

# **Therapeutic Apheresis Services**

## **User Satisfaction Survey**

**2016**

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## Executive Summary

Therapeutic Apheresis Services (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 seven regions.

User satisfaction feedback, obtained using a paper based survey, has been assessed by top box (percentage of scores of nine and ten out of ten) and average scoring methods since 2012. This report presents the outcomes of the TAS user satisfaction completed in February 2016. The top box score for overall satisfaction, as reported by clinicians responding to the survey, is 62% with an average of 8.7 and a range of 2-10. This is comparable with results from previous years.

Surveys were sent to clinicians who referred patients between January 2015 and December 2016. Of the 220 surveys sent, only 56 (25%) responses were returned. This is a disappointingly low response rate and suggests that a complete review of how TAS assesses user satisfaction should be undertaken prior to the 2017 survey.

Top box scores showed greatest levels of satisfaction for:

- Q5b – Quality of service delivery 75%
- Q10 - How likely to refer our service to a colleague 75%
- Q5a – Professionalism of staff 73%
- Q2 – Quality of services 70%
- Q6 – Quality of clinical advice 70%

Areas which identified greatest opportunity for improving satisfaction included:

- Q4c – Suitability of referral forms 38%
- Q4b – Availability of referral forms 38%
- Q4a – Clarity of the referral process 38%
- Q3 – Value for money 39%
- Q6b – Quality of discharge communications 44%

Feedback on areas with the highest level of satisfaction and where opportunities for improvement are identified, follow similar themes to that of previous surveys. It is disappointing that the same areas continue to be identified for improvement, particularly regarding referral and discharge communications where initiatives to improve these have already been implemented.

TAS will undertake a comprehensive review of individual responses and better engage with service users to seek a better understanding of the specific issues identified. The following table summarises the key recommendations from the 2016 survey:

Recommendation	Responsible / Timeframe
<b>1: Complete a full review of TAS processes for seeking user satisfaction.</b>	Service Development Manager January 2017
<b>2: Improve user engagement and explore in detail which elements of the referral process/forms and discharge communications need to be improved (consider use of electronic processes for the future)</b>	Service Development Manager September 2016
<b>3: TAS units to engage with referring teams to ensure clinical teams are advised of the benefits of the user satisfaction survey process</b>	TAS Lead Nurse and Consultants January 2017
<b>4: All TAS units to review respective unit responses and scores and agree an appropriate unit action plan (with support from Service Development Manager)</b>	TAS Lead Nurse and Consultants August 2016
<b>5: Complete a review of TAS routine working hours and week</b>	Service Development Manager January 2017
<b>6: Complete service evaluation of ultrasound guided venous imaging devices</b>	Nursing Lead Care, Quality and Regulation December 2016
<b>7: TAS to explore the opportunity to link with other apheresis providers in order to benchmark user feedback</b>	Service Development Manager December 2016
<b>8: TAS units to review customer relationship management strategies (with support from Service Development Manager)</b>	TAS Lead Nurse and Consultants September 2016
<b>9: Consider how TAS could seek views of non service users who are potential customers</b>	TAS SMT December 2016

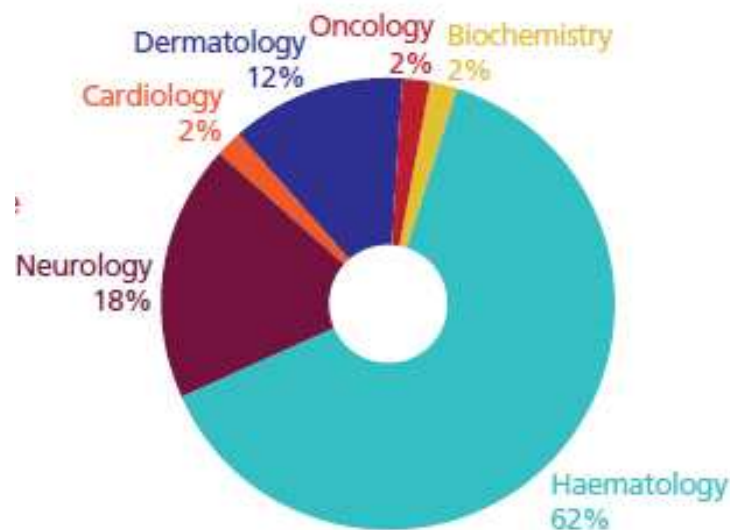
## **Background and Introduction**

Therapeutic Apheresis Services (TAS) forms part of NHS Blood & Transplant's (NHSBT) Diagnostic and Therapeutic Services directorate. Therapeutic apheresis services are provided from seven units located in NHS Trusts in Manchester, Liverpool, Sheffield, Leeds, Bristol Oxford and London. 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
- Immunoabsorption

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



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 2015 to December 2015. A total of 220 surveys were issued both electronically and in hardcopy format.

The survey consisted of thirteen 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 the survey was entered into 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 9 "How satisfied are you with the overall service provided by Therapeutic Apheresis Services?".

## Results

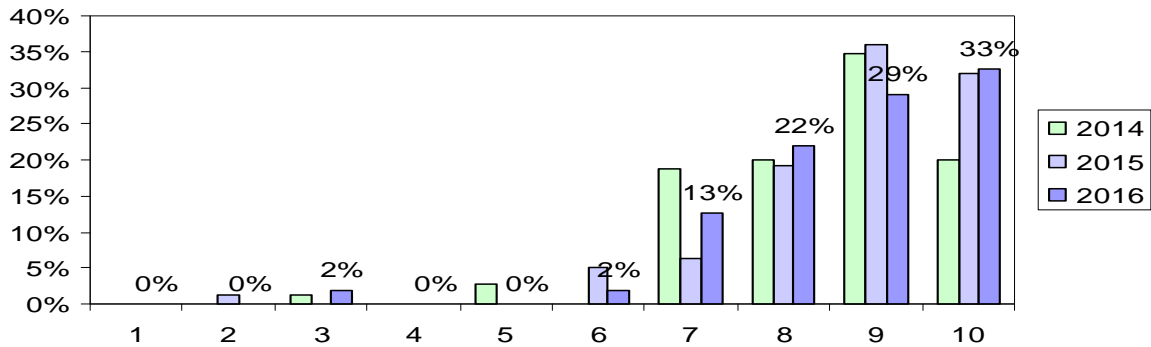
Of the 220 surveys issued, only 56 surveys were returned, reflecting a 25% return rate compared with 81 of 250 (32%) returned in 2015 and 75 of 201 (37%) returned in 2014. This is a disappointing response rate and the reasons for this need to be better understood.

**Recommendation 1: Complete a full review of TAS processes for seeking user satisfaction.**

### 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 Q9 “How satisfied are you with the overall service provided by Therapeutic Apheresis Services?” was 62%. This reflects a 6% decrease from 2015 and 7% increase from 2014 survey (see chart 2 below). However, it should be noted that only 2 users gave scores of less than 7 for overall level of satisfaction.

**Chart 2 – Scores for Q9 Overall Satisfaction**



The average score for overall satisfaction is 8.7 compared with 8.8 in 2015 and 8.4 in 2014. Table 1 shows the top box, average and range trends for overall satisfaction since 2014.

**Table 1 – Top box, average and range trends Q9 Overall satisfaction**

Q9. Overall service	Top Box			Average			Range		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
	56%	68%	62%	8.4	8.8	8.7	3-10	2-10	3-10

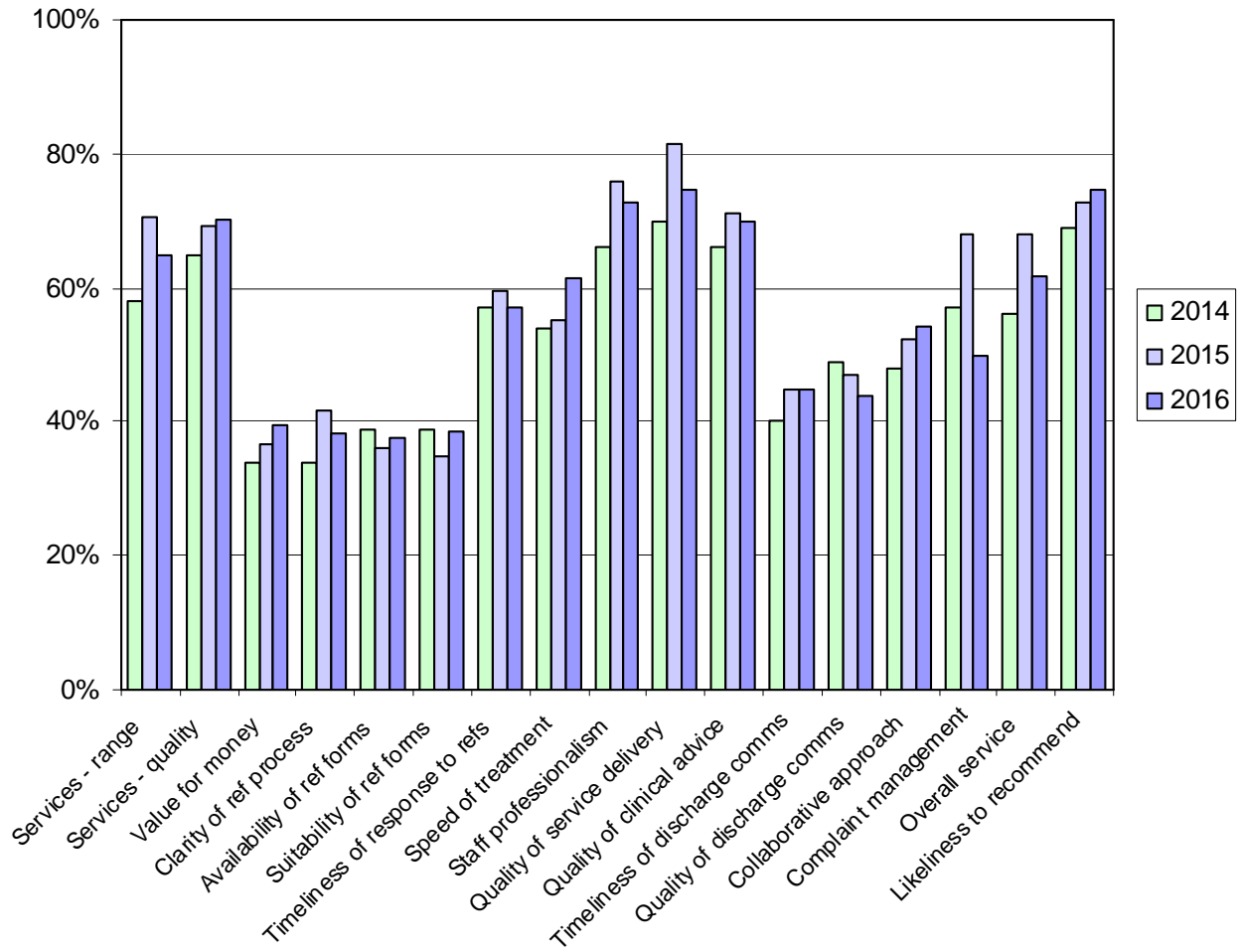
### 2. All Questions - Top box, average and range

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

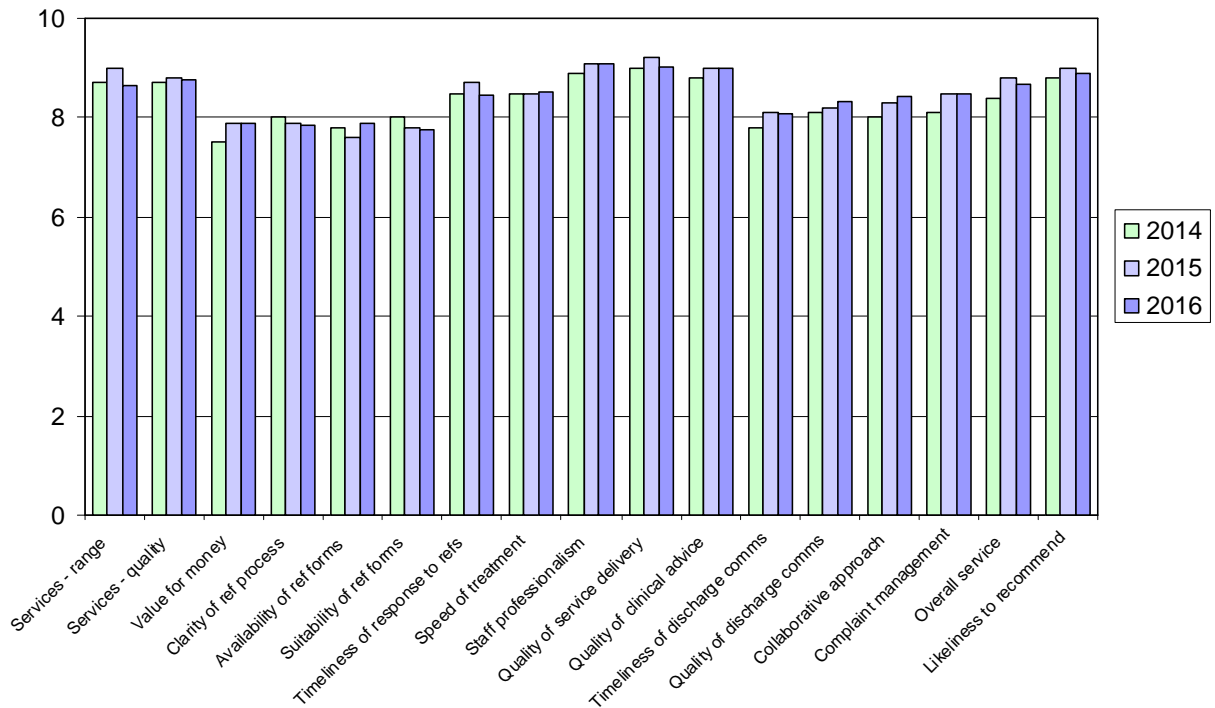
**Table 2 – Top Box and Average Scores by Question and Compared with previous two survey**

Question Abbreviation	Question Number	Top box scores				Average scores				Range		
		2014	2015	Difference	2016	2014	2015	Difference	2016	2014	2015	2016
Range of Services	1	58%	71%	-6%	65%	8.7	9.0	-0.4	8.6	5-10	5-10	5-10
Quality of Services	2	65%	69%	1%	70%	8.7	8.8	0	8.8	4-10	5-10	3-10
Value for money	3	34%	37%	2%	39%	7.5	7.9	0	7.9	4-10	2-10	5-10
Clarity of referral process	4a	34%	42%	-4%	38%	8.0	7.9	0	7.9	4-10	1-10	4-10
Availability of referral forms	4b	39%	36%	3%	38%	7.8	7.6	0.3	7.9	3-10	1-10	2-10
Suitability of referral forms	4c	39%	35%	3%	38%	8.0	7.8	0	7.8	4-10	1-10	1-10
Timeliness of response to referrals	4d	57%	59%	-2%	57%	8.5	8.7	-0.3	8.4	4-10	5-10	5-10
Speed of treatment provision	4e	54%	55%	6%	61%	8.5	8.5	0	8.5	4-10	1-10	3-10
Professionalism of staff	5a	66%	76%	-3%	73%	8.9	9.1	0	9.1	3-10	5-10	6-10
Quality of service delivery	5b	70%	82%	-7%	75%	9.0	9.2	-0.2	9.0	3-10	4-10	3-10
Quality of clinical advice	6	66%	71%	-1%	70%	8.8	9.0	0	9.0	5-10	6-10	5-10
Timeliness of discharge comms	7a	40%	45%	0%	45%	7.8	8.1	0	8.1	3-10	4-10	3-10
Quality of discharge communications	7b	49%	47%	-3%	44%	8.1	8.2	0.1	8.3	3-10	4-10	4-10
Collaborative approach	7c	48%	52%	2%	54%	8.0	8.3	0.1	8.4	1-10	4-10	3-10
Complaint management	8	57%	68%	-18%	50%	8.1	8.5	0	8.5	3-10	3-10	4-10
Overall service	9	56%	68%	-6%	62%	8.4	8.8	-0.1	8.7	3-10	2-10	3-10
Likelihood to recommend	10	69%	73%	2%	75%	8.8	9.0	-0.1	8.9	4-10	2-10	4-10

### 3 – Top Box Score by Question



### Chart 4 – Average Score by Question



The range of top box scores across all questions in the survey were between 38% and 75% (37%-82% in 2015) and the average score for all questions between 7.6 and 9.1 (7.6-9.2 in 2015).

The highest levels of satisfaction are for the quality of service delivery (75%), likeliness to recommend TAS services to a colleague (75%), quality of clinical advice (73%), quality of services (70%) and professionalism of our staff (70%). These results reflected the previous three surveys.

It is of concern that aspects of the referral process (38-57%), value for money (39%) and quality of discharge communications (44%) consistently show the lowest level of satisfaction. There is limited improvement in satisfaction despite a number of actions being undertaken in 2015 including the review and implementation of new referral forms, and an audit of discharge communications with the recommendation to update the forms currently being implemented.

**Recommendation 2: Improve user engagement and explore in detail which elements of the referral process/forms and discharge communications need to be improved (consider use of electronic processes for the future).**

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

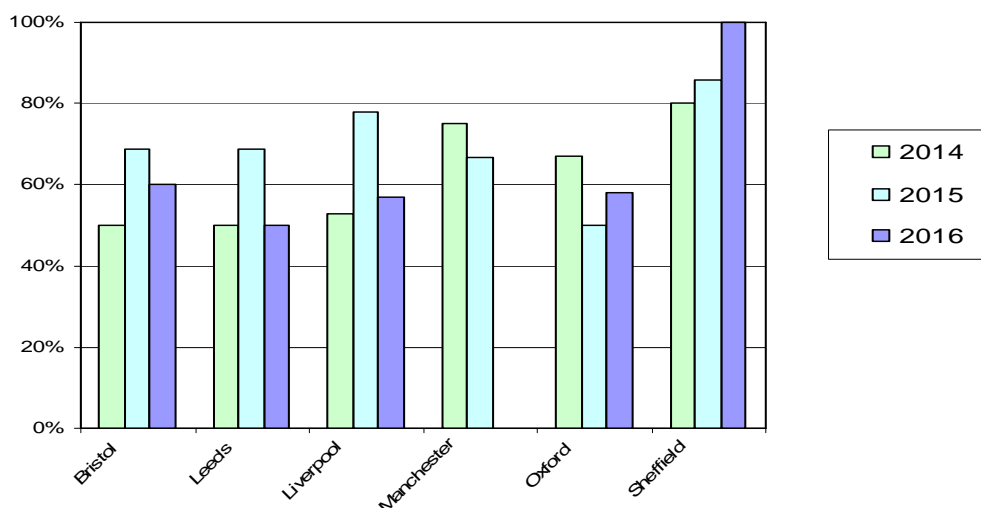
Table 4 and chart 4 present the overall level of satisfaction with the TAS services by unit. The table compares the 2016 scores with the results from the 2014 and 2015 surveys.

**Table 4 – Overall Satisfaction by Unit**

Unit	Surveys Returned (%)	Top box			Average			Range		
		2014	2015	2016	2014	2015	2016	2014	2015	2016
Bristol	22 (%)	50%	69%	60%	8.3	8.9	8.6	8-10	7-10	6-10
Leeds	9 (%)	50%	69%	50%	8.2	9.1	8.8	3-10	7-10	7-10
Liverpool	14 (%)	53%	78%	62%	8.5	9.1	8.8	7-10	6-10	7-10
Manchester	1 (%)	75%	67%	0%	8.3	8.0	3	5-10	6-9	3
Oxford	19 (%)	67%	50%	65%	8.8	8.0	8.8	8-10	2-10	7-10
Sheffield	2 (%)	80%	86%	100%	9.0	9.1	9.5	8-10	8-10	9-10

**Recommendation 3: TAS units to engage with referring teams to ensure teams are advised of the benefits of the user satisfaction survey process.**

**Chart 4– Top Box Score for Overall Satisfaction by unit**





The Sheffield and Oxford unit's top box scores indicate an increasing level of satisfaction in 2016; although it should be noted only two out of the eight responses were received for the Sheffield unit. Other TAS units had lower top box scores than in 2015 with Manchester scoring 0% as their single responder scored 3.

With the exception of Manchester and Bristol, the average scores and range remain comparable year on year.

**Recommendation 4: All TAS units review unit responses and scores and agree an appropriate unit action plan (with support from Service Development Manager)**

## **6. Qualitative Feedback**

Users were given the opportunity to provide qualitative feedback for each question and in addition, question 11 and 12 asked for user views on aspects of service most valued and where would like to see improvement.

*Q11 Please state what aspects of the Therapeutic Apheresis Services you most value?* Feedback followed a number of themes and included:

- Good communication - "Professional, care and compassion, hard working, great leadership, treated quickly"
- Flexibility of services/team/responsiveness – "Flexibility of team for accommodating complex needs of patients e.g. timing of apheresis and peripheral access"
- Clinical expertise – "The can do attitude - flexible approach and collaborative decisions tailored towards individual patients."
- Accessibility of services including - outreach services, 24 hour services, timely provision of services – "24 hour prompt service for TTP"

*Q12 Please state what aspects of the Therapeutic Apheresis Services, if any, you would like to see improved?* Themes included:

- Electronic documentation for referral and discharge – "Electronic discharge / ICE reports to facilitate ease of filing of reports"
- Streamlined referral process – "The referral form takes a long time to complete and isn't always relevant"
- 24/7 access – "24 hour service"
- Routine weekend services – "weekend Plasma exchange would speed up treatment and discharge"
- Use of technology for improved peripheral venous access – "venous access issues with donor with borderline/veins. Onsite U/S machine to assist TAS"

TAS currently provides routine services Monday to Friday 08.00-17.00 with emergency services available 24/7. Initial feedback from some referrers indicates there may be interest in routine services at weekends. In order to ensure TAS apheresis services are meeting its customers needs, are responsive to the move in the NHS towards a 7 day week and are delivering services which ensure optimal use of TAS resources e.g. technology and availability of booking slots, TAS has committed to complete a full review of working hours and week in 2016/17.

**Recommendation 5: Complete a review of TAS routine working hours and week**

Venous access is an essential element of apheresis service delivery and TAS recognises that the benefits of advancing technologies should be evaluated and recommendations for use implemented. In 2015/16 TAS completed three evaluations of ultrasound guided venous imaging devices and found no added benefit in that the device did not penetrate deep enough to provide access to veins other than those which could already be palpated and accessed by TAS staff without the aid of a device.

TAS has since viewed in use a more technically sophisticated device and now plan to evaluate its use in TAS with recommendations expected towards the end of 2016.

**Recommendation 6: Complete service evaluation of ultrasound guided venous imaging devices**

## 7. Benchmark with other NHSBT customer satisfaction scores:

Table 5 below illustrates TAS user satisfaction with the most comparable areas from NHSBT customer satisfaction survey. The comparison of overall satisfaction scores TAS midway with a score of 62% compared with 56-74%.

It is difficult to make direct comparisons, due to variation in services. TAS surveys all clinicians referring patients for apheresis in the preceding year, this includes clinicians who may have referred one patient in the past few years and who have limited experience of TAS services. The small sample size and individual responder experiences can have a high impact on average scores.

Additionally the clinicians referring to TAS come from a wide range of clinical specialties and sometimes the interface between TAS and a particular clinician is at referral only.

**Recommendation 7: TAS should explore the opportunity to link with other apheresis providers in order to benchmark user feedback**

**Recommendation 8: TAS units should review customer relationship management strategies (with support from Service Development Manager)**

**Recommendation 9: Review of TAS distribution lists and review of clinicians to be targeted for feedback to be undertaken prior to the 2017 survey**

**Table 5: NHSBT Customer Satisfaction Scores**

	<b>Top box</b>	<b>Ave Score</b>
NHSBT - overall	74	8.9
Hospital services	73	8.9
RCI - overall	56	8.6
H&I overall	74	8.7
<b>TAS – overall</b>	<b>62</b>	<b>8.7</b>
<b>TAS – quality of services</b>	<b>70</b>	<b>8.8</b>
<b>TAS – quality of service delivery</b>	<b>75</b>	<b>9.0</b>
Easy to do business with	61	8.6
<b>TAS - Likelihood to recommend</b>	<b>75</b>	<b>8.9</b>
Clinical support	68	8.6
<b>TAS - Quality of clinical advice</b>	<b>70</b>	<b>9.0</b>
RCI - referral process	62	8.5
<b>TAS - referral process</b>	<b>38</b>	<b>7.9</b>
RCI - report	59	8.4
<b>TAS – Timeliness of discharge summaries</b>	<b>45</b>	<b>8.1</b>

*NHSBT data taken from Q4 2015 customer satisfaction survey report*

## **Summary and Recommendations**

Decreasing response rates (25% compared with NHSBT response rate in Q4 2015 31%) from TAS users should be better understood and steps taken to ensure TAS fully engages with users to obtain meaningful feedback. TAS should both review the methodology used to assess user satisfaction and additionally units should engage with key customers for their support. It is also essential that units review their user responses and formulate action plans which address specific feedback or to seek improved relationships.

Analysis of trends show consistent scoring year on year across all areas of the TAS user satisfaction survey. It is gratifying that questions pertaining to quality of services score most highly, but disappointing that areas with consistently low scores have had limited improvement. It is important that TAS engage more deeply with customers consistently scoring at low levels for referral and discharge communications to better understand.

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

<b>Recommendation</b>	<b>Responsible Timeframe</b>
<b>1: Complete a full review of TAS processes for seeking user satisfaction.</b>	Service Development Manager January 2017
<b>2. Improve user engagement and explore in detail which elements of the referral process/forms and discharge communications need to be improved (consider use of electronic processes for the future)</b>	Service Development Manager September 2016
<b>3: TAS units to engage with referring teams to ensure clinical teams are advised of the benefits of the user satisfaction survey process</b>	TAS Lead Nurse and Consultants January 2017
<b>4: All TAS units to review respective unit responses and scores and agree an appropriate unit action plan (with support from Service Development Manager)</b>	TAS Lead Nurse and Consultants August 2016
<b>5: Complete a review of TAS routine working hours and week</b>	Service Development Manager January 2017
<b>6: Complete service evaluation of ultrasound guided venous imaging devices</b>	Nursing Lead Care, Quality and Regulation December 2016
<b>7: TAS to explore the opportunity to link with other apheresis providers in order to benchmark user feedback</b>	Service Development Manager December 2016
<b>8: TAS units to review customer relationship management strategies (with support from Service Development Manager)</b>	TAS Lead Nurse and Consultants September 2016
<b>9: Review of TAS distribution lists clinicians to be targeted for feedback to be undertaken prior to the 2017 survey</b>	TAS Administrator December 2016
<b>10. Consider how TAS could seek views of non service users who are potential customers</b>	TAS SMT December 2016

**Appendix 1 – TAS Service User Satisfaction Survey January 2016**

**Therapeutic Apheresis Services  
Service User Satisfaction Survey  
January 2016**

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 strives 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 by Friday 26th February 2016.

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/>



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**

Totally Dissatisfied

Totally Satisfied



How satisfied are you with the quality of the services you receive?	N/A	1	2	3	4	5	6	7	8	9	10

**Comments**

Totally Dissatisfied

Totally Satisfied



How satisfied are you that the services provide value for money?	N/A	1	2	3	4	5	6	7	8	9	10

**Comments**

**4.** 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. The timeliness of our response to your referrals	N/A	1	2	3	4	5	6	7	8	9	10
e. The speed with which the treatment is provided	N/A	1	2	3	4	5	6	7	8	9	10

**Comments**

5. Please rate your satisfaction with the interactions you have with the Therapeutic Apheresis Services nursing team:



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

**Comments**



	Totally Dissatisfied 										Totally Satisfied 		
	N/A	1	2	3	4	5	6	7	8	9	10		
Please rate your satisfaction with quality of clinical advice from our medical team													

**Comments**



7. 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. Timeliness of communication													
b. Quality of information provided													
c. Collaborative approach regarding ongoing treatment													

**Comments**

	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**

	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**

					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
<b><u>Comments</u></b>											

**11.** Please state what aspects of the Therapeutic Apheresis Services you most value?

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

**13.** 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 via email to Amy.Clifford@nhsbt.nhs.uk**