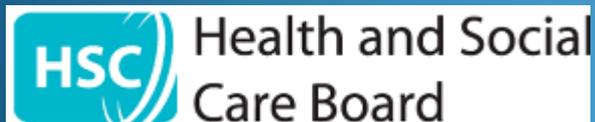


# Challenges Facing Services When Requesting Garments On FP-10 - Patient Survey



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# Background

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

# Survey Process

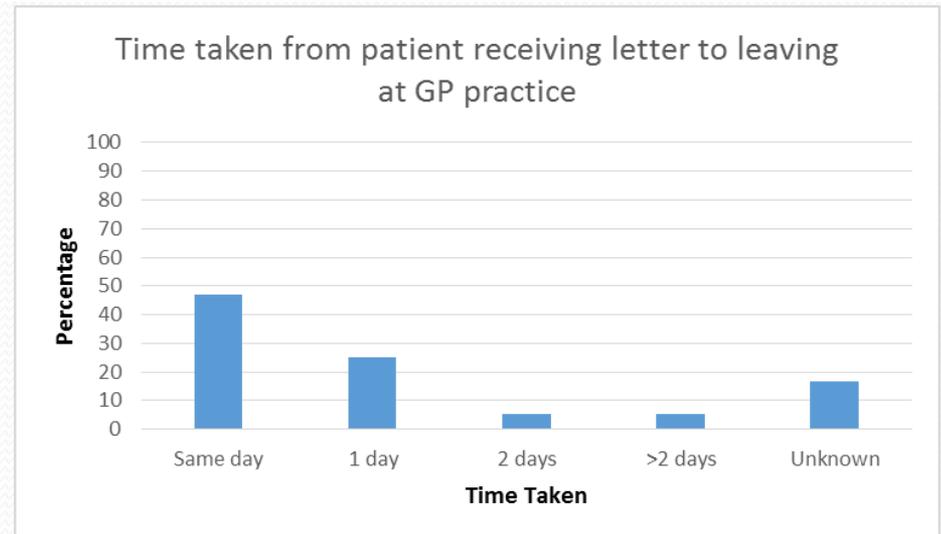
- Survey completed over 1 month
- Patients recorded
  - 1) Date letter left with GP
  - 2) Date prescription slip ready for collection.
  - 3) Date prescription went to pharmacy.
  - 4) Date garment received by pharmacy.
- Staff recorded
  - 1) If correct item received
  - 2) Telephone calls relating 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%  
> 2days 5.5%  
unknown – 16.7%



## Factor 2: Time taken from GP to prescription being written – our ideal would be same day

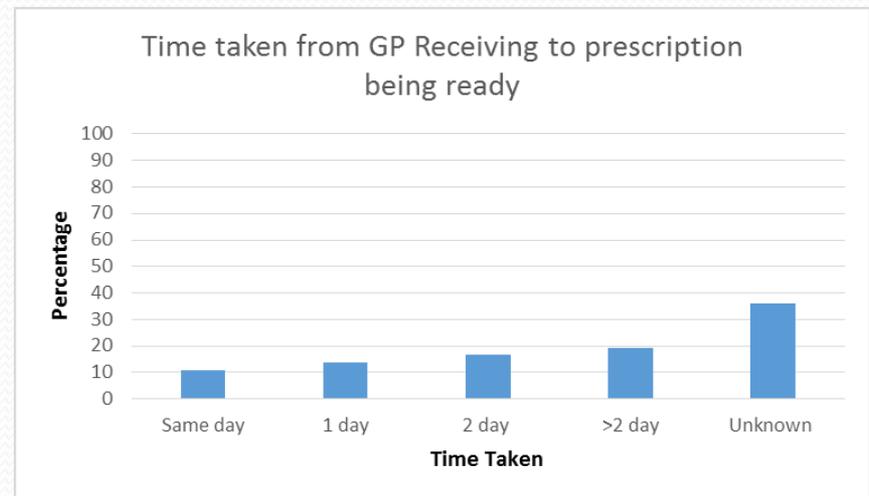
Results: Same day -11%

1 day – 13.9%

2 days – 16.7%

>2 days – 19.4%

Unknown – 36%



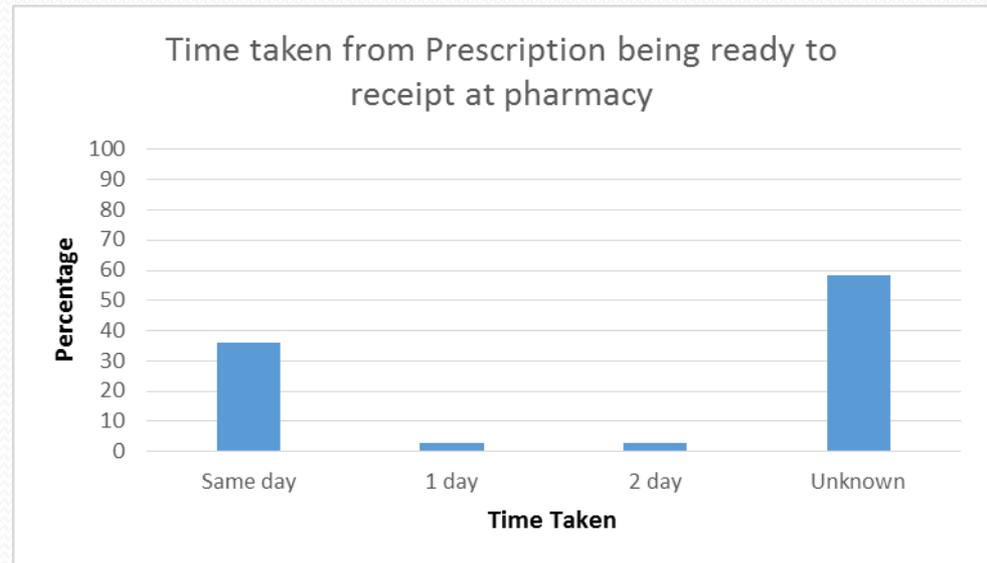
Factor 3: Time taken from prescription being ready to going to pharmacy – **our ideal would be same day**

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 2-3days and MTM 10days.

Result:

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

MTM – 35.7% took more than 10days

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 telephonenumber calls.**

Result: 19% of the garments ordered required further phonecalls 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.