

## EARLY SUPPORTED DISCHARGE/OUTREACH SERVICE: PATIENT FEEDBACK IS OUR SERVICE MEETING THE CLIENTS' NEEDS?

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### INTRODUCTION

The Kerry Early Supported Discharge (ESD)/Outreach Service provides a specialist, multidisciplinary rehabilitation service in patients' own homes. The service was established in February 2021. A formalised feedback process was not introduced during the early development stage of this service. It has been established in health research that patient feedback is a key component, within a systematic approach, to improving health services for patients<sup>1</sup>. Therefore, the aim of this project was to develop a patient feedback questionnaire, the purpose of which was to determine if the service is meeting patients' needs. This project also provided an opportunity to identify areas for service development initiatives.



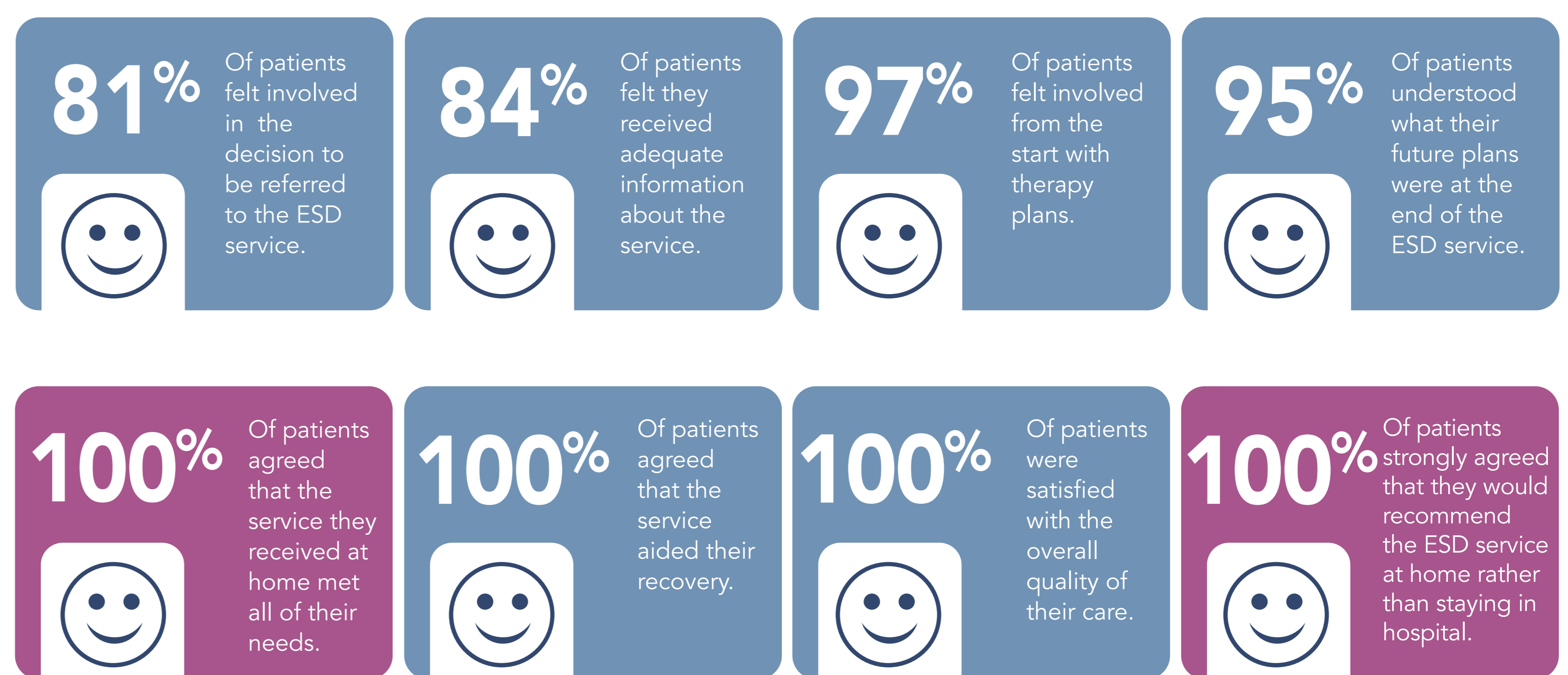
### METHOD

The template for the questionnaire was drafted from a pre-existing HSE survey. This draft was further developed with input from the quality manager and the ESD team. The feedback questionnaires were issued to patients on discharge from the ESD services. Data from the returned feedback forms were recorded and collated from January 2022 to July 2023 inclusive.



### RESULTS

• 43 questionnaires were analysed (22% response rate).



### PATIENT COMMENTS

Thanks to everyone from the team for your patience, support and skills.

Wonderful service. Staff were very pleasant and aided my confidence to return to more normal living.

Excellent Service. Caring, Kind and helpful staff. Keep up the good work.

The team are super. They helped me get back my confidence and get back to normal life again. Each one was so kind and helpful.

I was grateful for the service as it helped me get a full recovery.



### CONCLUSION

The feedback obtained confirms that the Kerry ESD/Outreach service is meeting patients' needs. The service is successfully supporting the transition from hospital to the community. The feedback also helped identify areas for further service development.

### REFERENCES

<sup>1</sup> National Clinical and Integrated Care Programmes (2017.) Making A start in Integrated Care for the Older Persons. A practical guide to the local implementation of Integrated Care Programmes for Older Persons.

