Patient satisfaction survey of HIV home delivery service for antiretroviral medication in the east Kent community service

Description of Project

Setting
In August 2010 Kent Community Health NHS Trust introduced a home delivery service for antiretroviral medication to improve patient management.

Objectives
The aim of the survey was to evaluate the home delivery service a year after the clinic cohort went live. From the analysis, recommendations would be made to address any shortfalls in the service and identify improvements. Positive and negative responses would be reviewed to gauge overall effectiveness.

Method
Patient surveys were distributed from May until mid-September 2012. 25 anonymous surveys were issued to each of the four HIV outpatient clinic sites in east Kent, for patients who were using the home delivery service. Participation was optional. Patients were offered the chance to take the form away and post to the HIV pharmacy technician.

Conclusion
A total of 145 comments were received from patients, 100 green, 20 amber and 25 red. Patients were very satisfied with the service for its convenience, efficiency and timely delivery although concerns were raised about confidentiality, discretion of packaging and training of staff at the courier service and Boots. The majority of patients felt home delivery was a convenient way to receive their medication. The scheduled van option was the most popular, with a high percentage of deliveries arriving within the allotted time. The service has not affected patients’ attendance for their regular clinic appointments.

Recommendation
Kent Community Health NHS Trust to liaise with the homecare company to ensure both staff at Boots and the courier service are fully trained and the processes are in line with current standard operating procedures.

Key Questions

Why was this innovative?
This survey looked at a new home delivery service for HIV medication to improve patient choice and convenience for their medication supply.

This project had not been put forward before and analysed in the way it had with the use of the graphics and charts. By implementing this in a poster format it enabled the project to be used for various conferences.

What were the key outcomes?
All 100 forms were completed.
- 42% of the HIV cohort receiving antiretroviral therapy completed the survey.
- 86% of patients had been using the service for at least six months.
- 92% regarded the service as convenient.
- 90% found the information on the welcome pack useful.
- 100% thought they were adequately informed before starting.

What’s next?
It will be beneficial to run this audit from the external homecare company’s perspective using their survey format to see how the results and patient feedback differs.