

Evaluating the Patients Experience of an ICPOP Team

James Geoghegan¹, Michelle Canavan^{1,2,3}, Patricia Munnely¹, Catherine Gavin¹, Julie Cosgrove¹, Aine Cleary¹, Mary Donohue¹, Edel Shiel⁴, Karen Mannion¹, Karolina Sestak¹, Ciara McDonnell¹, Galway East City & County Team, Community Healthcare West, Galway, Ireland. ²Galway University Hospital, Galway, Ireland. ³University of Galway, Galway, Ireland. ⁴St Brendan's CNU, Community Healthcare West, Galway, Ireland
James.Geoghegan@hse.ie

Background

As a team we have set out a Vision Statement and Mission statement that we will assist to

- Empowering Healthy Ageing in your home and community and provide
- A specialist integrated interdisciplinary team working in partnership with older people to co-ordinate and provide enhanced health and social care services in their home and communities.
- Avoiding unnecessary hospital admission and enable positive healthy ageing through comprehensive assessment and interventions

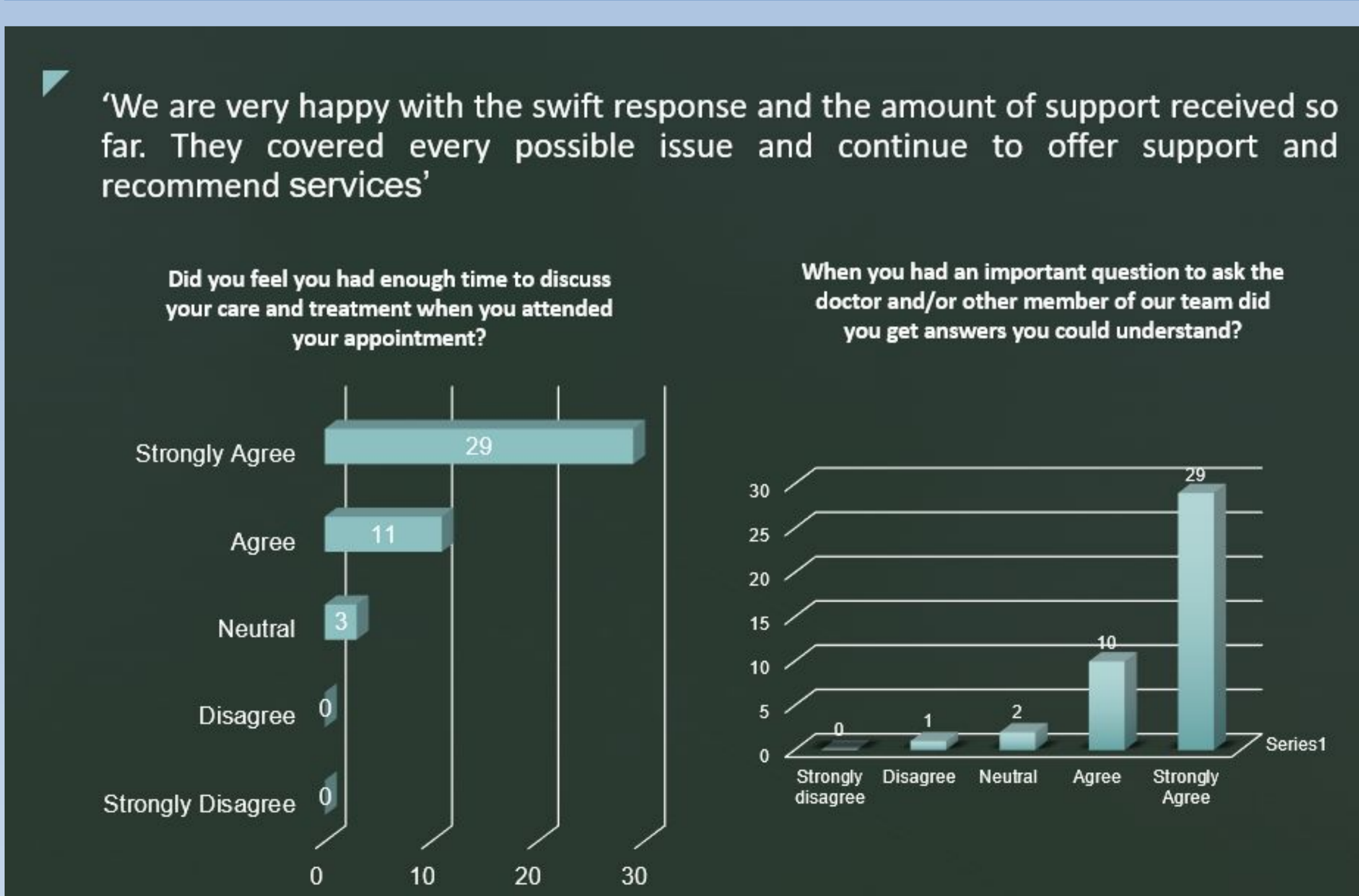
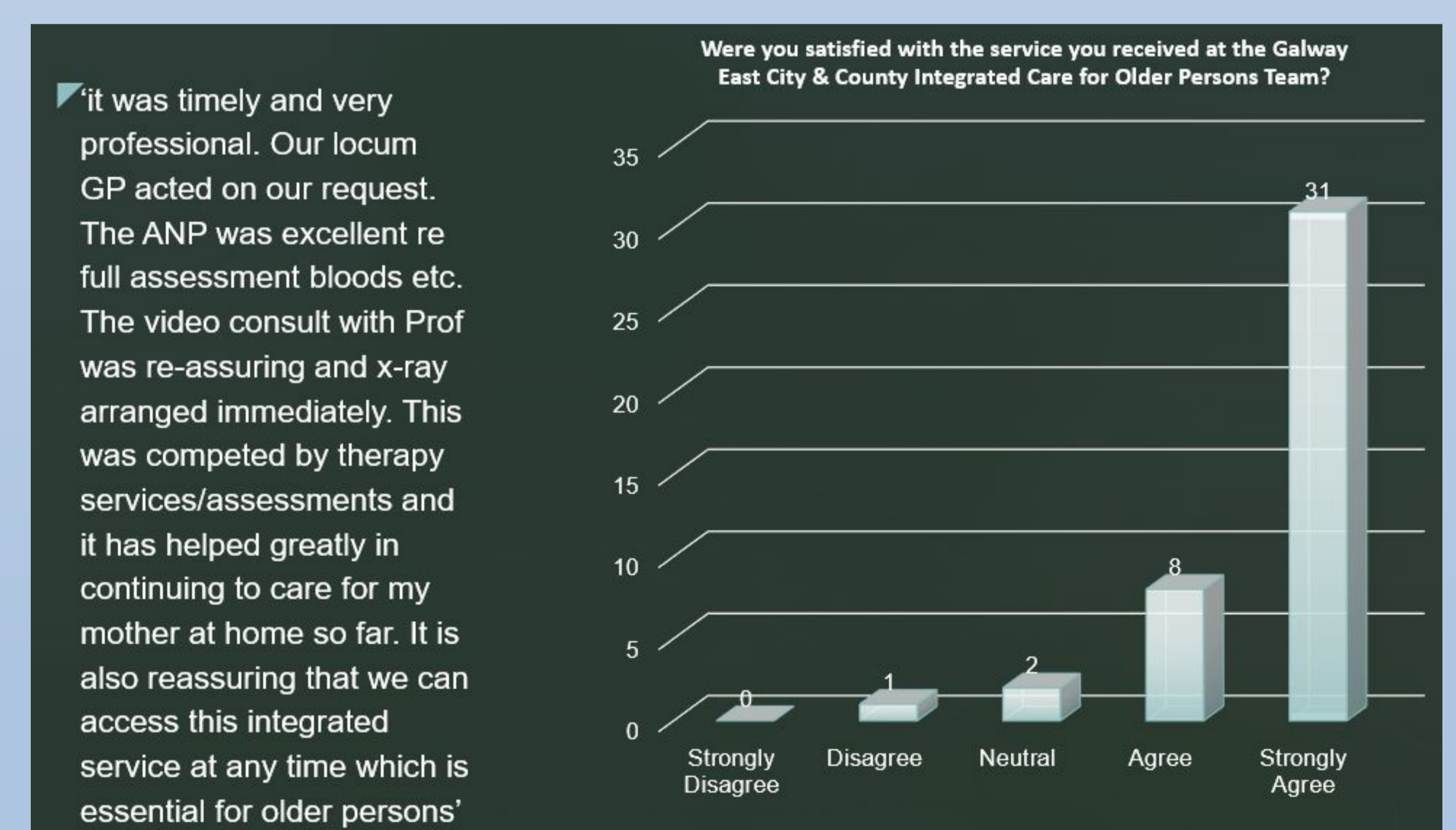
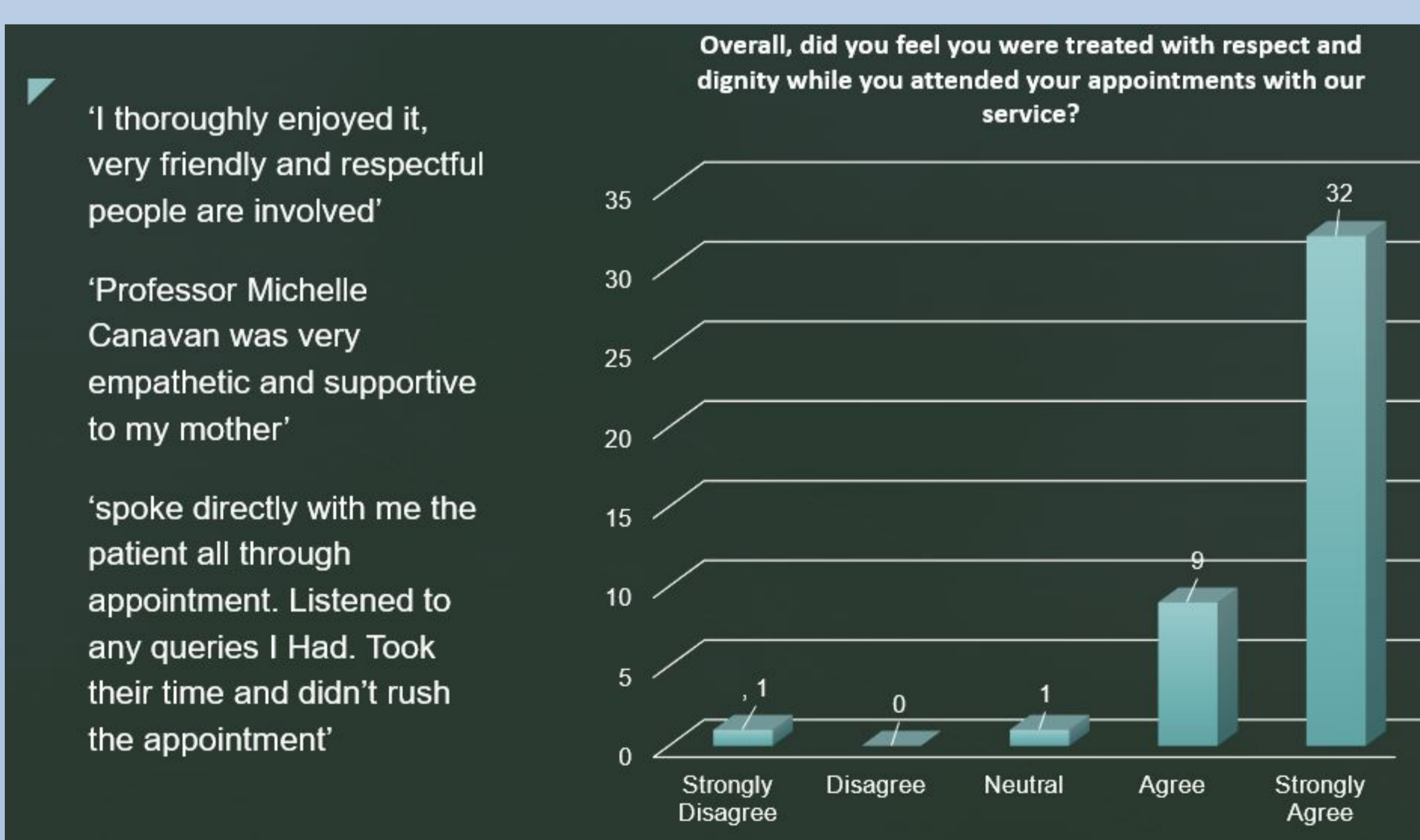
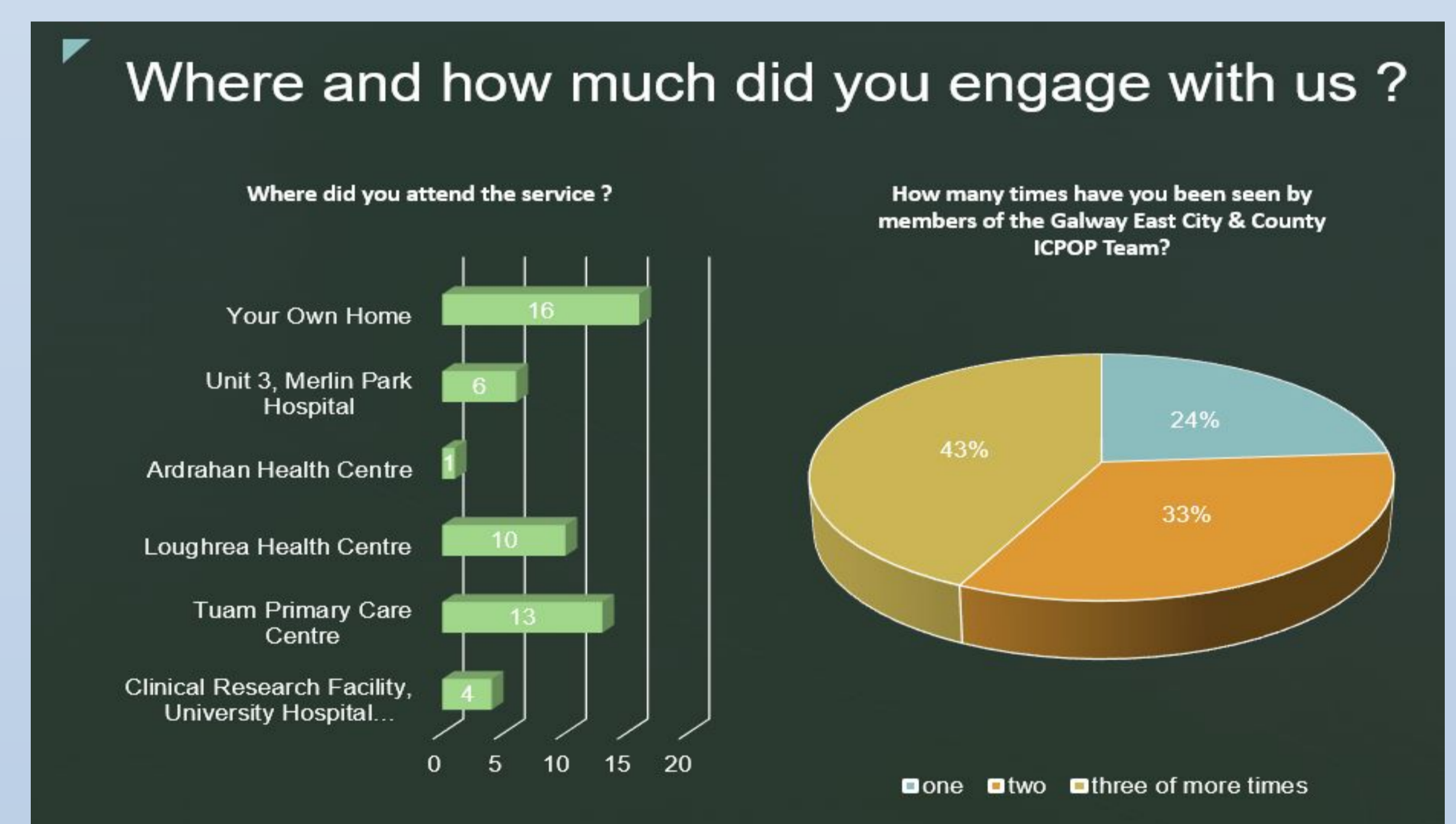
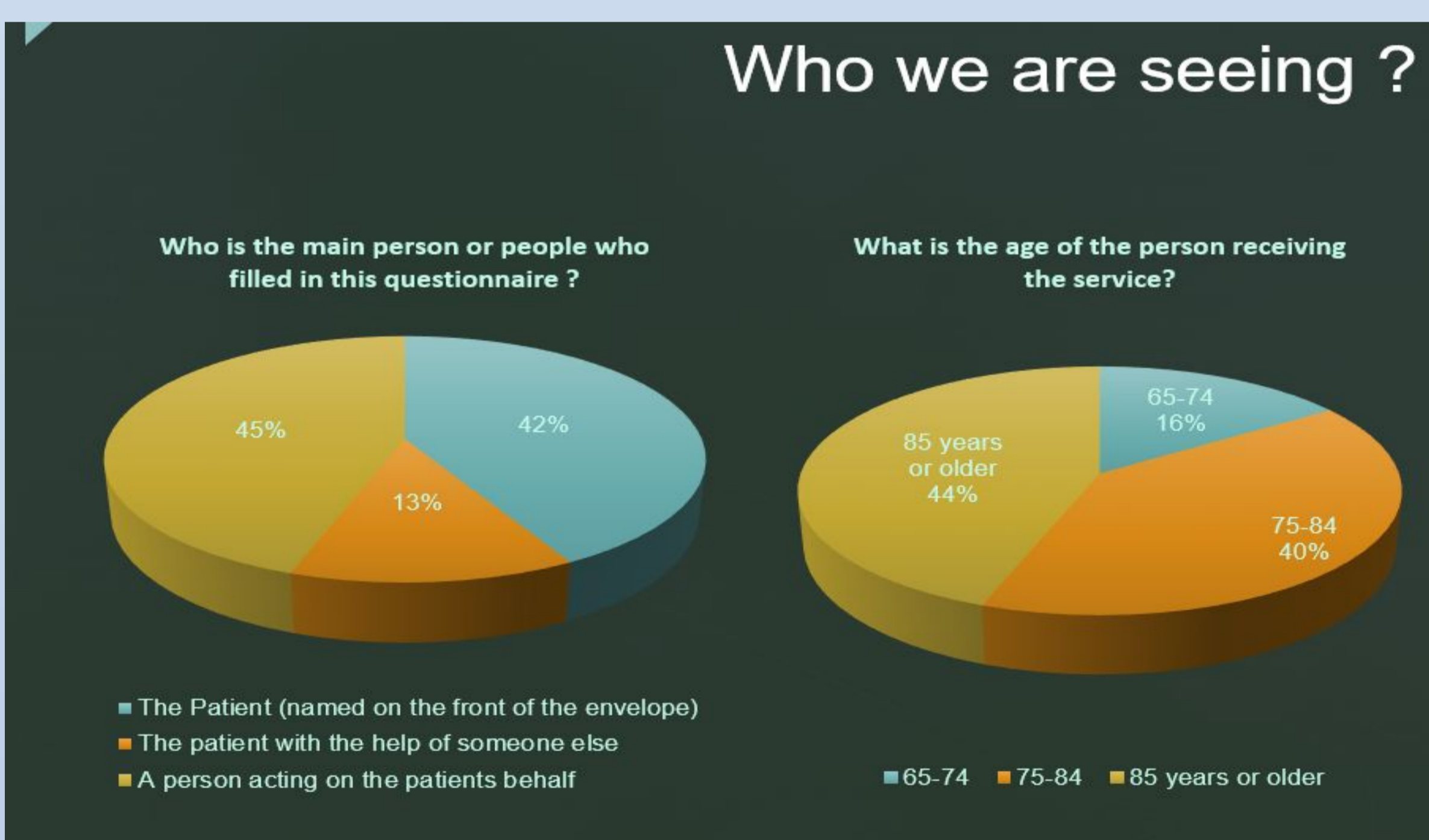
Service user experience/feedback are critically important to ensure that we are meeting their needs through assessment and interventions.

Method

A patient experience survey adapted from the National Patient Experience Survey was utilised to assess if our team were meeting the needs and expectations of our service users and their families. The questionnaire consisting of 15 closed/3 open questions.

- A Likert scale was utilised for closed questions and thematic analysis for open questions.
- 115 service users who attended our team and have received a CGA from January 2023 to April 2023 were invited to participate in an anonymised postal survey.
- All participants received a covering letter, questionnaire and a stamped address envelope to return their completed surveys.
- Response rate was 39 % (45/115)

Results



Conclusion

Service Users had an overwhelming positive experience from their interactions with our team with

- 95% agreed/strongly agreed that they were satisfied with the service.
- 95% felt they were treated with dignity/respect and had confidence in the service.

Learnings for the team:

- Acknowledge the positives from our interactions with our service users
- What can we learn from the areas for improvement identified from our responses ?
- How do we ensure that we as a team go about and address the issues identified ?