%

### Areas which identified greatest opportunity for improved satisfaction:

• Q3c – Suitability of referral forms	↑ 44%	38%
• Q3b – Availability of referral forms	↑ 45%	38%
• Q3a – Clarity of the referral process	↑ 47%	38%
• Q5a – Quality of discharge communications	↑ 53%	44%

Overall feedback is very positive, indicating a higher level of satisfaction from TAS users. The areas showing highest improvement being for Q6 Complaint management with a top box score higher by 18%, Q3e Speed of treatment by 14% and Q3d Timeliness of response to referrals by 13%.

Although referral remains the lowest scoring section, improvement in scores have been seen here too, with increases between 6% and 9% seen for all referral questions.

The following table summarises the key recommendations from the 2017 survey:

<b>Recommendation</b>	<b>Responsible / Timeframe</b>
<b>Recommendation 1: Explore options for an electronic referral and discharge summary system.</b>	Service Development Manager - April 2018
<b>Recommendation 2: TAS units to review their unit's specific scores and feedback and agree relevant actions.</b>	TAS Consultants and Lead Nurses – end June 2017
<b>Recommendation 3: Service Development Manager and Manchester Unit explore reducing levels of overall satisfaction in Manchester</b>	Service Development Manager and Manchester TAS Unit – end June 2017
<b>Recommendation 4: Pilot six day routine services in Liverpool Unit</b>	Service Development Manager – April 2018

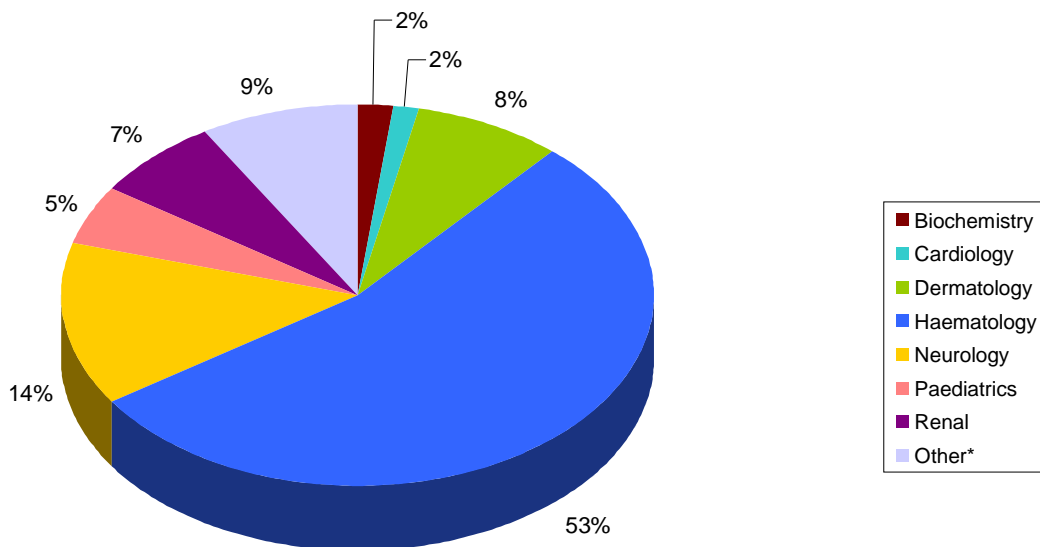
## **Background and Introduction**

Therapeutic Apheresis Services (TAS) forms part of NHS Blood & Transplant's (NHSBT) Diagnostic and Therapeutic Services directorate. Therapeutic apheresis services are provided from eight units located in NHS Trusts in Manchester, Liverpool, Sheffield, Leeds, Bristol, Oxford, London and Birmingham. The NHSBT medical and nursing teams deliver a wide portfolio of therapeutic apheresis treatments to patients from across England and North Wales.

Treatments are provided across a variety of adult and paediatric clinical specialties using specialist machines that exchange, remove or collect certain components within the blood. Treatments include:

- Peripheral Blood Stem Cell Collection
- Therapeutic Plasma Exchange
- Extracorporeal Photopheresis
- Red Cell Exchange
- Low Density Lipid Removal
- White Cell Depletion
- Platelet Depletion
- Immunoadsorption

**Chart 1 - Breakdown of TAS Procedures by Specialty 2017**



Therapeutic apheresis services are delivered operating an outpatient model for non-acute patient procedures whilst offering a peripatetic model for paediatric and acutely unwell patients.

## **Survey Methodology**

A survey was distributed to all clinicians who had referred patients to TAS in the period January to December 2016. A total of 238 surveys were issued in both paper format and as an on-line survey.

The survey consisted of twelve 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).

Data from both the on-line survey and paper surveys were entered onto an Excel spreadsheet to facilitate analysis. Top box scores (% of responses scoring 9-10 out of 10) and average scores (an average of the scores returned) were calculated for each question and an overall top box score applied to Question 7 "How satisfied are you with the overall service provided by Therapeutic Apheresis Services?".

## Results

The response rate in the 2016 survey was poor and a recommendation in the report was included to review the methodology for seeking TAS user satisfaction feedback. The actions taken following this review were to:

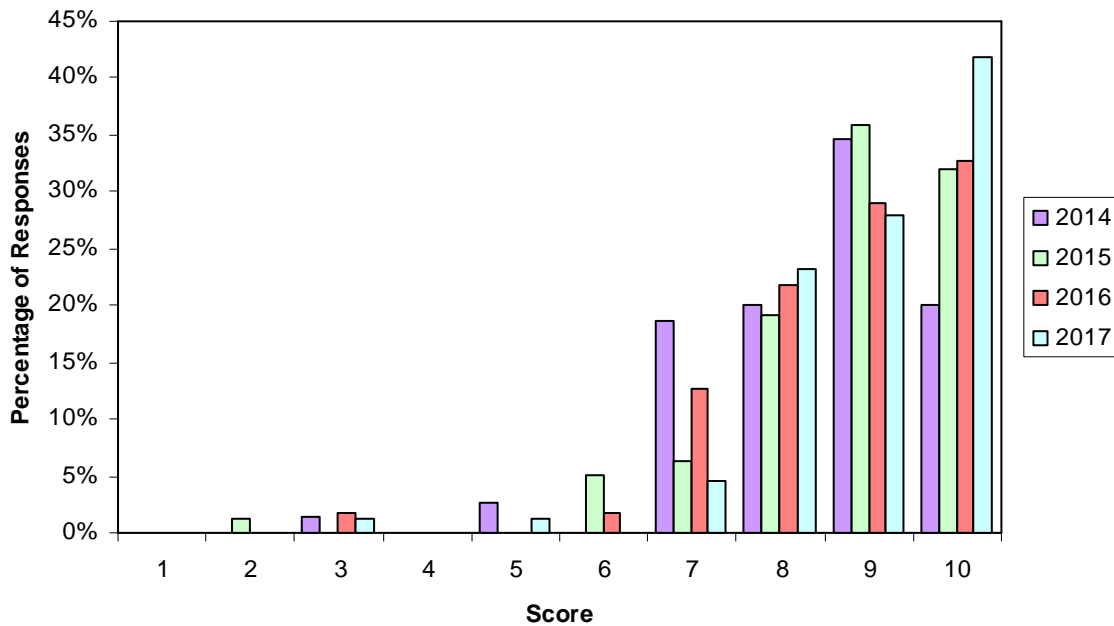
- Review and reduction of the volume of questions
- Inclusion of an online survey to increase accessibility ease of completion
- Introduced a personalised approach to the distribution of surveys, surveys being sent from the regional TAS team.
- Provision of more regular updates to users regarding progress with recommendations from survey.

These changes were implemented and have resulted in an improved response rate. Of the 238 surveys issued, 87 surveys were returned, reflecting the highest number of returns from any survey and a 37% return rate compared with 54 (25%) in 2016.

### 1. Overall Level of Satisfaction - Top Box and Average Scores

The top box score (scores of nine and ten out of ten) for the overall level of satisfaction as reported in Q7 “How satisfied are you with the overall service provided by Therapeutic Apheresis Services?” was 70% with an average score of 9. This reflects an 8% increase from 2016 (62% / 8.7).

**Chart 2 – Scores for Q7 Overall Satisfaction 2014-2017**



**Table 1 – Top box, and average trends Q7 Overall satisfaction 2014-2017**

(>= score in 2016 < score in 2016)

Q7 Overall service	Top Box				Average Score			
	2014	2015	2016	2017	2014	2015	2016	2017
	56%	68%	62%	70%	8.4	8.8	8.7	9.0

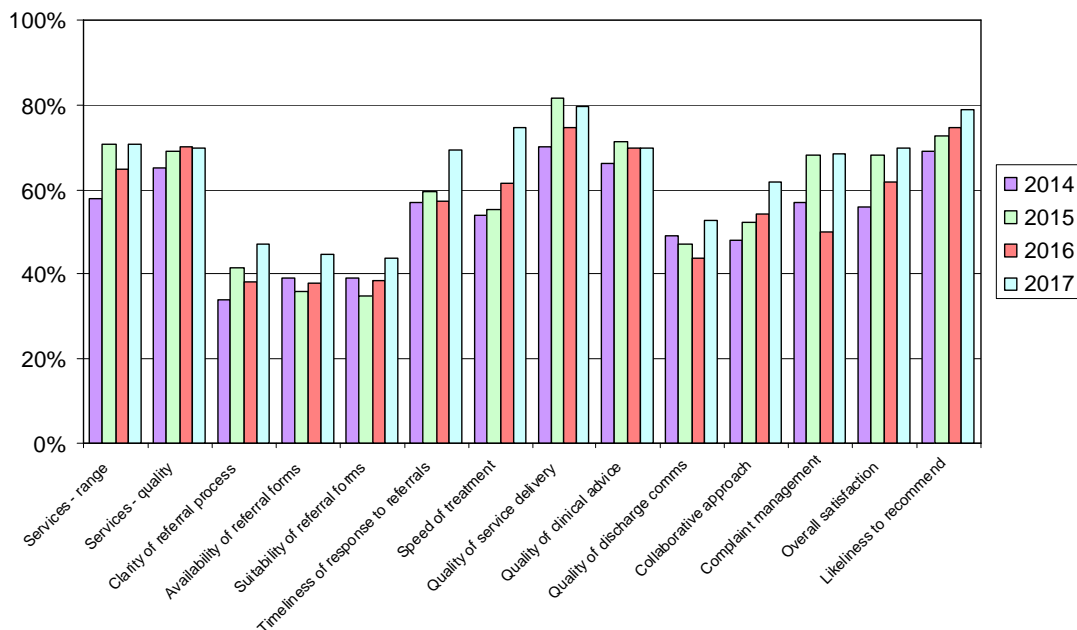
### 2. All Questions - Top box, average and range

Table two and charts three and four (below) detail the top box, average and trend data for all questions.

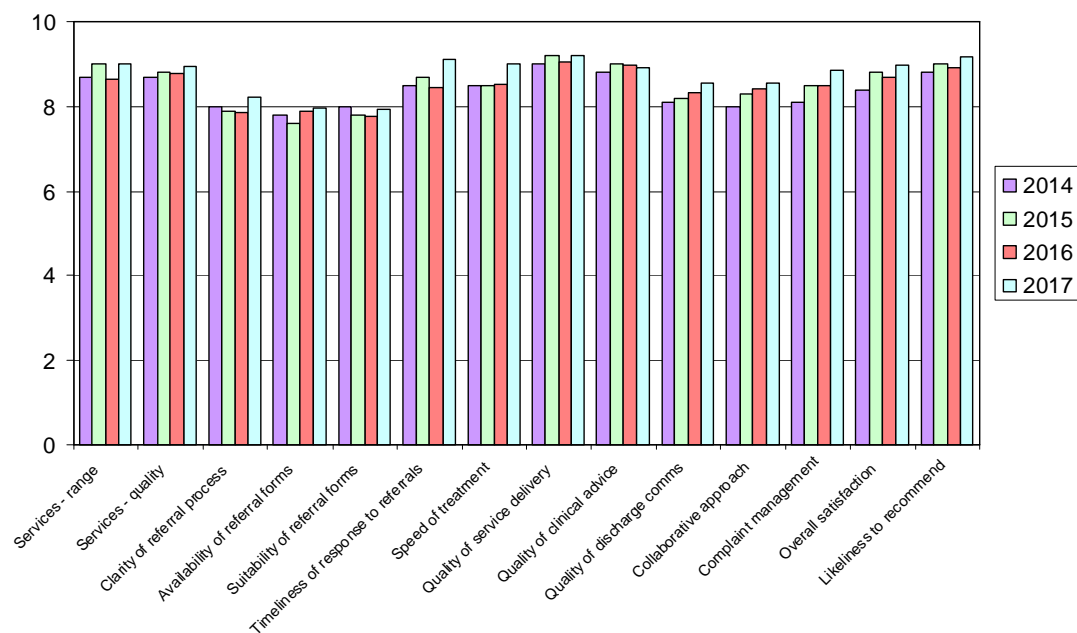
**Table 2 – Top Box and Average Scores by Question and Compared with previous two survey**

Question	Question Number	Top Box Scores				Average Score				Range			
		2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Services - range	1	58%	71%	65%	71%	8.7	9.0	8.6	9.0	5-10	5-10	5-10	5-10
Services - quality	2	65%	69%	70%	70%	8.7	8.8	8.8	9.0	4-10	5-10	3-10	2-10
Clarity of referral process	3a	34%	42%	38%	47%	8.0	7.9	7.9	8.2	4-10	1-10	4-10	3-10
Availability of referral forms	3b	39%	36%	38%	45%	7.8	7.6	7.9	8.0	3-10	1-10	2-10	4-10
Suitability of referral forms	3c	39%	35%	38%	44%	8.0	7.8	7.8	7.9	4-10	1-10	1-10	2-10
Timeliness of response to referrals	3d	57%	59%	57%	70%	8.5	8.7	8.4	9.1	4-10	5-10	5-10	7-10
Speed of treatment	3e	54%	55%	61%	75%	8.5	8.5	8.5	9.0	4-10	1-10	3-10	2-10
service delivery	4a	70%	82%	75%	80%	9.0	9.2	9.0	9.2	3-10	4-10	3-10	4-10
Quality of clinical advice	4b	66%	71%	70%	70%	8.8	9.0	9.0	8.9	5-10	6-10	5-10	2-10
Quality of discharge comms	5a	49%	47%	44%	53%	8.1	8.2	8.3	8.6	3-10	4-10	4-10	4-10
Collaborative approach	5b	48%	52%	54%	62%	8.0	8.3	8.4	8.6	1-10	4-10	3-10	2-10
Complaint management	6	57%	68%	50%	68%	8.1	8.5	8.5	8.9	3-10	3-10	4-10	5-10
Overall satisfaction	7	56%	68%	62%	70%	8.4	8.8	8.7	9.0	3-10	2-10	3-10	3-10
Likeliness to recommend	8	69%	73%	75%	79%	8.8	9.0	8.9	9.2	4-10	2-10	4-10	3-10

**Chart 3 – Top Box Score by Question 2014-17**



**Chart 4 – Average Score by Question 2014-17**



The range of top box scores across all questions in the survey were between 44% and 80% (38% and 75% in 2016) and the average score for all questions between 7.9 and 9.2 (7.6 and 9.1 in 2016).

The highest levels of satisfaction are for the quality of service delivery 80%, likelihood to recommend TAS services to a colleague 79%, speed which treatment is provided 75%, range of services 71% and quality of services, clinical advice, overall service, and timeliness of response to referrals all scoring 70%. The greatest increase for these by 14% and 13% respectively being for speed of treatment and timeliness of response to referral.

Scores for suitability 44% (38%), availability 45% (38%) and clarity 47% (38%) of referral process and forms remain the lowest scores however show an improvement since 2016. In addition, the quality of discharge communication increased its top box score by 9% to 53% (44%).

**Recommendation 1: Explore options for an electronic referral and discharge summary system.**

#### 4. Overall Satisfaction by Unit – Top Box and Average Scores

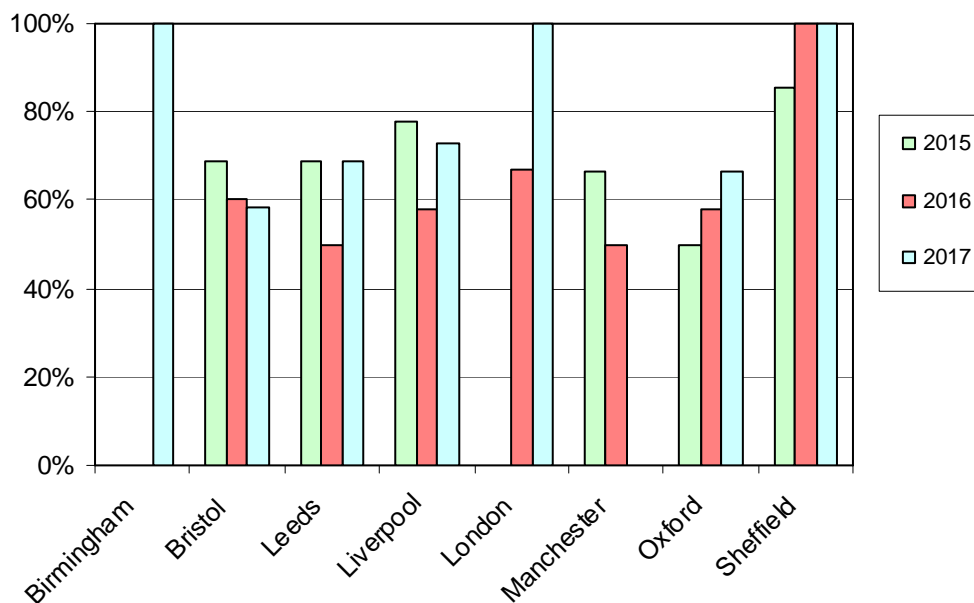
Table 3 and chart 5 present the overall level of satisfaction with the TAS services by unit. The table compares the 2017 scores with the results from the 2015 and 2016 surveys.

**Table 3 – Overall Satisfaction by Unit 2015-2017**

Unit	Surveys Returned (%)	Top Box			Average			Range		
		2015	2016	2017	2015	2016	2017	2015	2016	2017
Birmingham	50%	N/A	N/A	100%	N/A	N/A	9.0	N/A	N/A	9-9
Bristol	29%	69%	60%	58%	8.9	8.6	9.1	7-10	6-10	8-10
Leeds	26%	69%	50%	69%	9.1	8.8	8.5	7-10	7-10	7-10
Liverpool	45%	78%	58%	73%	9.1	8.8	9.2	6-10	7-10	7-10
London	13%	N/A	67%	100%	N/A	9.0	9.3	N/A	8-10	9-10
Manchester	18%	67%	50%	0%	8.0	6.0	8.0	6-9	3-9	8-8
Oxford	39%	50%	58%	67%	8.0	8.8	8.8	2-10	7-10	5-10
Sheffield	44%	86%	100%	100%	9.1	9.5	9.5	8-10	9-10	9-10

**Recommendation 2: TAS units to review their unit’s specific scores and feedback and agree relevant actions.**

**Chart 5– Top Box Score for Overall Satisfaction by unit 2015-2017**



5 out of 8 TAS units had a higher/equal to top box score compared with 2016

There was no comparison for Birmingham, with a top box score of 100% in its first year of service provision.

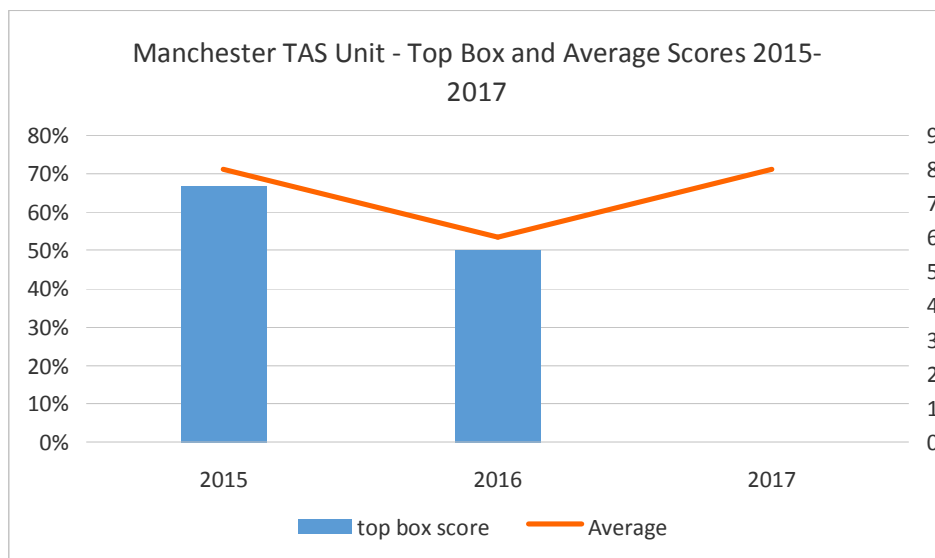
And although Bristol’s top score at 58% is lower than in 2016 (60%) it is gratifying to see the average score increased from 8.6 to 9.1.

Manchester’s decline in top box scores require better understanding, although again it is worth noting the average score increased from 6 in 2016 back to 8 in 2017, see trends depicted in Chart 6

**Recommendation 3: Service Development Manager and Manchester Unit explore reducing levels of overall satisfaction in Manchester**



**Chart 6 – Manchester unit top box and average score trend 2015-17**



## 5. Qualitative Feedback

Users were given the opportunity to provide qualitative feedback for each question and in addition, question 9 and 10 asked user for their views on the aspects of TAS service most valued and where improvement could be made.

**Q9 Please state what aspects of the Therapeutic Apheresis Services you most value? Feedback followed several themes and included:**

- Rapid responsive services –

*“Prompt response to referral request”*

*“Excellent response to acute need”*

*“Swift response”*

- Collaboration and approachable –

*“Friendly service, approachable and patient-centred. When a patient needs urgent therapy, it is provided, day, night or bank holiday, with good grace.”*

*“Clinical adjacency of unit and working with medical and nursing colleagues collaboratively.”*

*“Collaboration with very helpful staff - medical and nursing”*

- Flexibility of service provision -

*“Responsive nature and flexibility in addressing our needs”*

*“Tailored and prompt service to suit individual patient needs”*

- Clinical expertise -

*“Ability to phone & discuss difficult/complex patients”*

*“Availability of telephone communication and advice”*

*“Medical advice. Friendly & flexible apheresis staff”*

**Q10 Please state what aspects of the Therapeutic Apheresis Services, if any, you would like to see improved? Themes included:**

- Referral process -

*"Reminder of where I find referral forms"*

*"Access to forms"*

*"The referral process should be easily available and accessible"*

*"Fewer forms to complete on referral"*

- Routine weekend apheresis services -

*"Possibility of weekend working for elective procedures for patients of working age (particularly relevant potentially for Sickle Cell patients requiring exchange transfusion programmes)."*

- Line insertion/access -

*"Vascath insertion"*

*"Referrals. Liaison with other services e.g. paediatric ward, line team. I think if a patient is having treatment it is up to the TAS team to do all necessary - not leave the referrer to manage"*

*"Yes: the nurses from team must be trained to do USG guided peripheral lines as they do elsewhere. Our main difficulty is getting central lines."*

- Online booking, referral, discharge management system -

*"It would be useful to have an online available slot facility to help with planning patients."*

*"Electronic discharge summaries"*

*"On line referral system rather than faxing paper work"*

TAS must explore the opportunity for a patient management systems as per recommendation 1.

TAS can provide peripheral access where veins will support this and we have been reviewing venous imaging and enhancing devices to evaluate their possible use. TAS is exploring ways to collaborate and help referring teams with venous access and where Trusts have a line insertion team we are looking at how the two organisations might work together to better provide venous access for patients requiring apheresis.

**Q11 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?**

Responses received highlighting Trusts planned service changes will be followed up directly with the referring teams.

**Q12 Do TAS current opening times and days meet your patient's needs?**

Most users responding were happy with current opening hours (75%), suggestions were received from 25% (11) respondents for this question and included:

- Later opening for administration of Plerixafor
- Capacity at weekends is effected when multiple urgent referrals
- Routine weekend services:
  - "weekend beds are more easily available at weekends"
  - "Flexibility of routine weekend services"
  - Regular patient in work would appreciate evening or weekend treatment

A review of TAS working hours and week has been undertaken in April 2017, incorporating views from patients, staff and users of our services and as a result a pilot of a six-day routine week is being explored in TAS Liverpool unit.

## 7. Benchmark with other customer satisfaction scores:

Although direct comparisons are difficult due to variations in services and sample size. Table 4 below illustrates TAS user satisfaction with the most comparable areas from NHSBT customer satisfaction survey Q4 2016/17. TAS overall satisfaction scored midway, 70% compared with range of 53- 86% in NHSBT survey, was comparable for clinical support/advice 70% (TAS) vs 73% (NHSBT), scored higher for recommendation 79% (TAS) vs 61% (NHSBT) and lower for referral 47% (TAS) vs 65% (RCI).

**Table 4: NHSBT Customer Satisfaction vs TAS User Satisfaction 2016-2017**

	Top box	Ave Score
NHSBT - overall	<b>80%</b> (74)	<b>9.0</b> (8.9)
Hospital services	<b>86%</b> (73)	<b>9.2</b> (8.9)
RCI - overall	<b>53%</b> (56)	<b>8.7</b> (8.6)
H&I overall	<b>74%</b> (74)	<b>9.0</b> (8.7)
<b>TAS – overall</b>	<b>70%</b> (62)	<b>9.0</b> (8.7)
<b>TAS – quality of services</b>	<b>70%</b> (70)	<b>9.0</b> (8.8)
<b>TAS – quality of service delivery</b>	<b>80%</b> (75)	<b>9.2</b> (9.0)
Easy to do business with	<b>61%</b> (61)	<b>8.7</b> (8.6)
<b>TAS - Likelihood to recommend</b>	<b>79%</b> (75)	<b>9.2</b> (8.9)
Clinical support	<b>73%</b> (68)	<b>8.9</b> (8.6)
<b>TAS - Quality of clinical advice</b>	<b>70%</b> (70)	<b>8.9</b> (9)
RCI - referral process	<b>65%</b> (62)	<b>8.8</b> (8.5)
<b>TAS - referral process</b>	<b>47%</b> (38)	<b>8.2</b> (7.9)

*NHSBT data taken from Q4 2016/17 (Q4 2015/16) customer satisfaction survey report*

## Summary and Recommendations

This year TAS have received increased or equivalent top box scores across all areas, compared with those reported in 2016, with overall satisfaction increasing by 8% to 70%.

Average scores also demonstrate a high level of consistency with regards to user satisfaction in all areas with a range of 7.9 – 9.2 averaging at 8.7

To meet the ongoing needs of users, TAS must explore opportunities to implement an electronic patient management system to support a more efficient interface between TAS services and our customers, particularly with regards to referral, booking and discharge communications.

A better understanding of feedback in Manchester is required and should be explored in more depth. Key user meetings must be undertaken to ensure users service requirements and feedback are understood and actioned. Table 5 summarises the key recommendations from this 2017 TAS User Satisfaction Survey.

**Table 5** - summarises all recommendations from this 2016 User satisfaction report –

Recommendation	Responsible / Timeframe
<b>Recommendation 1:</b> Explore options for an electronic referral and discharge summary system.	Service Development Manager (March 2018)
<b>Recommendation 2:</b> TAS units to review their unit's specific scores and feedback and agree relevant actions.	TAS Consultants and Lead Nurses (July 2017)
<b>Recommendation 3:</b> Service Development Manager and Manchester Unit explore reducing levels of overall satisfaction in Manchester	Service Development Manager and Manchester TAS Unit (July 2017)
<b>Recommendation 4:</b> Pilot six day routine services in Liverpool Unit	Service Development Manager (March 2018)

## Therapeutic Apheresis Services Service User Satisfaction Survey January 2017

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

- Extracorporeal Photopheresis
- Therapeutic Plasma Exchange
- Peripheral Blood Stem Cell Collection
- 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 10th March 2017.

Name:

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Role:

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Trust:

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Hospital:

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Telephone contact:

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Email Address:

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**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/>



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

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

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



**Comments**

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

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



**Comments**

6.

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



**Comments**

7.

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

**Comments**

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?

12. Do TAS current opening times and days meet your patient's needs? (Please provide details)

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**