Learning from Patients ...
... how to SAMBA !!!!

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Introduction

To develop and test a patient feedback format for Acute Medical Units (AMU) in order to capture patients’ experience [1] and inform the Society for Acute Medicine’s national Benchmarking Audit (SAMBA’15).

Method

[A] We conducted a literature review on patient experience for emergency hospital admissions in Internal Medicine. [B] From the results a questionnaire was developed and tested in a single centre on the AMU of the Ysbyty Gwynedd, Bangor, UK. It was subsequently used by 55 AMUs (n=945) during the data collection for SAMBA’15 on the 25th of June 2015.

Results

[A] We found limited literature [2,3] beyond disease specific areas. The Friends and Family (F&F) Test has been used widely [4] but the experience for medical emergency admissions is less well documented. 
[B] Pilots were performed on consecutive Tuesdays from 00:00–23:59 on the 19th of May 2015 and the 26th of May 2015. Following the post-take ward round patients were given a hard copy of the questionnaire and a pen. Forms were collected in sealed blank envelopes in a ballot type box. Participation was voluntary. Patients with dementia or those too frail to write were excluded. Of the 48 patients who were asked to participate 31 (65%) submitted questionnaires, 20 filed comments. Distribution patterns were comparable between the two days, despite a bank holiday on the 25th of May (Fig 1).

90% of patients selected that they would be ‘Very Likely’ or ‘ Likely’ to recommend the unit to family or friends. No patient chose ‘Unlikely’ or ‘Very Unlikely’ (Figure). A random sample of 60 patients subsequently showed again 92% positive outcomes with no difference in patients admitted via ED or directly onto the AMU. Comments are summarised in a Table.

Fig: Patients’ comments

Conclusion

Patients feedback is feasible and adds an important element to performance reporting in Acute Medicine. Comments are key to understanding patients and guide improvement.

References

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