Challenges Facing Services When Requesting Garments On FP-10 - Patient Survey

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Background

- Lymphoedema
- TYC – Transforming your care
- Complaints
- NMP
- Survey
Survey Process

- Survey completed over 1 month
- Patients recorded
  1) Date letter left with GP
  2) Date prescription slip ready for collection.
  3) Date prescription went to pharmacy.
  4) Date garment received by pharmacy.
- Staff recorded
  1) If correct item received
  2) Telephone calls relating to orders
Results

- Data on 50 prescription requests were analysed
- Of the 50 orders feedback was only received on 36 (72%) in the time frame of the survey.

Factor 1: Time taken in getting the letter from LO service to GP – our ideal would be same day.

Results: Same day – 47%
1 day - 25%
2 days – 5.5%
> 2 days 5.5%
unknown – 16.7%
Factor 2: Time taken from GP to prescription being written – our ideal would be same day

Results: Same day - 11%
1 day – 13.9%
2 days – 16.7%
>2 days – 19.4%
Unknown – 36%
Factor 3: Time taken from prescription being ready to going to pharmacy – our ideal would be same day

Results: Same day 36%
1 day 2.7%
2 day 2.7%
Unknown 58.3%
Factor 4: time taken for patient to receive garment – our ideal OTS 2-3 days and MTM 10 days.

Result:
OTS - 61.5% took more than 3 days with 75% of these taking >7 days.

MTM - 35.7% took more than 10 days.
Factor 5: Errors in garments prescribed – our ideal is to have no errors.

Result: 16.6% of garments had errors on receipt.

Types of errors included:
Incorrect style
Incorrect Compression class
More garments processed than necessary
Less garments processed than necessary,
Incorrect bandaging material supplied,
Incorrect length of garment supplied.
Factor 6: Telephone calls regarding garment orders – our ideal no telephone calls.

Result: 19% of the garments ordered required further telephone calls from either the GP or Pharmacy.

Main issues: having problems locating garments on system, not recognising codes and checking if garments actually required.
Associated Costs

- Associated costs with incorrect garment orders = £190.40
- Associated costs with delayed garment orders = £1485.10
- **Total associated cost in a one month period = £1675.10** this does not include clinicians time, GP time and pharmacy time spent on phonecalls and reprocessing orders etc.
Findings - overview

- Delay in GPs getting FP-10 letter.
- Incorrect materials for bandaging were prescribed.
- Delay in getting garments.
- Incorrect garments received.
- Too few garments prescribed.
- Time taken for phonecalls.
- Difficulty finding garments on computer system

This survey identified substantial waste of resources, time, and potential for harm/deterioration in patient conditions
Recommendations

- Findings shared with stakeholders and prescribing committees to highlight the difficulties.

- A need to establish a robust system for prescribing in this patient group.

- Ensure adequate garment info provided to GPs.

- It is felt NMP would reduce delays and errors as less people involved in the process.
Progress to date...

- Regional template for GPs.
- 2016 PHA prescribing guideline.
- Linking with manufacturers regarding product information.
- Communication with EMIS to provide GP guide to prescribing compression.
- Lobbying to strategic bodies regarding impact on resource management and H&S.
- PHA review of useful product codes.
- Coaching role of band 3s to work with GPs.