

Care and Support Planning: Patient Survey

“This review has really made me think about my health and take ownership of it...I will consider my health much more closely as a result.”

Executive Summary

October 2019



Involve North East

We are an independent organisation who specialises in involvement and engagement. We work with integrity, ensuring people's voices influence the design of services they receive.

We have vast experience and expertise in gathering the views and opinions of patients, carers and the general public in relation to health services. For example:

- service evaluations
- changes to care pathways
- locating new services

We employ quantitative and qualitative data collection techniques including:

- Questionnaires – paper-based and online
- Participatory appraisals
- Drop-in events
- Face-to-face and telephone interviews
- Focus groups
- Informal group discussions

For more information about the services we can provide please contact Andrew White on 0191 226 3450 or email andrew@involve.org.uk. Visit our website at: www.involve.org.uk

Executive Summary

1.0 Introduction

- Between June and August 2019, Involve North East (INE), on behalf of NHS Newcastle Gateshead Clinical Commissioning Group (NGCCG) and the Year of Care Steering Group carried out a survey to gather the views of patients who have had a Care and Support Planning (CSP) review at their GP surgery. The aim of the survey was to gather feedback about CSP and understand what patients across Newcastle and Gateshead think about the process.
- CSP is a specific way of GP practices providing routine care for people with long term conditions. It replaces the traditional process of an annual review for individual long term conditions with a systematic process of care and support planning. Patients receive one holistic annual review covering all of their long term health needs with a focus on creating a better conversation between individuals and healthcare professionals, enabled by preparation.
- A patient questionnaire, developed in collaboration with the Gateshead Long Term Conditions Patient Reference Group was distributed to GP practices across Newcastle and Gateshead who administer CSP. Patients who had received a CSP review were invited to take part in the survey at the end of their final appointment. Five hundred and twenty-seven patients from 44 GP practices shared their views.

2.0 Findings

First appointment

Routine tests appointment



- 90.6% of patients stated they had received an information gathering appointment where tests were carried out
- 9.4% of patients stated they had NOT received an information gathering appointment where tests were carried out

Explanation of the CSP process



- 93.0% of patients, who had received an information gathering appointment, had the CSP process explained to them.

As a result of this explanation:

- 99.1% felt the explanation was easy to understand
- 98.6% understood what would happen next in the process
- 96.4% had enough time to ask questions

Patient comments



“This was my first annual review and I completely understood what was happening and why.”

“Brilliant; measured thinking and detailed explanations and responses to questions.”

“I was pleased to know I would have a follow-up to these tests.”

Information received before CSP appointment



- 79.3% of patients received information ahead of their CSP appointment. Of this group:
- 96.2% liked having a copy of their test results
- 95.0% felt the information was easy to understand
- 93.7% felt the right amount of information was provided
- 89.5% felt the information helped them think of questions to ask
- 88.6% felt the information helped them prepare for their final appointment
- 85.4% felt the information gave them peace of mind

Patient comments



“Found it easy to understand and it gave me peace of mind.”

“Results helped me to revise my diet and start to improve sugar levels without waiting for the visit.”

“I feel that I know and understand more about my condition.”

“I did not understand it all [the results] and was worried.”

CSP appointment

Opportunity to talk about things that are important to the patient

At their CSP appointment:

- 93.0% of patients felt fully able to talk about things that were important to them
- 5.0% felt partly able to talk about things that were important to them
- 1.9% felt unable to talk about things that were important to them

Of those who did not fully talk about things that were important to them:

- 76.7% felt there wasn't enough time to talk about these things
- 39.1% didn't feel confident to talk about these things
- 22.7% didn't want to appear as though they didn't understand

Patient comments



“The things I wanted to talk about were not in the expertise of the person I met.”

“I would have preferred to talk to my own doctor.”

“The nurse tried to explain but I did not understand and don't want to change.”

Asking questions



- 82.5% of patients asked questions during their CSP appointment. Of those:
- 99.8% felt the answers to their questions were easy to understand
- 99.5% felt they were given the right amount of information

Patient comments



“Spoke to GP and answers given were clear and consistent with my thoughts about concerns I had.”

“There were a couple of results I didn't understand which were explained fully at the appointment.”

“My questions were answered fully and in a way I didn't need further clarification. I felt much better after my appointment and all my worries went away after the explanations.”

How CSP has helped patients



- 97.3% of patients know who to speak to about their health and wellbeing
- 94.0% of patients now have a plan for managing their health and wellbeing
- 90.6% of patients feel more involved in their health and wellbeing
- 89.5% of patients feel more able to manage their health and wellbeing
- 86.9% of patients have developed their own ideas about managing their health



4.8% of patients feel CSP hasn't helped them manage their health and wellbeing

Patient comments



“I devised a plan and my nurse fully endorsed it.”

“The appointments bring together several general areas of care which I find useful.”

“This review has really made me think about my health and take ownership of it...I will consider my health much more closely as a result.”

“I felt able to make a plan for managing my health with help from the nurse. [Clinician's name] was really lovely and I felt she cared about things as much as I did.”

Other comments about CSP



“I find the Year of Care, or 'MOT' as I call it, an excellent idea.”

“I was used to attending the hospital for advice and I had to change to you - I saw an excellent lady at the clinic today and I was more comfortable at the meeting.”

“I found this very useful as GPs are very limited in the time they can spend with each patient so it's good to sit down and talk over problems without taking up valuable consultation time of other patients.”

Recommendations

There is strong support from patients about CSP; patients feel better able to manage their health and wellbeing through timely information, a comprehensive review process and personalised support.

Key recommendations

- To continue to embed the care and support planning processes and principles, in the Newcastle and Gateshead practices, across a lifetime of patient care
- To support practices through training and in house facilitation where patients reported different experiences to those expected
- Consider further investigation to explore the barriers, for patients, and their engagement in the care and support planning process