

NHS Blood and Transplant Therapeutic Apheresis Services User Satisfaction Survey 2022-23



Executive Summary

NHS Blood and Transplant (NHSBT) Therapeutic Apheresis Services (TAS) provides adults and children, from across a range of clinical specialties, with access to a portfolio of apheresis therapies. Based within trusts across eight geographical regions, the medical and nursing teams deliver a wide range of therapeutic apheresis treatments using specialist machines that exchange, remove, collect or treat certain components within the blood.

This report presents the findings of an 8-week online service user feedback opportunity that was held from March to May 2023. Clinicians who had referred a patient to TAS between April 2022 and March 2023 were invited to participate. E-mail invitations were sent to 596 referring clinicians requesting feedback on their experience of the TAS service. A total of 81 responses were recorded reflecting an overall response rate of 14%. This response rate is lower than 2021 – 22 where a 24% response rate was achieved. However, the number of surveys sent out in 2021-22 was comparatively lower at 170 invitations which resulted in 41 responses.

Feedback was assessed using a top box scoring system (the percentage of answers scoring 9 or 10 out of 10) and average scoring methods as used within previous surveys. The top box score for overall satisfaction with TAS services provided (Question 5) in 2023 is 78%. This is the same as the overall satisfaction score in 2021-22.

Background and Overview

The medical and nursing teams within Therapeutic Apheresis Services deliver a wide range of apheresis treatments to patients across England. Clinicians refer patients for 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

Historically, TAS have performed an annual collection of user feedback to measure the level of satisfaction from referring clinicians. An email invitation to request feedback about our services was sent to all clinicians with a known email address who had made a referral between April 2022 and March 2023. Users were sent an email invitation to participate which then guided them to an electronic form with a brief questionnaire consisting of 6 questions.

During the past year TAS has provided over 11,000 procedures, treated 2086 patients and collected stem cells from 324 donors.

Responsive, efficient, and patient centred service with flexible approach to urgent and emergency care on ICU

Absolutely outstanding service for the few neurology patients I have referred for urgent plasma exchange over the past few years. Prompt service and extremely friendly and approachable nursing staff. On behalf of our patients whom have benefitted thank you so much!

Survey Results

TAS has seen a maintenance of Overall User Satisfaction (Q5) in this year's survey as shown in Chart 1 below. The Overall Satisfaction result remains well above the target of 68% for 2022/23.

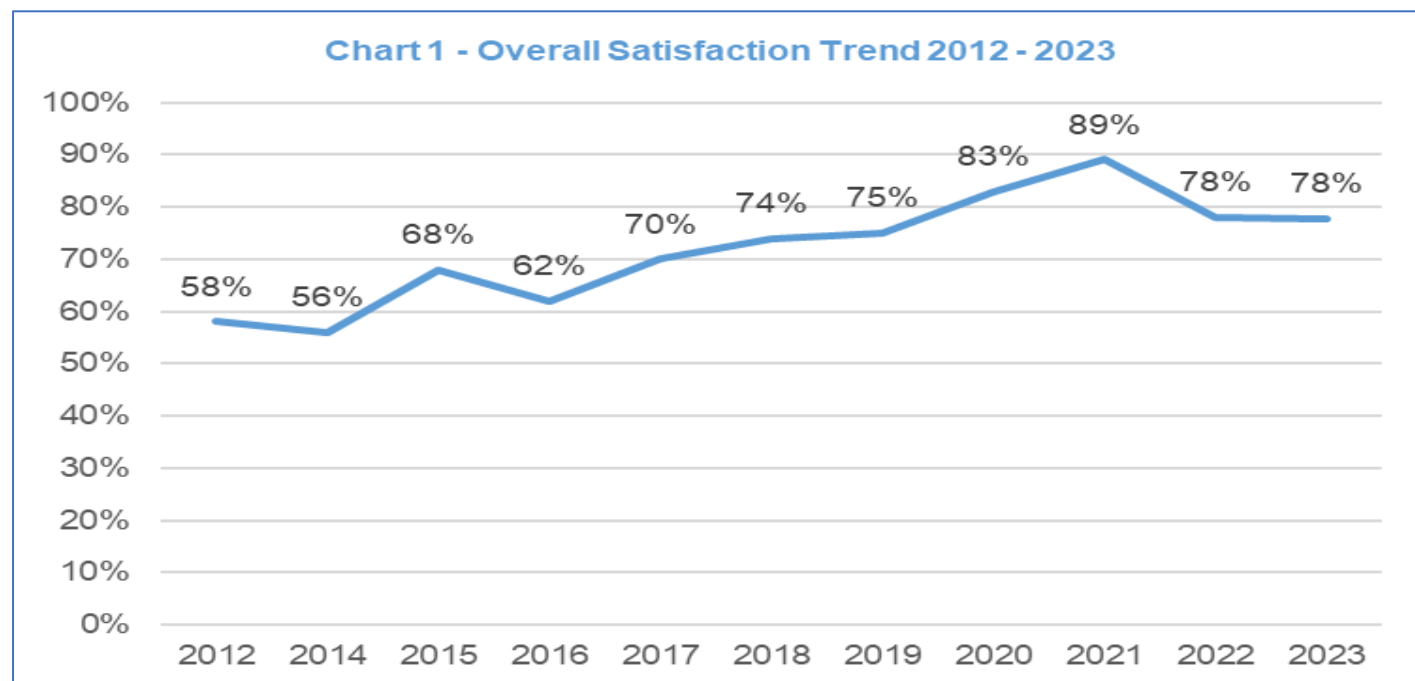
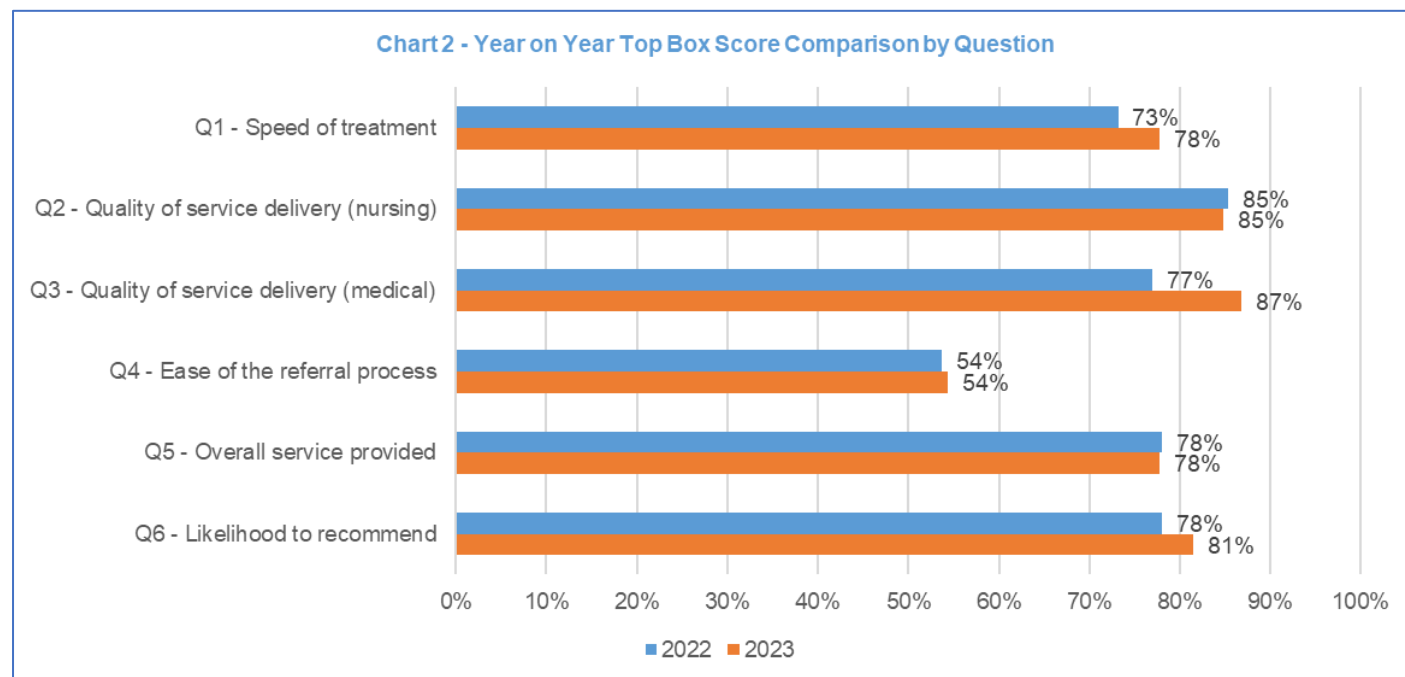


Chart 2 below shows the Top Box scores (%) feedback by users this year compared with the previous survey. Three of these scores have improved and three have remained stable since last year. TAS have invested in providing more frontline staff as well as additional training and education for them which could explain the increase in some of these scores. Q4 remains at a significantly lower score than the others, with a result similar to previous years. We recognise that the referral process remains an issue.

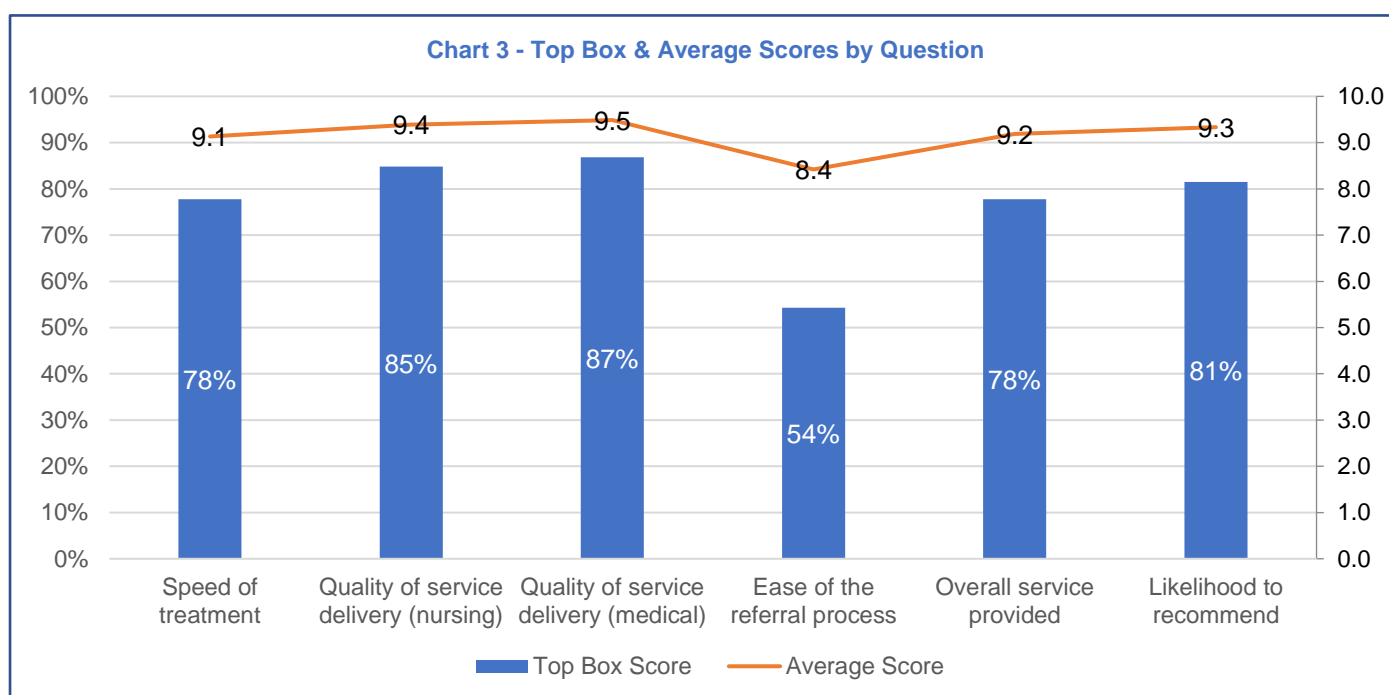


Breakdown of responses

Table 1 and Chart 3 below provide a breakdown of average and top box scores by unit and question.

Table 1 – Average Scores by Unit

| Unit | Issued | Total Returned | Return Rate | Average Score - Speed of Treatment | Average Score - Nursing | Average Score - Medical | Average Score - Referral Process | Average Score - Overall Service | Average Score - Likelihood to Recommend |
|--------------|------------|----------------|-------------|------------------------------------|-------------------------|-------------------------|----------------------------------|---------------------------------|---|
| Birmingham | 15 | 2 | 13% | 8.5 | 8.5 | 9.5 | 9.0 | 8.5 | 10.0 |
| Bristol | 132 | 21 | 16% | 9.2 | 9.6 | 9.0 | 8.7 | 9.4 | 9.5 |
| Leeds | 128 | 19 | 15% | 8.4 | 8.1 | 8.6 | 7.6 | 8.7 | 8.8 |
| Liverpool | 28 | 7 | 25% | 9.7 | 9.7 | 9.9 | 9.1 | 9.7 | 9.7 |
| London | 109 | 9 | 8% | 9.6 | 9.4 | 8.7 | 8.2 | 9.1 | 9.4 |
| Manchester | 36 | 6 | 17% | 9.7 | 9.3 | 8.2 | 8.8 | 9.5 | 9.5 |
| Oxford | 100 | 7 | 7% | 9.7 | 9.6 | 9.4 | 9.4 | 9.9 | 10.0 |
| Sheffield | 48 | 10 | 21% | 8.9 | 9.4 | 8.7 | 8.0 | 8.7 | 8.9 |
| Total | 596 | 81 | 14% | 9.1 | 9.4 | 9.5 | 8.4 | 9.2 | 9.3 |



You Said, We Did

Last year we identified 9 key actions for '22 / '23 as a result of your feedback. Below is an update on progression of those actions.

| | Action | Comment |
|---|--|--|
| 1 | Work with NHSBT DDTS (IT) to begin the digitisation of TAS processes – discovery | The Digitally Managed Services (DMS) project is now underway. This project aims to fully digitise TAS. |
| 2 | Launch an electronic referral pathway | The launch of the electronic referral pathway has been rolled into the DMS project and it is one of the first modules we will be keen to deliver on. |
| 3 | Continue to review staffing levels to ensure appropriate cover across all units | TAS has increased staff numbers across the service. This not only includes front-line nurses, but also Governance and Education staff as well as Service Development Managers and supporting teams. |
| 4 | Continue to review demand across all TAS units to ensure appropriate capacity | TAS continues to review demand and we are currently looking at expanding our Bristol unit to improve capacity. We have also instigated a piece of work with regards to productivity to better understand demand vs capacity at each unit and we are currently working on an Estates and Facilities strategy in collaboration with our partners in the Cellular and Molecular Therapies function. |
| 5 | Review processes through patient pathways via Continuous Improvement methodology | We are now in the early stages of our Continuous Improvement programme. Staff are being trained in CI methodology and concepts and TAS have already held a number of events including the review of our Acute Sickle Cell Crisis pathway and a service review of the Yorkshire and Humber BMT Service has been initiated. |
| 6 | Explore alternative methods of feedback from service users to gain a better understanding of improvement opportunities | We continue to look for improving our methods of feedback from service users. We recognise there needs to be a balance between ongoing 'real-time' feedback and not overwhelming busy clinicians with these requests. Your suggestions on how this could be done would be welcome. |
| 7 | Ensure that the survey results breakdown by specialty as well as TAS unit | Data was collected to ensure that we can now break down the results by TAS unit and clinical specialty. |
| 8 | Expansion of Service Review Meetings and exploring bespoke approaches for different customer groups e.g. Registries and Paediatric service users | The Service Development Team are currently planning ways in which we can achieve this with our customers across the country. We hope to initiate more review meetings with customers in '23 / '24. |
| 9 | Expand the opportunity for feedback by ensuring that email address details are obtained and stored for all referring clinicians | Our next database update will include data validation field to ensure valid email addresses are captured for clinicians. |

Service User Feedback

Service users were provided with a 'free text' box to feedback any specific comments relating to TAS service provision. There were 52 comments received in total, most were complimenting our services and our staff however, three main improvement themes can be identified.

1. The referral system – 9 comments mentioned the referral process and paperwork.
2. The availability of slots – 3 users highlighted the availability of patient treatment slots.

3. Scheduling system – 3 responses included feedback on the prioritisation and scheduling of patients

2023/24 Action Plan

| No. | Action | Lead | Due Date |
|-----|--|-----------|----------|
| 1. | Continue to work with NHSBT DDTS (IT) to begin advance the digitisation of TAS processes. Identifying priority modules such as Referral for implementation. | SDT | Ongoing |
| 2. | Review processes through patient pathways via Continuous Improvement Methodology. | SDT / Ops | Ongoing |
| 3. | Explore and trial an alternative method of feedback from service users to gain a better understanding of improvement opportunities | BST | Q2 |
| 4. | Expansion of Service Review Meetings and exploring bespoke approaches for different customer groups e.g. Registries and Paediatric service users | SDT | Q2 |
| 5. | Expand the opportunity for feedback by ensuring that email address details are obtained and stored for all referring clinicians | BST | Q2 |
| 6. | Develop a better understanding of capacity and efficiency through the development of productivity measures and KPIs | SDT | Q3 |
| 7. | Work with TAS Units to standardise scheduling practices | Ops | Q3 |
| 8. | Develop an Estates and Facilities strategy that aligns with our Cellular and Molecular Pathologies function to ensure we have the capacity to meet changing apheresis needs. | SMT | Q3 |
| 9. | Review feedback questions to gain further insight into service improvement opportunities | SDT | Q3 |

SDM – Service Development Team

Ops – Operations Team

SMT – Senior Management Team

BST – Business Support Team

For more information, please contact TherapeuticApheresisServices@nhsbt.nhs.uk



Blood and Transplant



78% of referring clinicians rated the overall service as 9 or 10 out of 10

11,000 procedures completed by TAS in 2022/23

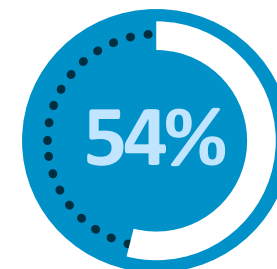


85% of respondents scored the quality of TAS nursing service delivery a 9 or higher out of 10



Therapeutic Apheresis Services

User Satisfaction Survey 2023



54% of responses gave the ease of the referral process 9 or higher out of 10



TAS Medical Service delivery received an average score of 9.5 out of 10



2410 TAS patients and donors in 2022/23



Overall satisfaction maintained at 78% between 2022 and 2023

81% of TAS referring clinicians rated their likelihood of recommending TAS to a colleague as 9 or 10 out of 10



The average score for the speed of treatment provision following a referral was 9.1 out of 10

