

Using patient experience and feedback to improve attendance at health and well-being clinics



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Background:

The Transforming Care After Treatment (TCAT) programme aims to improve after care for people living with and beyond cancer in Scotland¹. It is a partnership between the Scottish Government, Macmillan Cancer Support, NHS Scotland, Local Authorities and Third Sector organisations. Under this programme NHS Ayrshire and Arran introduced health and wellbeing clinics (HWBC) at the end of active treatments for people with a diagnosis of breast or colorectal cancer.

The HWBC aims to identify and meet needs, and promote health and well-being. Ongoing monitoring and evaluation of the clinic revealed that uptake and attendance was lower than expected, with only 57% of invitees attending.

The issue of lower than expected attendance was taken to the Service User Group (SUG). The SUG comprises a number of individuals who have had a recent cancer experience, as a patient or carer. They are involved in decision making and service development, ensuring the project is fit for purpose.

Results:

The SUG edited the clinic invite letter and recommended a reminder phone call be introduced pre-HWBC.

The impact is significant:

- Increased overall attendance by 10%
- Reduced non-attendance without cancellation from 20% to zero
- Increased user cancellation rate from 24% to 40%, allowing staff to be more efficient and increasing availability of appointments for those in need.

References:

1. <http://www.gov.scot/Topics/Health/Services/Cancer/TCAT> accessed 10/02/2015



Clinical Nurse Specialists provide patients with verbal information regarding the HWBC, however the volume of information provided at this appointment may impact on information retention. Therefore, the SUG also developed a leaflet outlining the HWBC purpose and encouraging attendance. This will be introduced imminently.

Discussion:

This work demonstrates the value of ongoing user involvement in the development of an intervention, allowing rapid feedback and insight into experiences. Uptake of our HWBC will continue to be monitored and in addition to ongoing review by our SUG, we have extended our evaluation activities to capture key reasons for non-attendance directly from patients.