

Pre-operative IV iron infusion clinic – A patient experience survey

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Introduction

Evidence suggests that patient blood management programmes which take a systematic approach to optimizing patient's red cells in preparation for theatre are associated with lower blood transfusion rates, shorter length of stay and a reduction in re-attendance rates¹.

A pre-operative iron infusion service was set up within the Perioperative Risk Evaluation and Preparation (PREP) clinic and planned around some of the key principles of patient centred care. The new service offers rapid access in cases where surgery is urgent, provides greater continuity of care through improved co-ordination of care and close monitoring of patients. The service removed additional workload pressure on day-case areas currently delivering parenteral iron.

In July 2017, an assessment of the patient experience was undertaken by the Clinical Governance department to help shape the future direction of the clinic.

Methods

A questionnaire was designed to assess a new service from a patient perspective and to seek ways in which the service could be improved and sent to the first 50 patients who had received intravenous iron in PREP.

Survey questions

- Q1. Did you understand why you were attending the Pre-Operative Iron Infusion Clinic?
Yes No Don't Know / Can't remember Comments.....
- Q2. If you didn't already know the nurse practitioner, did he/she introduce themselves before starting your procedure?
Yes No Don't Know / Can't remember
- Q3. Did the practitioner explain the reasons or any treatment or action in a way you could understand? Yes No Don't Know / Can't remember
- Q4. Were you provided with any written information regarding the treatment? (please tick all that apply) Yes, before I came to the clinic Yes, I received it at the clinic
Yes, I received information to take home No, I was not given any written information
- Q5. Did the practitioner answer any questions you had to your satisfaction?
Yes No I had no questions
- Q6. Did you feel all of the staff were polite and courteous? Yes No
- Q7. In your opinion, was the clinic area clean? Yes No Don't Know / Can't remember
- Q8. Were there enough seats in the clinic area for you and anyone who accompanied you?
Yes No Don't Know / Can't remember
- Q9. Do you think your overall health was improved by having an iron infusion?
Yes, completely Yes, to some extent No Don't Know
- Q10. Was your appointment time convenient for you? Yes No, it was too early No, it was too late
- Q11. Overall, how would you rate the care you received from the Pre-Operative Iron Infusion Clinic?
Very good Good Satisfactory Poor Very Poor
- Q12. Was there anything particularly good about your experience at the clinic?
- Q13. Was there anything that you feel could be improved?



A patient undergoing IV iron infusion

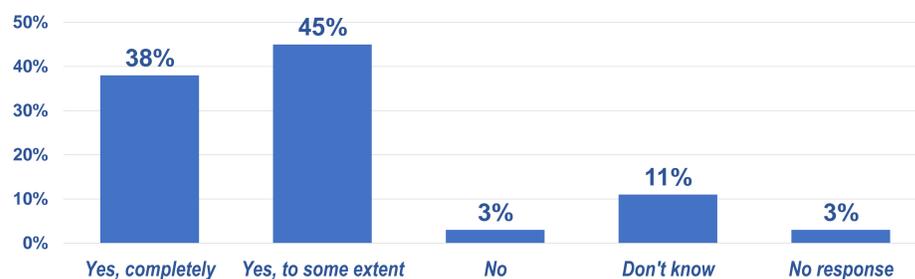
Results

60% (29 patients) responded to the survey. Of the patients surveyed 90% had undergone their planned operation with all bar 1 patient (who received 2 separate infusions) receiving a single total dose infusion of iron isomaltoside (Monofer™).

Results

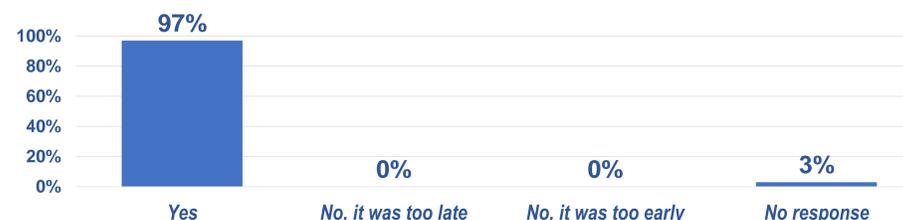
83% of patients responding to the survey felt that their health had improved following the infusion.

Figure 1: Responses to question 9
Do you think your overall health was improved by having an iron infusion?



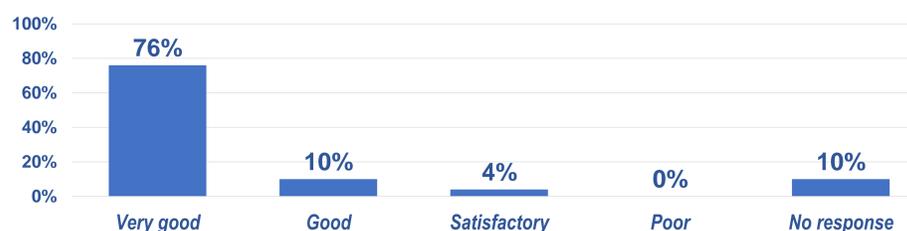
97% were happy with their appointment.

Figure 2: Responses to question 10



86% rated their care as 'very good' or 'good' with no areas identified for improvement of the quality of care in the clinic.

Figure 3: Responses to question 11
Overall, how would you rate the care you received from the Pre-Operative Iron Infusion Clinic?



Comments



Conclusions

Providing an IV iron service within the PREP clinic offers an opportunity to diagnose and treat iron deficiency anaemia on the same day with patients given an iron infusion at a time that suits them. Infusions are given by a blood transfusion practitioner or PREP nurse who has built up a relationship with the patient and can use the time during the infusion to reinforce lifestyle modifications and health promotion as part of the optimisation and work-up prior to undergoing major surgery. Patient feedback about healthcare experiences provides meaningful information for assessing service innovation. The results from this survey were very positive helping assure us where we were 'getting it right' for our users and offered valuable data to inform the further development of the service.

References

1. Kotze A, Carter LA & Scally AJ. Effect of a Patient Blood Management Programme on Preoperative Anaemia, transfusion rate and outcome after hip or knee arthroplasty: A Quality Improvement Cycle. British Journal of Anaesthesia. 2012;108(6):943-952