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Patient and Public Involvement Summary feedback report

Project: Re-design of Anti-coagulation services

Clinical Network: Thornton Heath

Date and location of event: Tuesday 3 March 2015; Parchmore Medical Centre





- The aim of the session was to inform patients and carers about the changes to the anti-coagulation service.
- Flyers to promote the session were displayed in the Practice and were distributed to anti-coagulation patients as they attended their appointments.
- It was planned to coincide with one of the regular anti-coagulation clinics that take place at the Practice, to maximise the opportunity to engage with the existing anti-coagulation patients.
- The session was advertised as a 2 hour drop-in information session.
- The session was led by Alison Green, Healthcare Development Manager, Boots UK Ltd and Dorothy Tande, Senior Pathways Re-design Manager. Support was provided by Lorraine Harrison, Programme Support Officer and Pamela Belonwu, Patient and Public Involvement Manager.
- Considerable support was also provided by the staff at Parchmore Medical Centre in the planning and organisation of the event.
- The session was well attended, with 61 patients and carers.

Below is a summary of the **general questions, regarding the impact** of the new service:

1	Will I be able to go to any of the new locations for my anti-coagulation appointment?
2	Will I still use my Yellow Book?
3	When I arrive for my appointment, will I still book in at the Parchmore Reception desk?
4	Will the Boots Pharmacists have access to all of my medical records?
5	What will happen if my INR result indicates I have to be referred to the hospital?
6	What will happen if I need to be tested on a day when a clinic is not being held?
7	What level of training have the Pharmacists had?
8	How do I go about booking future appointments?
9.	Will I still see a nurse for my appointment?
10.	Can I 'chop and change' the location I go to for my appointment?

The patients/carers had some **clinical questions about the effects of Warfarin** as below:

1	I have only recently started taking Warfarin, and have been given a list of foods I can and can't eat. I'm not sure what to do, can you provide advice about this?
2	I often feel very cold, is this because the Warfarin makes my blood thinner?
3	Does a high INR mean my blood is too thin and a low INR mean my blood is too thick?
4.	Every time I go for an appointment, my INR level changes, I'm not sure why this is, but my Warfarin dose does not change.



Further feedback to action

The team also had a discussion with one of the current anti coagulation nurses, who delivers the existing service at Parchmore, when the following points were raised:

- A process needs to be agreed on how to deal with patients who need domiciliary care; there are two categories of these patients (a) those who are permanently house-bound so will always require a home visit, and (b) those who are temporarily house-bound and may need to be treated at home for a specific length of time.
- How will the new service support patients who need transportation to attend their appointments?
- How will the new service deal with patients who have undergone surgery?
- It was agreed one of the Clinical Pharmacists would attend to observe an anti-coagulation clinic before the new service is implemented.

Evaluation

All agreed the session went well, however, in rolling out future events, it is recommended the events should be run as follows:

- Prepare a list of FAQ's to distribute. These could cover many of the general questions asked.
- Future sessions should be better structured; and the structure communicated to patients. This is to allow time for a short presentation, to explain how/when the changes are taking place, how the CCG and Boots UK Ltd and are working in partnership to deliver the new service. The presentation will then be followed by a Q&A, if attendees have further questions. This is because, the 'drop-in' approach meant there were frequent interruptions from the attendees during the presentation and some questions were asked more than one, by different people.
- A clinical pharmacist should attend future sessions, to give general advice about the clinics. They will also be able to provide reassurance about their training. It is acknowledged, these are not the forums to give patient specific medical consultations.
- Patients/carers should be explicitly informed, the new service is only for patients being prescribed Warfarin for AF, and complex patients will still be treated by CUH.
- The presentation should be amended, for each clinical network, to include a network specific map with the new locations and addresses. This is in addition to the map showing services across the borough.
- The future patient information sessions, for each clinical network, must be held no later than 4 weeks before the new service will be implemented.



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Opportunities for ongoing patient and public feedback

The CCG must continue to gather contact details of patients/carers who attended these sessions, with a view to asking for their feedback as part of the contract monitoring process.

There is an opportunity to organise a service specific engagement event, to provide information and advice on the use and effects of Warfarin. This will support the CCGs work on prevention, self-care and shared decision making.