

Re-establishing a Medicines Advice Service user satisfaction survey and 1 year analysis of responses

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BACKGROUND

- The UKMi user survey is designed to obtain enquirers' opinions of the service received when they contact Medicines Advice (MA) services¹.
- Data obtained assists in ensuring MA Services meet the requirements of their users, and provide a high quality service. Positive results provide a valuable endorsement for the Service, whilst negative results can be used to identify areas that require improvement¹.
- Historically, the Royal Glamorgan and Princess of Wales Hospitals local MA Services both sent out user surveys in paper form by randomly selecting 3 enquiries per month to send out (as per UKMi guidance), recording the return of completed questionnaires and entering the details onto a KPI spreadsheet.
- During the COVID-19 pandemic and due to staffing issues and the time-consuming nature of the process, the survey fell by the wayside.

METHOD

- In 2023, we re-established the user survey for the CTMUHB MA Service (combining the two services) using Microsoft Forms and linking to Excel to record the results in a spreadsheet.
- A total of 392 MA enquiries were completed in 12 months and a link was sent with all email responses and after verbal responses with the exception of frequent users (no more than 1 survey every 3 months to prevent repeatedly surveying the same people) and basic level 1 enquiries as defined by UKMi (simple enquiries or data passed on without further evaluation or interpretation).

RESULTS

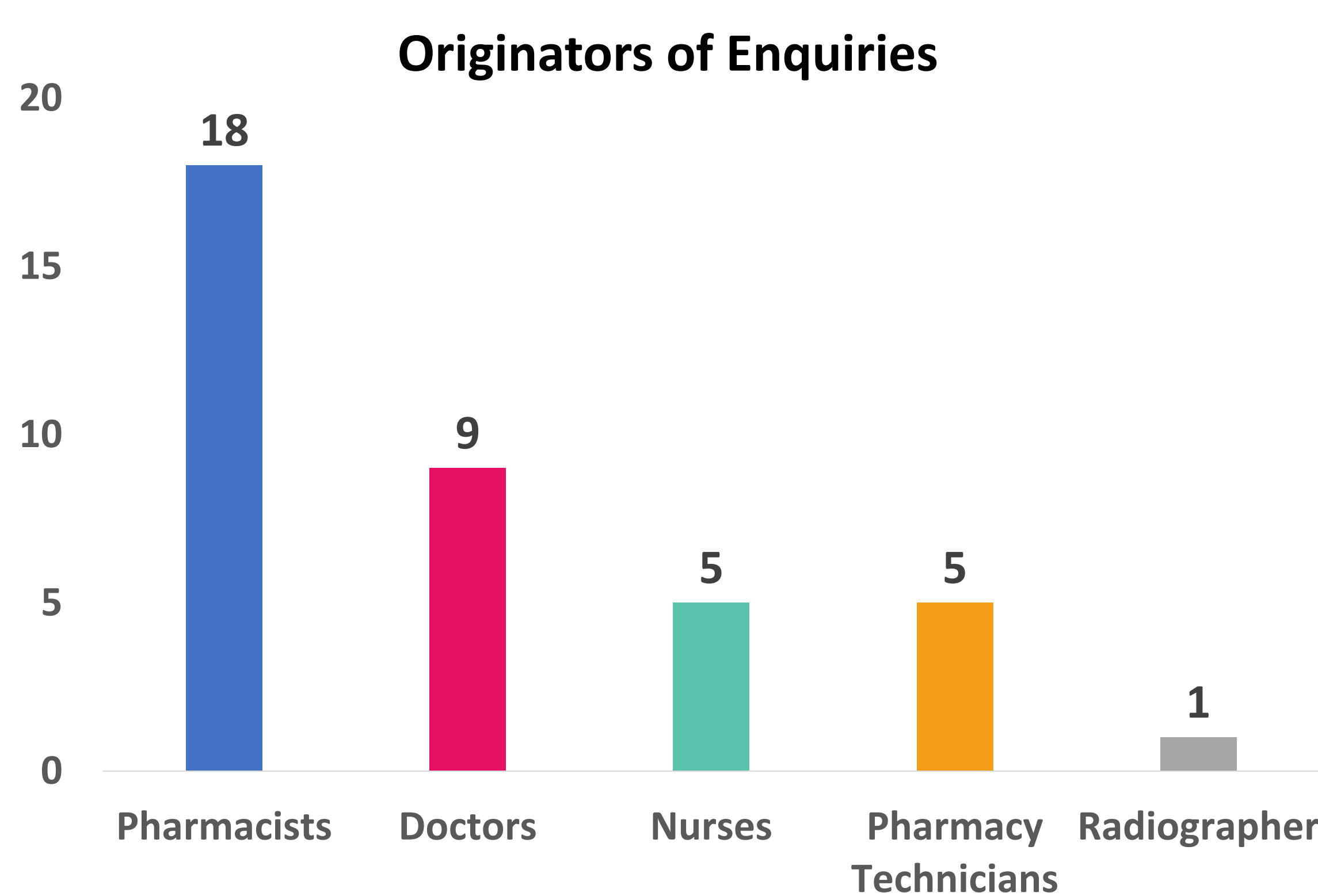
OVERALL SURVEY OPINION RATING  **4.94/5**

100% RESPONDENTS

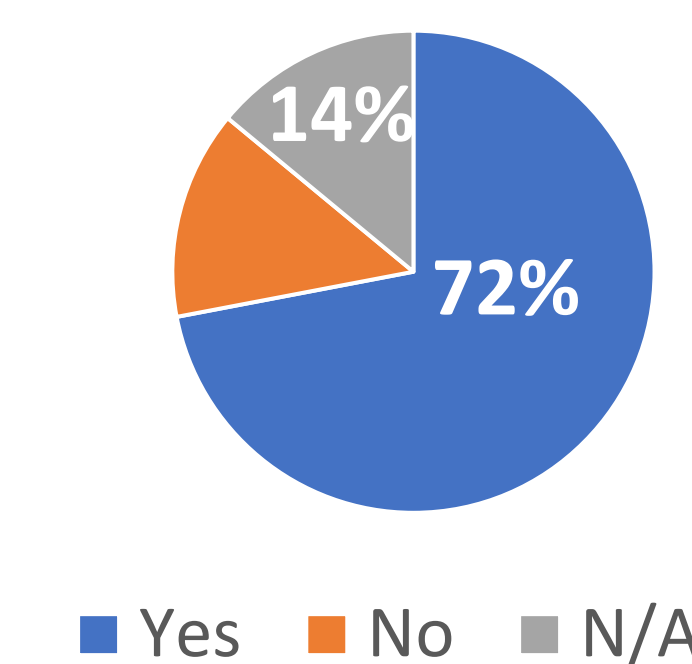
...COULD EASILY CONTACT THE SERVICE & FELT THEIR NEEDS WERE INTERPRETATED CORRECTLY

...WERE GIVEN THE RIGHT LEVEL OF DETAIL & CONFIDENT IN THE INFORMATION RECEIVED

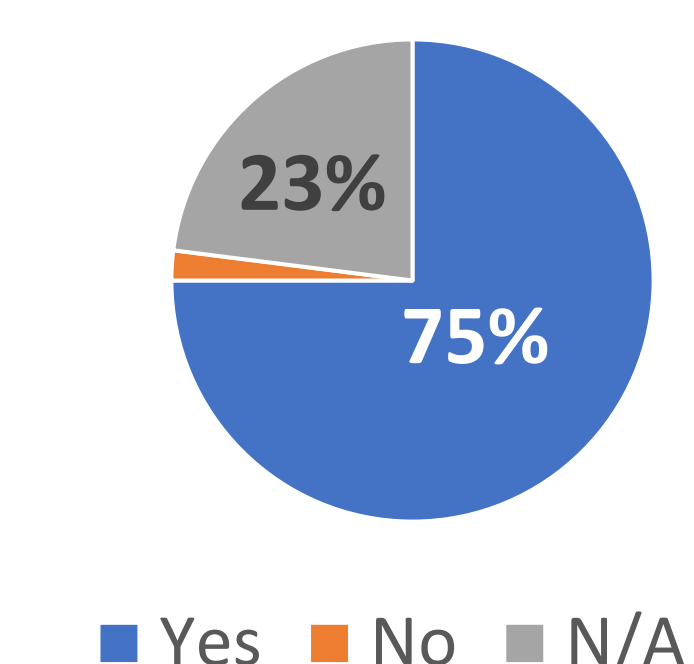
...WILL USE THE SERVICE AGAIN



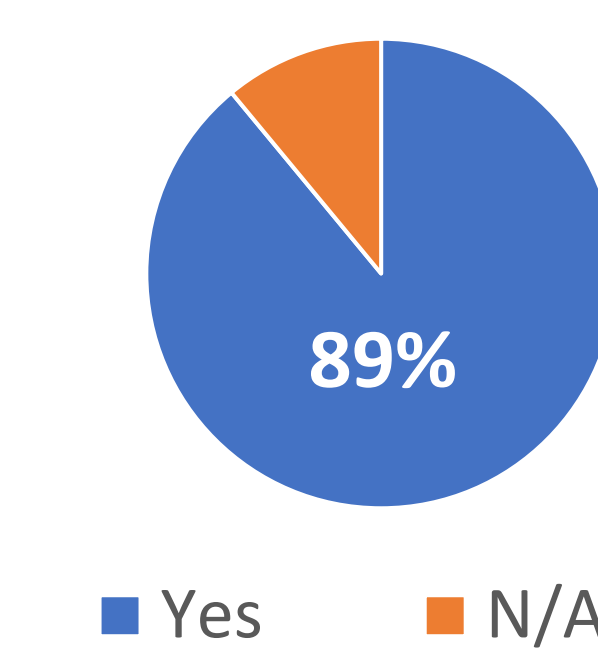
Was a deadline agreed?



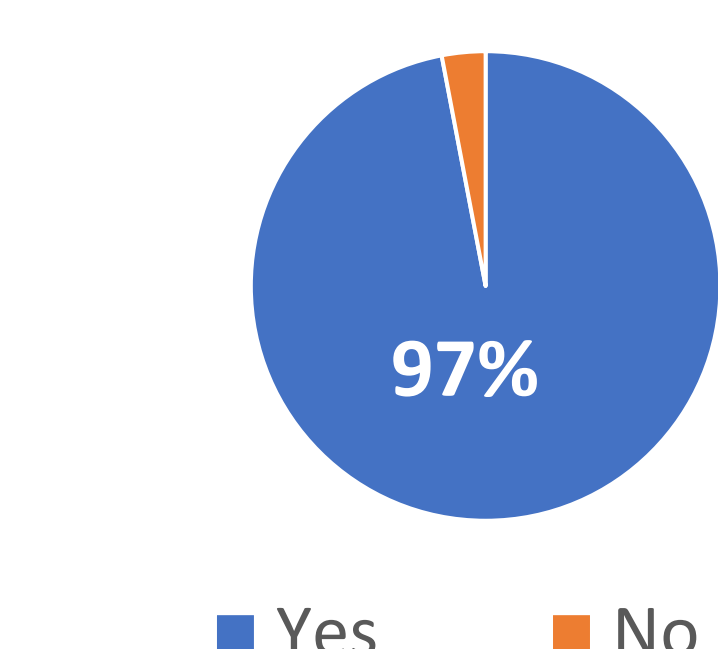
Was the deadline met?



Was practical advice offered?



Did the advice contribute to patient care?



"Medicines Information is a fantastic service - I really appreciate the support. I have always found their responses very thorough, going above and beyond to find accurate information, and I recommend them to all my prescribing colleagues."

"Always excellent advice very helpful and pragmatic."

"Excellent advice regarding Vitamin E."

"Don't change anything. You provide an exceptional, user friendly service and makes a direct impact on patient care."

"Very helpful service. Useful too. Just took a little time - a few weeks in the end. That is the only 'room for improvement'. Thank you."

"The service received was excellent; the Consultant who raised the query emailed to state that the medicines information teams response was 'wonderful'."

DISCUSSION

- We re-established and streamlined the user survey process by moving to an electronic survey within the Health Board with readily available results.
- Responses point toward an easily accessible service that correctly interprets the needs of enquirers, answering the enquiry in the right amount of detail whilst providing practical advice and **contributing to patient care in 97% of enquiries**.
- All responders indicated that they would use the service again, with 17 responders giving written feedback; all complimenting the service and one stating that they recommend to all their prescribing colleagues.
- Areas for improvement include ensuring a deadline is agreed at the outset and then meeting those deadlines.
- Ideas to increase future responses include prompting MA staff to send out the survey, informing enquirers that it takes around 2 minutes to complete (the survey records this data) and sending reminder emails.

References 1. Abbott D. UKMi Quality and Risk Management Group Guidance for the use of user surveys in UKMi services. Version: 1.0. Date of Preparation: March 2022 Date for Review: March 2024.