

## Therapeutic Apheresis Services Patient Experience Survey

### Summary of results from November 2018 Survey



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#### Executive Summary

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

In line with its strategic plan, TAS performs an annual patient experience survey to measure the level of patient satisfaction with its services. This report presents the outcomes of a Patient Experience Survey (PES) given to patients in all units over a four-week period in November/December 2018, the results of which will be compared against the outcomes of the previous surveys.

This survey evaluated the views of adult and paediatric patients/donors (or their carer/relative) who received treatment from TAS in Bristol, Leeds, Liverpool, Manchester, Oxford, Birmingham, Sheffield and London.

Obtaining information on patient experience and acting on the outcomes to improve future experience is a requirement of the standards set out by the Care Quality Commission. The survey focuses on care and hospitality aspects of the service, staff demeanour and information provision. The same survey was used at all locations.

In 2013 in line with its strategic plan, TAS established a base-line of patient satisfaction with annual surveys thereafter. The survey, conducted in 2013, set a baseline top box score of 95%. Top box scores are the percentage of answers scoring 9/10 or 10/10 to a key question on overall satisfaction. In this survey the top box question is Q7 'Your overall satisfaction of our service'.

Answers to a total of 8 questions were scored on a scale of 1 (poor) to 10 (excellent) with extremely positive results from all locations

## Results

- The top box score for overall experience (Q7) in 2018 is 97%.  
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, with an average score of 9.9 (from a range of 7-10).
- There was an overall survey response rate of 83%.  
228 patient experience surveys were issued to adult and paediatric patients/donors (or their carer/relative) and a total of 189/228 patient experience surveys were returned.
- 75% of patients treated within the specified survey timeframe had the opportunity to comment on their TAS experience.
- The quantitative data was accompanied by qualitative comments and overall feedback is very positive, indicating a high level of satisfaction from TAS patients.  
Top box scores\* for all questions were above the target of 95%, and the only area previously below the target of 95% (welcome & introduction) increased to 96% from 94% in 2017.

*\*The top box result is similar to that of the Friends and Family Test used in the wider NHS*

Table 1 shows a comparison of the overall top box score by question for the last two surveys

Question	2017 result	2018 result	% change
Welcome & Introduction	94%	96%	+2%
Care & Support	98%	97%	-1%
Patient Involvement	98%	98%	
Information Received	98%	96%	-2%
Cleanliness	98%	96%	-2%
Professionalism of Staff	100%	98%	-2%
Overall Experience	97%	97%	
Likelihood to Recommend	100%	97%	-3%

## Background/Overview

Between 19<sup>th</sup> November and 14<sup>th</sup> December 2018, a total of 228 patient experience surveys were given to adult and paediatric patients/donors (or their carer/relative) who received treatment from TAS in Bristol, Leeds, Liverpool, Manchester, Oxford, Birmingham, Sheffield and London.

The medical and nursing teams deliver a wide range of therapeutic apheresis treatments to patients from across England.

The treatments are provided using specialist machines which exchange, remove, or collect certain components within the blood through a process called Therapeutic Apheresis, which can then allow secondary treatment processes to take place. Patients/donors completing the survey were undergoing a variety of treatments including:

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

Obtaining information on patient experience and acting on the outcomes to improve future experience is a requirement of the standards set out by the Care Quality Commission. The survey focuses on care and hospitality aspects of the service, staff demeanour and information provision. The same survey was used at all locations.

## Method

A paper-based survey was handed out to patients/donors and/or their family members or carers when attending the TAS unit or when attended to by TAS staff as an in-patient. Option was given to either complete the survey at the time of the appointment/treatment, or at a later date (a freepost return envelope was provided). Anonymity was maintained for all respondents.

The survey was carried out over a period of 4 weeks during November/December 2018 and consisted of quantitative data collection in the form of eight specific questions relating to all aspects of Therapeutic Apheresis Services' treatment. Each question was scored on a scale of 1 (totally dissatisfied) to 10 (totally satisfied) and additional qualitative comments fields were provided for all questions (for a copy of the survey see appendix 1).

The results of the surveys were inputted by each unit and data analysis then commenced on 16<sup>th</sup> January 2019. Data from the questionnaires was analysed using Microsoft Excel.

## Key Highlights of the Results

- The 2018 survey was given out to 228 of 304 patient treated within TAS, which gave 75% of patients treated within the specified survey timeframe the opportunity to comment on their TAS experience.
- 189 of 228 surveys given to patients were returned giving an overall response rate of 83%.
- 87% of responses were received from the patient/donor themselves, with the remaining 13% received from a relative/carer.
- 7% of the responses received related to patients participating in clinical research and/or trial activity.
- The percentage of the total number of patients treated returning the survey varied across the country, with 33% of patients returning the survey in Manchester compared to 81% of patients returning the survey in Sheffield.
- There is variability in the response rates received from patients by procedure type with 83% of patients having a Peripheral Blood Stem Cell collection responding in comparison to 53% of these patients undergoing an automated red cell exchange.

Table 2 shows response rate information by unit

Unit	Surveys issued	Surveys returned	Surveys not returned	Response rate	Patients treated	Patients given survey	Patients returning survey
Birmingham	9	9	0	100%	15	60%	60%
Bristol	49	35	14	71%	65	75%	54%
Leeds	31	29	2	94%	39	79%	74%
Liverpool	24	22	2	92%	35	69%	63%
London	25	20	5	80%	31	81%	65%
Manchester	25	13	12	52%	40	63%	33%
Oxford	38	35	3	92%	47	81%	74%
Sheffield	27	26	1	96%	32	84%	81%
<b>Total</b>	<b>228</b>	<b>189</b>	<b>39</b>	<b>83%</b>	<b>304</b>	<b>75%</b>	<b>62%</b>

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

#	Question	This Survey (2018)			Previous Survey (2017)		
		Top Box Score	Average Score	Range	Top Box Score	Average Score	Range
1	Welcome & Introduction	96%	9.8	5 - 10	94%	9.8	1 - 10
2	Care & Support	97%	9.9	7 - 10	98%	9.8	1 - 10
3	Patient Involvement	98%	9.9	7 - 10	98%	9.9	8 - 10
4	Information Received	96%	9.9	6 - 10	97%	9.8	5 - 10
5	Cleanliness	96%	9.9	7 - 10	98%	9.9	5 - 10
6	Professionalism of Staff	98%	9.9	8 - 10	100%	9.9	9 - 10
7	Overall Experience	97%	9.9	7 - 10	97%	9.9	7 - 10
8	Likelihood to Recommend	97%	9.9	8 - 10	100%	10.0	9 - 10

Chart 1 shows the top box and average score by question

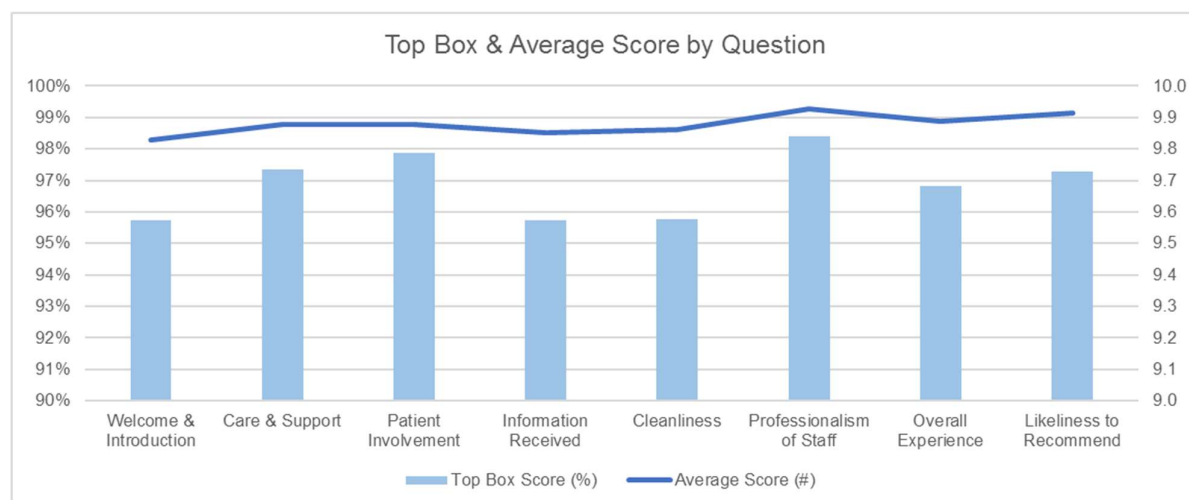


Table 4 shows the top box score by question and unit

Unit	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Total
Birmingham	88%	100%	100%	88%	67%	100%	100%	89%	91%
Bristol	94%	97%	97%	94%	97%	100%	100%	100%	97%
Leeds	97%	97%	97%	93%	97%	100%	97%	100%	97%
Liverpool	100%	100%	100%	100%	100%	100%	100%	100%	100%
London	85%	90%	90%	90%	85%	90%	90%	85%	88%
Manchester	100%	100%	100%	100%	100%	100%	92%	100%	99%
Oxford	97%	100%	100%	97%	100%	100%	97%	100%	99%
Sheffield	100%	96%	100%	100%	100%	96%	96%	96%	98%

Chart 2 shows the top box score by question for the last five surveys

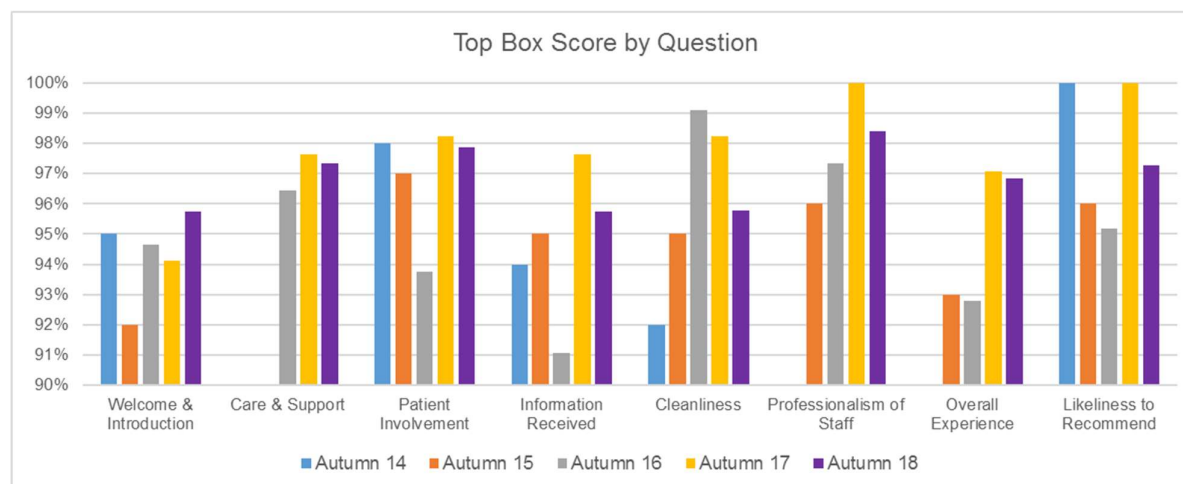


Table 5 shows the scores received by unit

Score	No scores below 5	5		6		7		8		9		10	
Birmingham								6	8.82%	9	13.24%	53	77.94%
Bristol		1	0.36%					6	2.18%	7	2.55%	261	94.91%
Leeds				1	0.43%	1	0.43%	5	2.16%	5	2.16%	220	94.83%
Liverpool										5	2.84%	171	97.16%
London						5	3.13%	14	8.75%	13	8.13%	128	80.00%
Manchester								1	0.97%	9	8.74%	93	90.29%
Oxford								3	1.07%	25	8.93%	252	90.00%
Sheffield						1	0.48%	3	1.44%	4	1.92%	200	96.15%
Total			1	0.08%	1	0.08%	7	0.53%	38	2.87%	72	5.43%	107

Chart 3 shows the top box score for question 7 (overall experience) for the current and previous surveys

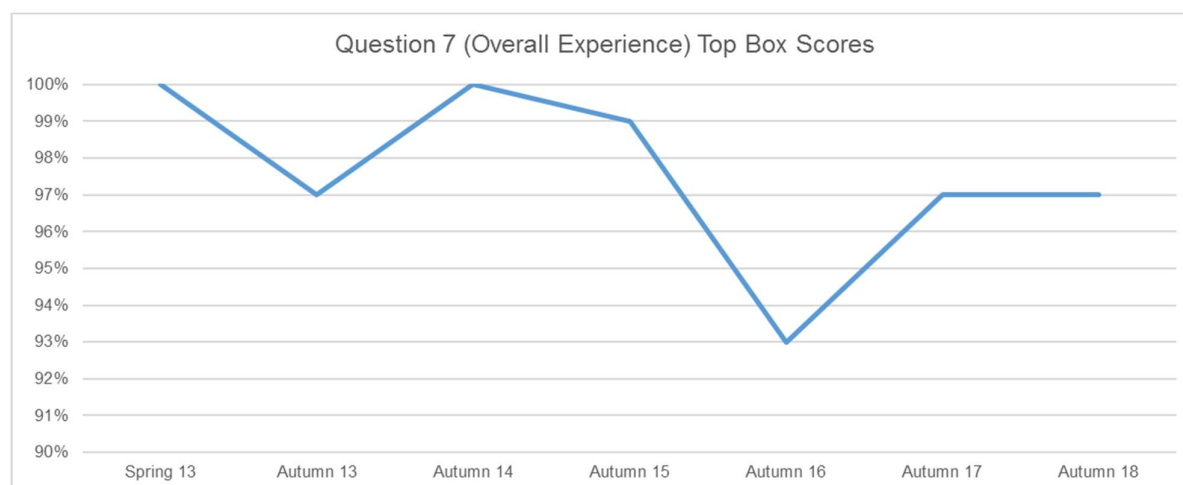


Chart 4 shows the percentage of perfect scores (10 out of 10) by question

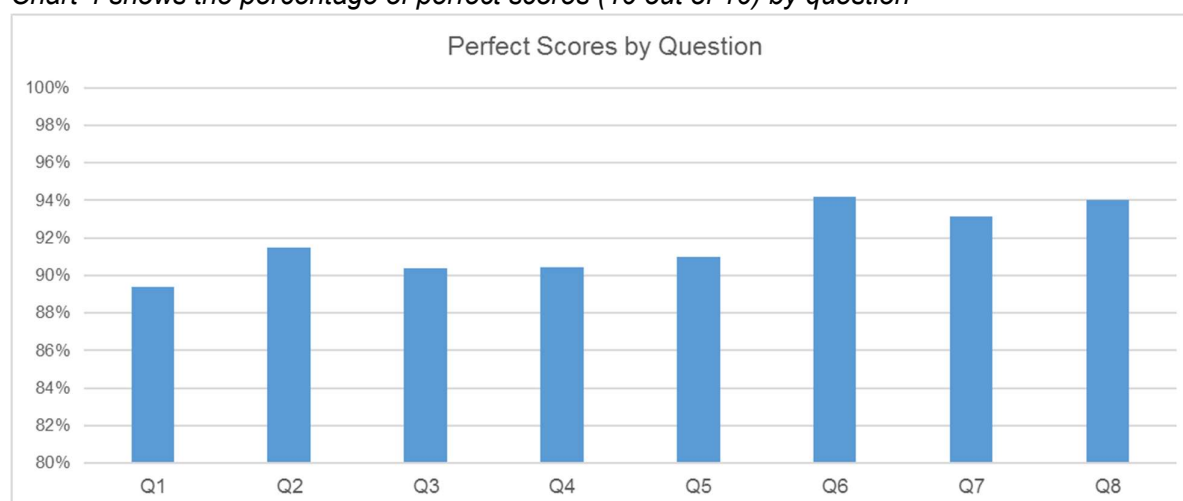


Table 6 shows the responses received by procedure type

Unit	Auto PBSC	Related PBSC	Unrelated PBSC	Total PBSC	PEX	ECP	LDL	RCX	Other*
Birmingham	0	0	0	0	0	0	0	9	0
Bristol	6	0	0	7	3	17	3	2	2
Leeds	10	2	0	13	6	0	0	10	0
Liverpool	6	0	0	6	3	12	0	1	0
London	4	1	1	6	4	4	0	4	4
Manchester	1	0	0	1	0	12	0	0	0
Oxford	10	1	0	12	12	8	0	1	2
Sheffield	3	0	16	20	3	0	0	0	3
Total	40	4	17	65	29	53	3	27	11
Patients treated				78	55	95	6	58	11
Return Rate				83%	53%	56%	50%	47%	100%

\*Other includes: Lymphocyte collections, White Cell Depletions, and Platelet Depletions

### **Key development areas identified for action:**

To improve response rates there is a need to better understand and capture:

- Why only 75% of patients treated in the survey period were given the opportunity to respond to the experience survey
- The variability (52% to 100%) of response rates across the eight TAS units who were participating in the trial
- The response rates of patients depending on treatment type (54% to 100%)

In addition

- There is currently no official patient forum that TAS patients can access to help feedback experience and drive the direction of service provision.
- The survey and all previous Patient Experience Surveys have been conducted in a paper format which is an outdated and labour-intensive process.

### **Next Steps:**

- The results of the survey will be shared with each TAS unit, who will work in collaboration with their clinical colleagues to review their area results and produce an individualised action plan to address any areas for improvement.
- Lead Nurses to discuss team action plans addressing any individual patient comments with their Senior Nurse Manager.
- TAS Operational Management team to review national results for the Patient Experience Survey to better understand the variability in return rate.
- Service Development Manager to raise an agenda item and provide relevant background information for discussion at TAS Senior Management Team meeting regarding future format of gathering patient experience data.
- The final Patient Experience report to be distributed and made available to all internal and external stakeholders.
- A review of how patient experience within TAS is captured is required, with consideration placed on the type of information and the ideal frequency of gathering information, to ensure that feedback and actions to address concerns are timely.
- To come in line with the wider NHS digital vision, TAS must look to conduct future patient experience data gathering exercises utilising a paperless approach.
- TAS to look at developing a patient forum to enable patients to have a voice on the strategic direction of services.

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### **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 Patient Experience Survey or Therapeutic Apheresis Services**

**Email** [TherapeuticApheresisServices@nhsbt.nhs.uk](mailto:TherapeuticApheresisServices@nhsbt.nhs.uk) **Call** 0117 921 7407

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March 2019

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5. How satisfied were you with the cleanliness of our unit and staff?


 1 2 3 4 5 6 7 8 9 10
 



What could we do better?

6. How professional were the staff who cared for you?


 1 2 3 4 5 6 7 8 9 10
 



How could we improve?

7. Please rate your overall experience of our service


 1 2 3 4 5 6 7 8 9 10
 

Comments

8. How likely would you be to praise/recommend our service to someone else who needed this procedure?


 1 2 3 4 5 6 7 8 9 10
 

Comments

What else could we do to improve your experience?

Please hand the completed form to any member of our team.

Or if you prefer, use the stamped addressed envelope to post it back to us.

## Therapeutic Apheresis Services



### Patient Experience Survey

Your Feedback Is Important To Us

Code:

Please help us to improve our service by taking a few moments to complete this short feedback form. Your feedback is very important in helping us to identify how we can improve any aspects of our service and the care our patients and their families receive during their visit.

If you would like assistance to complete this form, please ask a family member, friend, or any member of our team.

*Please be assured that your feedback is completely anonymous.*

**Please indicate whether you are the:**

- ☐ Patient/Donor  
☐ Patient's Relative/Carer

**Please indicate the reason you attended the unit:**

- ☐ Stem cell collection  
☐ Plasma exchange  
☐ Photopheresis  
☐ Lipid (cholesterol) removal  
☐ Red cell exchange  
☐ Other (please detail)

**Was your procedure performed as part of a clinical/research trial?**

- ☐ Yes  
☐ No

**How many procedures have you had?**

- ☐ 1<sup>st</sup> Visit      ☐ Between 1 and 5  
☐ Between 6 and 10  
☐ More than 10 — ongoing treatment

**If you are having a stem cell collection, are you donating your stem cells to someone?**

- ☐ Yes - a relative  
☐ Yes - an unrelated party  
☐ No  
☐ N/A

Please give specific details or examples in the comment boxes.

Please also indicate your satisfaction with a score between 1 😞 and 10 😊 in the boxes provided

**1. How satisfied were you with the welcome you received?**

😊 1 2 3 4 5 6 7 8 9 10 😊

How can we improve?

**2. How satisfied were you with the care and support you received?**

😊 1 2 3 4 5 6 7 8 9 10 😊

How could we do better?

**3. How satisfied were you with your involvement in your treatment and care?**

😊 1 2 3 4 5 6 7 8 9 10 😊

How could we have involved you more?

**4. How satisfied were you with the information you received?**

😊 1 2 3 4 5 6 7 8 9 10 😊

How could we improve the information?