Title: Rheumatology CNS-led Biologic Clinic – Patient satisfaction audit

Authors: Rheumatology CNS (RCNS) Sisters Lisa K Howie & B Dawn Williams

Place of work and contact number(s): Rheumatology Department, ABM University Hospital Health Board, Base - Morriston Hospital, Swansea, Wales SA6 6NL Tel: 01792 703187

Introduction/Background/Literature Search:


Aim/Objective/Purpose: To

- Evaluate patients satisfaction of care/service provided in the Nurse-led Biologic clinic(s)
- Establish whether the care/service provided, meets the patients’ & our satisfaction and expectation
- Improve upon services/areas found lacking.

Method/Design/Data collection tool & scoring methods:

Satisfaction with care = “the degree which patients perceive their needs are met”. (Bond & Thomas 1992)

- Adapted “Leeds satisfaction questionnaire”, (Hill et al 1992)
- Normalisation process applied.

Patient participation, selection process & inclusion criteria:

- Voluntary
- Anonymised
- All RA, PsA and/or Ankylosing Spondylitis patients, who had/were still attending the clinic(s) – from 2003
- 112 patients invited
Results:

- **Response**: 74% (83/112 patients)

- **Patient demographics/characteristics**
  - Gender: 3.4 (female) : 1 (male) ie 63 /19
  - Age range: 30–39 years (mean 63.4 years)
  - Diagnosis:
    - Rheumatoid Arthritis (RA) - 71/83
    - Psoriatic Arthritis (PsA) - 8/83
    - RA & PsA - 2/83
    - Ankylosing Spondilitis (Ank Spond) - 2/83
  - 67/83 registered disabled

<table>
<thead>
<tr>
<th>Disease type</th>
<th>Disease Duration Range</th>
<th>Mean</th>
<th>Severity Range – scores</th>
<th>Mean</th>
<th>Active Disease scores required to qualify for Biologic treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>RA</td>
<td>2-62 years</td>
<td>18.6 years</td>
<td>DAS = 5.5-9.02</td>
<td>6.68</td>
<td>=/&gt;5.1 (NICE 2002, BSR 2005)</td>
</tr>
<tr>
<td>PsA</td>
<td>12-25 years</td>
<td>18 years</td>
<td>DAS = 6.35-8.47</td>
<td>7.15</td>
<td>=/&gt;4 (BSR 2004)</td>
</tr>
<tr>
<td>Ank Spond</td>
<td>4-43 years</td>
<td>19 years</td>
<td>BASDAI = 8.3-9.5/10</td>
<td>9.2</td>
<td>=/&gt;4 (BSR 2004)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>BASFI = 7.2-9.9/10</td>
<td>8.9</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>BASG = 8.5-9.5/10</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>VAS Spinal pain = 8.5-9.5/10</td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>
### Overview of satisfaction scores

Range & mean satisfaction scores from each subgroup in patient nos. & %’s

<table>
<thead>
<tr>
<th>Subgroups</th>
<th>Score range 0-83</th>
<th>Mean score 0-83</th>
<th>Range % score</th>
<th>Mean % score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Giving of information/education</td>
<td>71 – 81</td>
<td>78</td>
<td>85.5% - 97.5%</td>
<td>94%</td>
</tr>
<tr>
<td>2. Empathy with patient</td>
<td>63 – 82</td>
<td>75</td>
<td>75.9% - 98.8%</td>
<td>91%</td>
</tr>
<tr>
<td>3. Technical Quality &amp; Competence</td>
<td>79 – 83</td>
<td>81.8</td>
<td>95.2% - 100%</td>
<td>98.5%</td>
</tr>
<tr>
<td>4. Attitude/approach toward patient</td>
<td>78 – 83</td>
<td>80.5</td>
<td>94% - 100%</td>
<td>97%</td>
</tr>
<tr>
<td>5. Access &amp; Continuity</td>
<td>50 – 79</td>
<td>70</td>
<td>60.2% - 95.2%</td>
<td>84%</td>
</tr>
<tr>
<td>6. Overall satisfaction</td>
<td>38 – 83</td>
<td>67.6</td>
<td>45.7% - 100%</td>
<td>81.5%</td>
</tr>
</tbody>
</table>

#### Table of total satisfaction scores = summation of all the subscales

<table>
<thead>
<tr>
<th>Subgroups</th>
<th>Score range 0-83</th>
<th>Mean total score 0-83</th>
<th>Range % score</th>
<th>Mean % Total score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total satisfaction scores</td>
<td>38-83</td>
<td>75.5</td>
<td>45.7% - 100%</td>
<td>91%</td>
</tr>
</tbody>
</table>

### Overview of all Results

#### Overview of satisfaction scores (Likert scale)

Range & mean satisfaction scores from each subgroup after normalisation process on a scale of 1-10

Total satisfaction scores => summation of all the subscales re: 1 - 10 SCORE SCALE

<table>
<thead>
<tr>
<th>Subgroups</th>
<th>TOTAL Score Range 1-10</th>
<th>Mean Total Score Max. 10</th>
<th>Range % Score</th>
<th>Mean % Total Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>9.37</td>
<td>9.08</td>
<td>9.54</td>
<td>9.71</td>
</tr>
<tr>
<td>Empathy</td>
<td>9.6</td>
<td>8.28</td>
<td>9.27</td>
<td>8.59</td>
</tr>
<tr>
<td>Technical Competence</td>
<td>9.71</td>
<td>9.27</td>
<td>9.54</td>
<td>9.44</td>
</tr>
<tr>
<td>Attitude</td>
<td>9.59</td>
<td>8.48</td>
<td>9.2</td>
<td>8.9</td>
</tr>
<tr>
<td>Access &amp; Continuity</td>
<td>9.44</td>
<td>7.73</td>
<td>8.9</td>
<td>5.46</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>9.62</td>
<td>8</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

**Total Satisfaction Scores** 5.4 - 9.71 8.95 54% - 100% 89.5%
**Overall Satisfaction**

End of questionnaire patients asked to make care/service improvement suggestions

**Summary of 24 comments made:**
- 50% were very positive and complimentary.
- 50% expressed discontent in the following areas:

**Information:**
- More on Warfarin & scan results (1)
- On exercise etc (1)

**Timing & Access:**
- Long clinic wait (3)
- Difficulties attending am appointments (1)
- More frequent appointments requested (2)
- Cancelled appointments (1)

**OPD**
- Unsuitable chairs in waiting room (2)

**Communication**
- Closer contact/communication between team and patients GP (1)

**Conclusion/Discussion/Recommendations:**

Virtually all the patients felt very satisfied with the care/service provided, though overall satisfaction scored the lowest, which compared similarly to similar studies. (Hill et al 1992, Hill 1997, Flynn 2005)

- Review audit tool & include more objective patient outcomes.
- Repeat audit (2010)
- Undertake other nurse-led practice audits

**References:**

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DOH (2001) Your guide to the NHS
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Likert R (1932) A technique for the measurement of attitudes Arch Psychol (Franke) 140: 1-55
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Abbreviations :  
DAS = Disease activity score  
BASDAI = Bath Ank Spond Disease Activity Index  
BASFI = Bath Ank Spond Functional Index  
BASG = Bath Ank Spond Global well-being score  
VAS Spinal Pain = Visual Analogue Score for spinal pain

Handouts & copy of questionnaire used :  
lisa.k.h@14howie.freeserve.co.uk