



Belgrave Integrated Care Clinics Patient Reported Outcome Measures

Apodi Healthcare
September 2011

Apodi Healthcare Dermatology Integrated Care Clinics

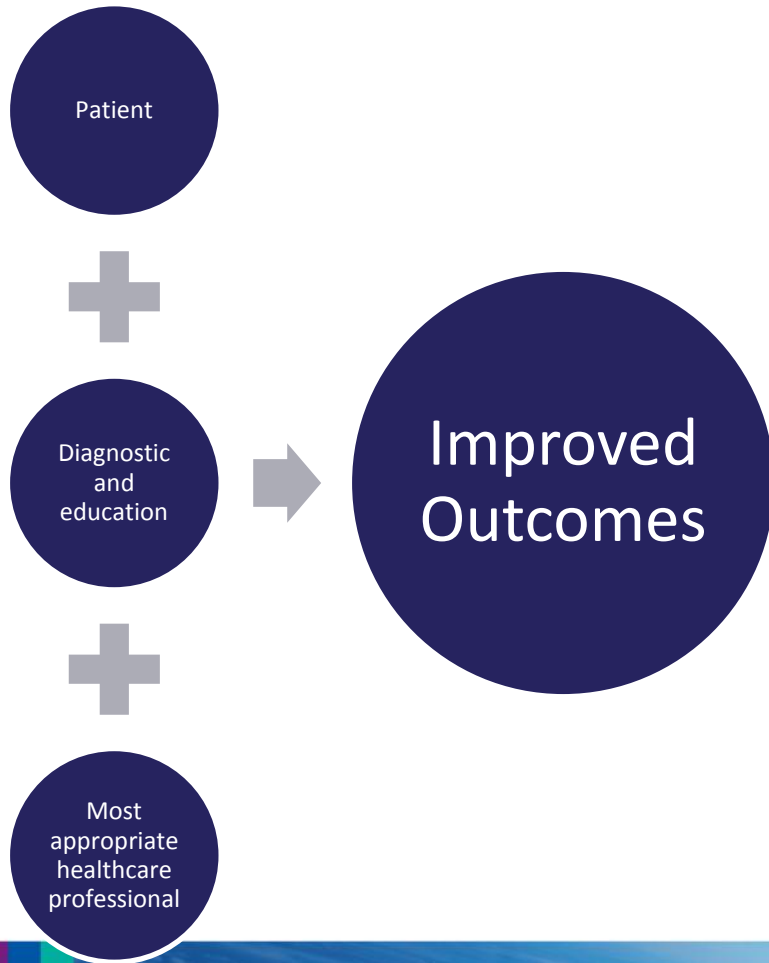
Integrated Care Clinics are a new way of providing specialist led care to patients in a community setting.

Apodi Healthcare provides patients with an opportunity to feedback their experience of the Clinic Process through Patient Reported Outcome Measures (PROMS)

This presentation briefly outlines the clinic structure and then details the PROM results so far from Belgrave. The PROM data were requested by the lead GP and Practice Manager who were involved in the Integrated Care project in this area.

Apodi Healthcare Integrated Care Clinics

Improving Outcomes



Ethos of Integrated Care

By bringing the patient and the most appropriate Healthcare Professional together in a Primary Care setting beneficial Outcomes for the patient can be quickly achieved.

The patient sees only who they need to see, saving them numerous visits to different NHS agencies and potentially saving the NHS money in referral and appointment costs.

Integrated Care Clinics include no obligation Group Education Sessions which is a pioneering facet of the programme. There is ongoing audit to assess the 'efficacy' of patient education.

Psoriasis IntegratedCare™ Process

Clinics held in a convenient & clinically appropriate location

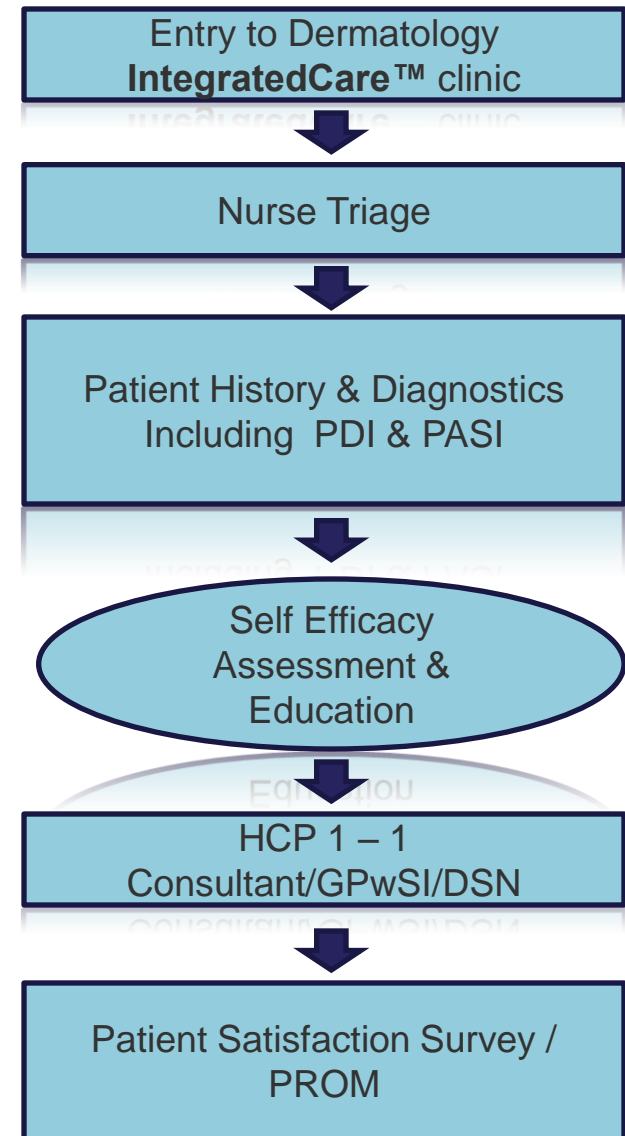
Up to 60 patients are seen in an Integrated Care™ clinic day

Duration approx 1hr 40mins per patient

25 minutes group education

Consultation for those identified as appropriate

For appropriate patients based at the location of service intervention is generated on site



Patient Reported Outcome Measures (PROMs)

As a component of quality assurance Apodi Healthcare utilises a PROM questionnaire that every patient is invited to complete immediately after their experience of the Integrated Care Programme.

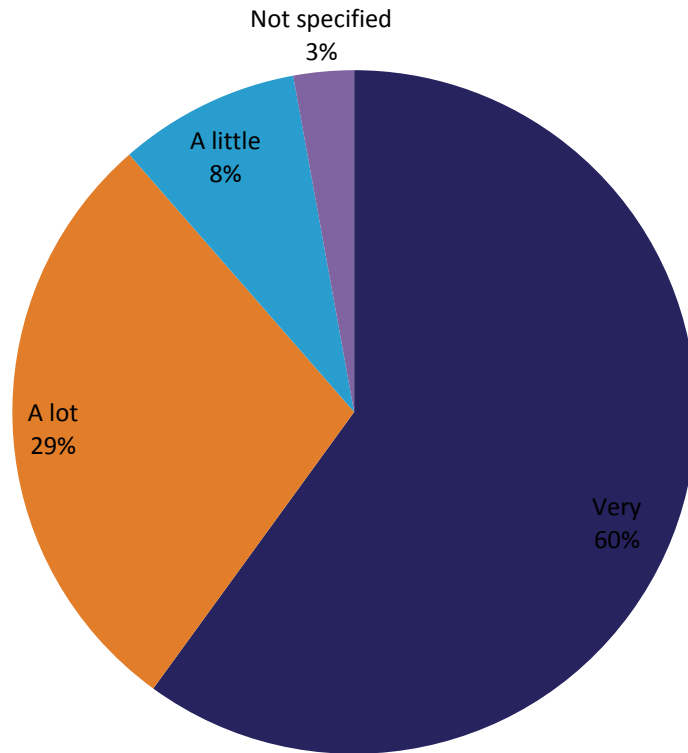
In line with Caldicott guidance Apodi Healthcare will only ever report anonymised patient data. No patient identifiable data is ever taken from the practice by Apodi.

The same data format can be replicated for individual areas on request, this can include locality pilot projects.

Where appropriate, the two most positive possible responses will be considered in combination as a positive response.

Q1 How beneficial have you found the experience of the Integrated Care Clinic?

Survey Result



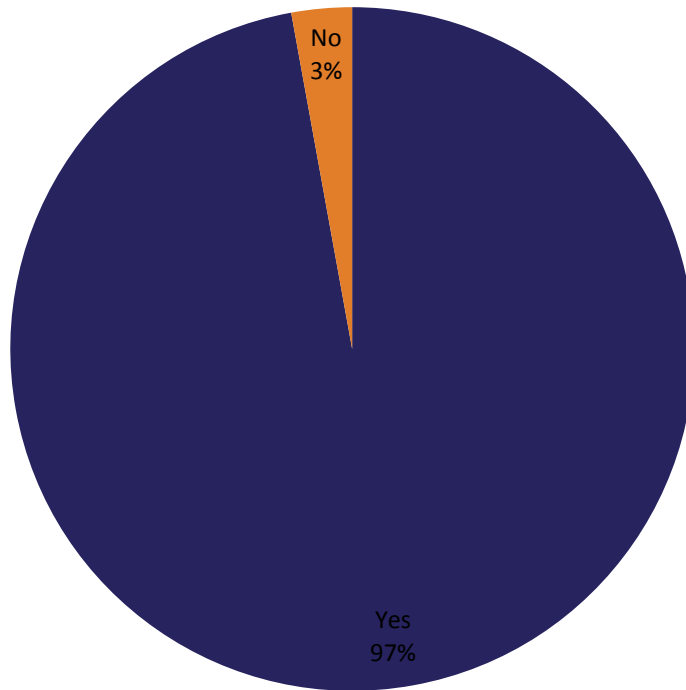
Scope of the question

This question is designed to assess the patient's overall view of the Integrated Care Clinic experience.

Throughout the psoriasis clinic days held in Belgrave from May 2011 patient feedback was reported at 89% positive.

Q4 Would you attend a further Psoriasis Integrated Care Clinic in the future?

Survey Result



Scope of the question

The Integrated Care Model is a new concept in the delivery of Healthcare Services.

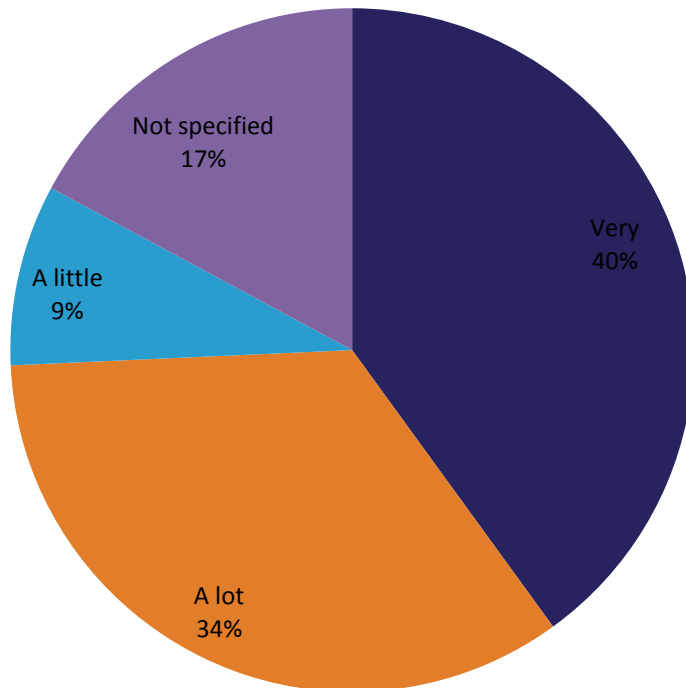
As the patient has to invest an amount of time in attending the clinic it is important for governing NHS agencies and involved GP practices to know if patients would attend a further clinic if necessary.

Overall it can be seen that at the point of data collection 97 % of patients would attend a further clinic.

Q5 – How useful did you find the Education Session?

Survey Result

Qu 5. How useful did you find the Education Session?



Scope of the question

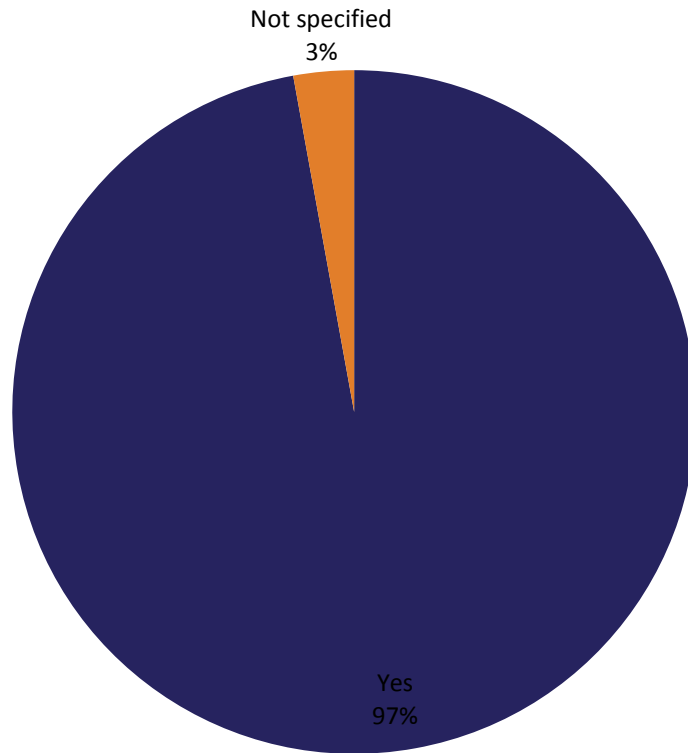
The provision of Nurse Lead group education sessions within service delivery is a pioneering concept which patients may not have experienced previously.

Patients are never forced to participate in the sessions, during triage and education sessions Apodi Nurses are trained to identify patients who may not wish to participate.

Even with all these caveats the group education sessions still returned a positive result of 74%.

Q7 – Would you recommend the Psoriasis Integrated Care Clinic to others if asked?

Survey Result



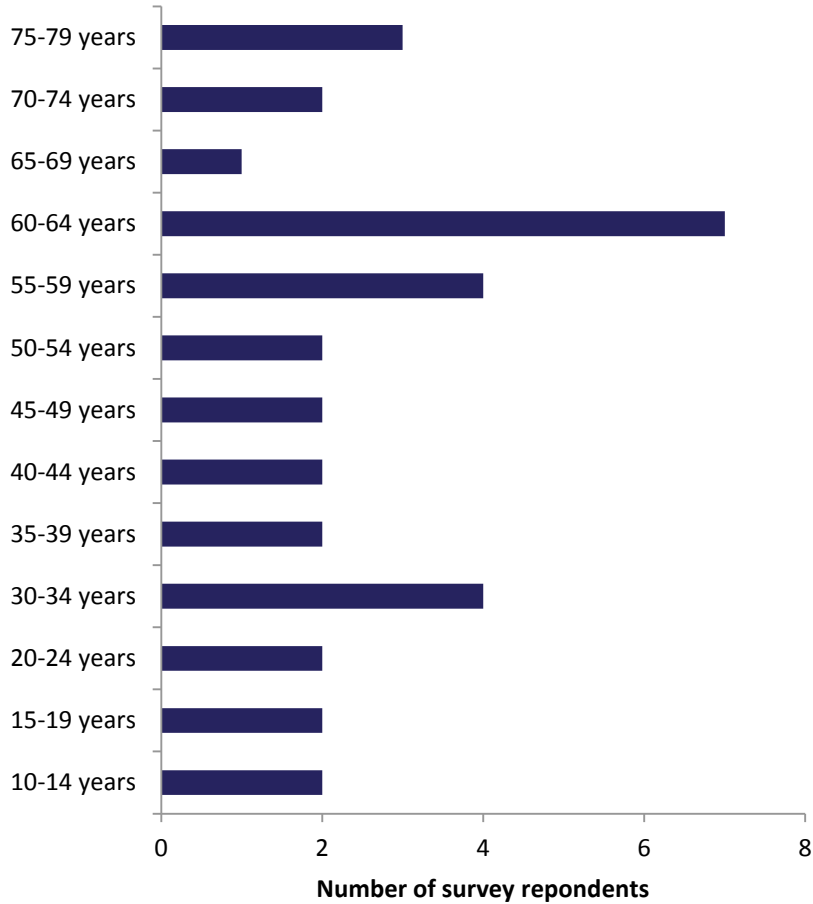
Scope of the question

At time of data collection 97% of patients reported that they would recommend Integrated Care Clinics to other patients.

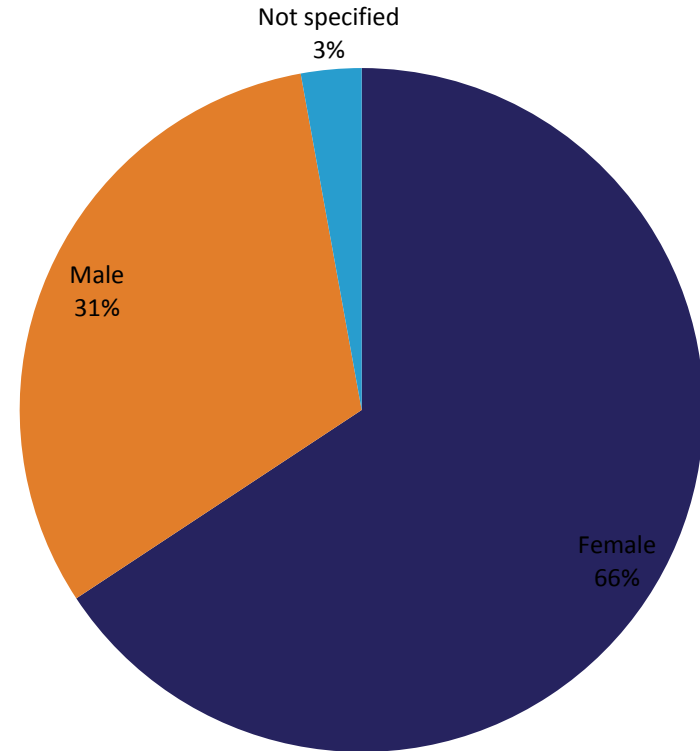
This result is important to governing NHS agencies in making the decision to expand the Integrated Care Clinic model to wider patient populations.

Demographics – Age and Gender

Attendees by Age



Attendees by Gender



Further Audit Results

As the Dermatology Clinic programme develops audit data will be regularly updated.

Further information will be available from the Apodi Business Development Manager who provided you with this presentation.

Locality specific data can be generated on requested either from pilot or full programme implementation.