

Satisfaction Survey & Patient Focus Group Results - A Patient-Centred Approach

Viral Hepatitis Nurse Specialists - Leeds & West Yorkshire

Background

Nurse led Hepatitis C treatment service treating over 200 patients per year across - Leeds, Dewsbury, Wakefield, Pontefract and beyond.

Team of 5 Specialist Nurses including 1 prison nurse managing an outpatient service.

Hepatitis C treatment can consist of a combination of tablets and/or injections for anywhere between 8 and 24 weeks.

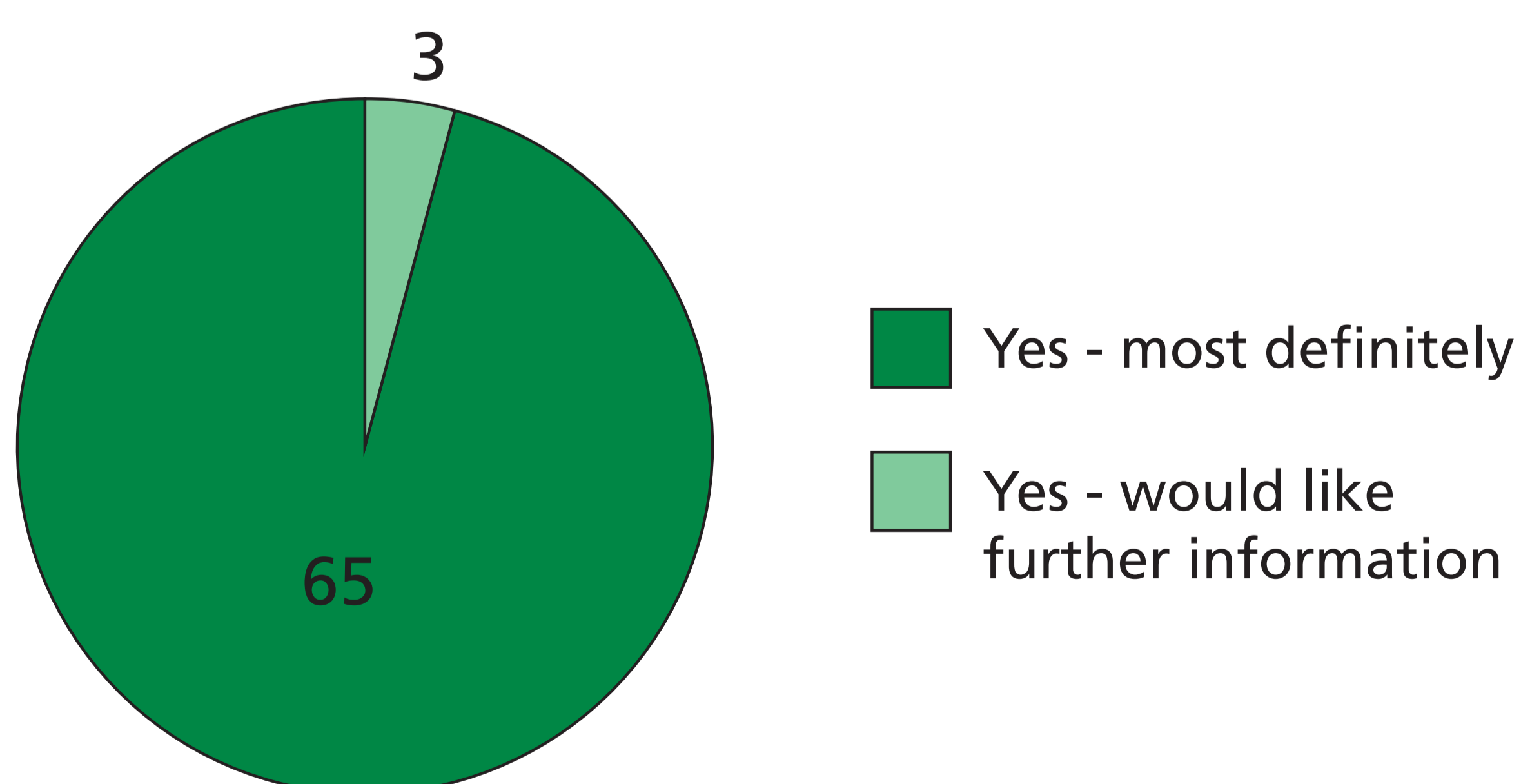
Objectives

- ◆ To listen, understand and respond to service users views on the care they have received and their experiences
- ◆ To highlight areas for improvement
- ◆ To inform continuous service development

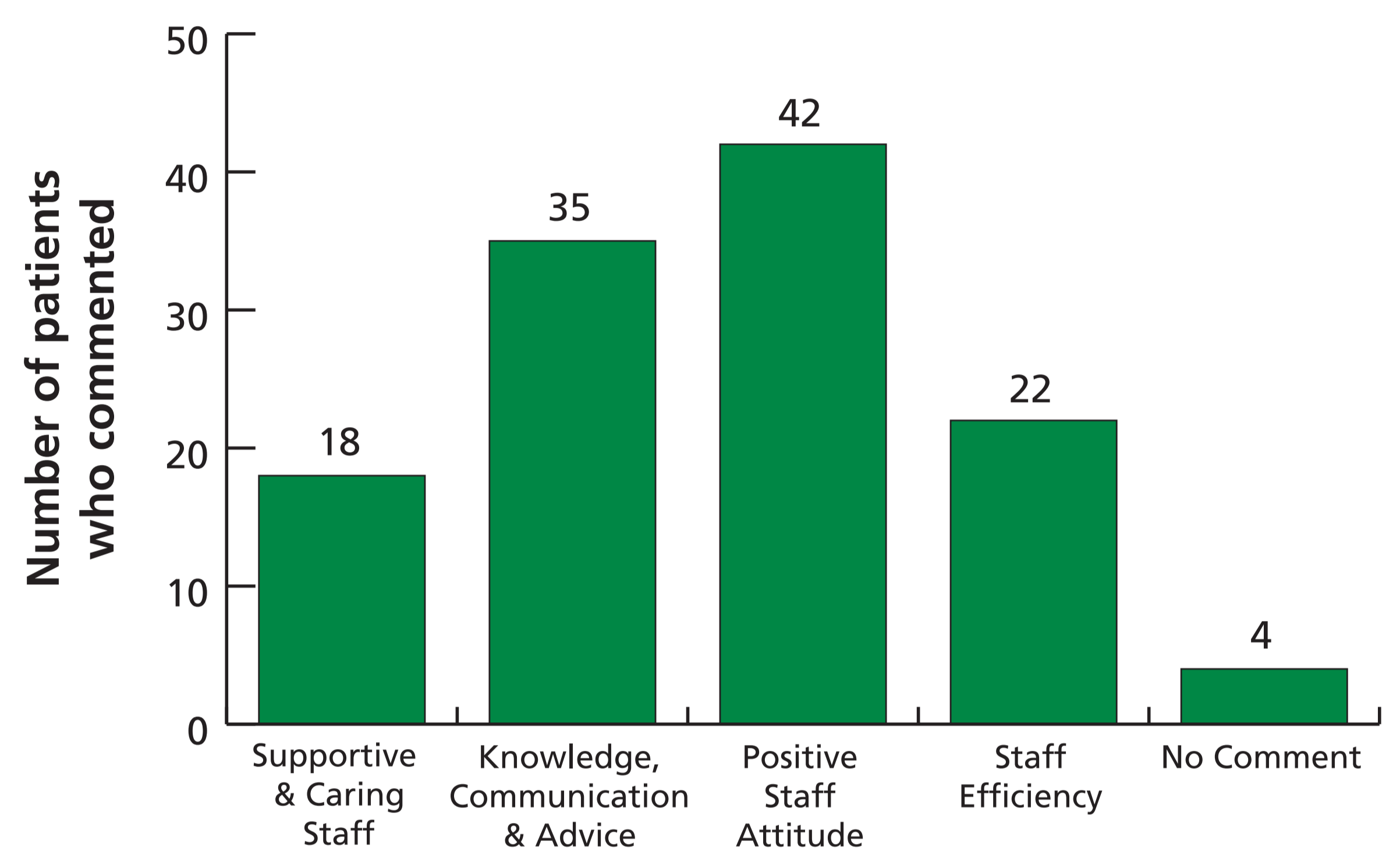
Methods

- ◆ Anonymous questionnaire given to all patients at the end of their treatment pathway
- ◆ Patient focus group in July 2016 attended by 6 patients who had completed treatment

Did the nurse specialist inform you about the medication and side effects? (Number of patients)



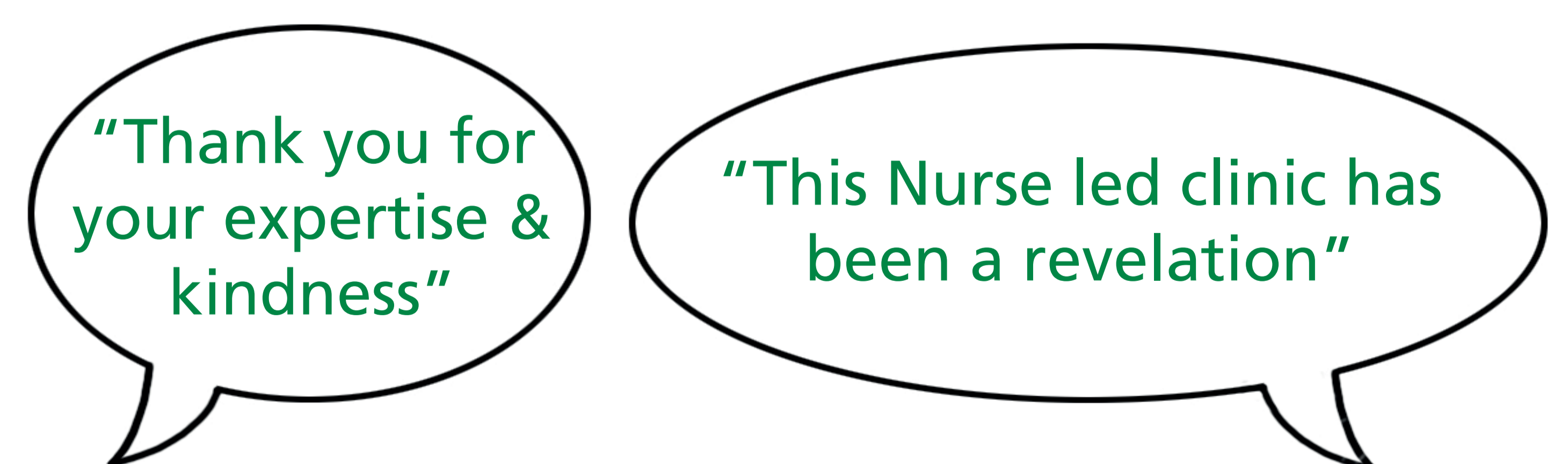
What are we doing well?



- ✓ **100%** of patients felt involved in decisions about their care and treatment
- ✓ **100%** of patients stated they didn't have any concerns and would know who to contact if they did
- ✓ **100%** of patients were satisfied with current service

Areas for Improvement

- ◆ To build a patient support network / "buddy system"
- ◆ Improving access to services outside of Leeds (Outreach)
- ◆ Ensure patients have full understanding of potential side effects prior to treatment



The Viral Hepatitis team are here to help you through your treatment. Please feel free to contact us on:
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