

Summary report: evaluation of Parkinson's 'Care of the elderly' out-patient clinics: perspectives from patients, carers and staff.

HENDERSON, L., DUNDAS, F., FORBES, J., HARVEY, A. and NORRIS, S.

2015



Evaluation of Parkinson's 'Care of the Elderly' Out-patient Clinics: Perspectives from Patients, Carers and Staff



Published July 2015 ~ Summary Report

To obtain a full report contact the Project Clinical Lead⁽¹⁾ or the Clinical Effectiveness Team quoting Project ID 2695

AUTHOR(S) Louise Henderson⁽¹⁾, Freda Dundas⁽²⁾, Jacqueline Forbes⁽³⁾, Adaline Harvey⁽⁴⁾, Sarah Norris⁽⁵⁾

⁽¹⁾Lecturer in Adult Nursing, Robert Gordon University, ⁽²⁾Parkinson's Disease Nurse Specialist, Woodend Hospital, ⁽³⁾Parkinson's Disease Nurse Specialist, ⁽⁴⁾Specialist Nurse Team Leader, Woodend Hospital, ⁽⁵⁾Clinical Effectiveness Facilitator, NHS Grampian

INTRODUCTION

There has been a marked increase in the number of patients presenting with Parkinson symptoms over the past year 2013/2014. Care of the Elderly Parkinson Consultant Clinics are held across Grampian with the frequency varying from twice monthly to every 3 months, dependent on location. Nurse Review clinics would be an option to run in tandem with the Consultant Clinic.

The project rationale was to achieve:

- A more integrated Multi-disciplinary Team (MDT) working,
- Make specialist services more accessible,
- To bring services in line with: Health-Fit vision. (*NHS Grampian, 2010*); QIS Standards for Neurological Care. (*The Scottish Government, 2010*) and NICE Guideline 35: Parkinson's Disease Management. (*National Institute for Clinical Health and Excellence, 2006*).

The project objectives were:

- To relieve pressure on current Consultant led Clinics and improve access to specialist Parkinson's services, by delivering these services nearer to the patient's own home
- To reduce waiting times for new patients to be seen, and reduce the waiting times for complex patient reviews (by means of relieving pressures on Consultant time and affording the opportunity to develop 'urgent review' clinic slots
- To potentially cut down on avoidable acute admissions to hospital
- To improve the patient out-patient clinic experience.

Aim of the audit was to create a questionnaire to obtain patient, carer and staff clinic experience to:

- Establish current patient/carers/staff experience
- Identify if non-motor symptom assessments were carried out
- Establish willingness of patient/carers to attend/support Nurse Review Clinics
- Establish which professionals carers/patients would like to see at Clinics

METHOD

Care of the Elderly Parkinson's Consultant Clinics currently take place in Banchory, Fraserburgh, Inverurie, Peterhead and Woodend. Banchory is the only multi-disciplinary clinic where along with a Consultant and a Nurse, there are a Parkinson's Nurse Specialist, a Physiotherapist and an Occupational Therapist.

Separate Patient and Carer Experience Questionnaires for feedback, to support the continuation of the Multi-disciplinary Nurse Review Clinic service, were created. These were piloted at a Woodend and a Banchory (Multi-disciplinary) clinic during January and February 2014. Each

patient and carer attending the clinic was asked if they would like to provide feedback on their experience of the clinic. After the pilot, no changes were required to the questionnaire, the main audit was due to run at clinics between April and September 2014, but was extended until November 2014, as attendance numbers were low along with the Parkinson's Nurse Specialist being unable to be at the clinic.

A Staff Experience Questionnaire was also developed for use in each Clinic. It was accepted that some staff may well complete multiple questionnaires, but it was felt that a useful comparison of experiences could be made between the non-multidisciplinary and multidisciplinary clinics.

After the pilot, a scoping SBAR report was produced and was presented to the Management Team at Woodend Hospital in April 2014, by the Parkinson's Nurse Specialist Project Lead, to provide progress on the pilot stage of the project.

In total **49** Patients, **25** Carers and **31** Staff completed questionnaires.

RESULTS

Patients (n=49)

- **71.4%** (35) travelled less than 10 miles, with **57.1%** (20) of those travelling less than 10 miles attended an Aberdeenshire local clinic
- **22.4%** (11) were seen in Banchory (Multidisciplinary), **36.7%** (18) at Peterhead and **40.8%** (20) at Woodend.
- **8.2%** (4) saw an Occupational Therapist, and an additional **12.2%** (6) said they would have liked to have seen one
- **8.2%** (4) saw a Physiotherapist and an additional **6.1%** (3) said they would have liked to have seen one; also **14.3%** (7) said they would have liked to have seen a Parkinson's Nurse Specialist
- **69.4%** (34) stated the health professionals introduced themselves, **75.5%** (37) were given explanations in a way they understood, **89.8%** (44) were given the opportunity to ask questions, for **93.9%** (46) the health professionals listened to what they had to say and **59.2%** (29) patients who had anxieties, had them addressed
- **53.1%** (26) stated the health professionals discussed "Non-Motor Symptoms" with them
- **67.3%** (33) received information about their condition at the clinic; with **38.2%** (18) receiving it verbally, and **65.3%** (32) said the information met their needs
- **77.6%** (38) were 'Very Willing' or 'Willing' to attend a Nurse Review Clinic, run by Parkinson Nurse Specialists, between annual Consultant appointments
- **95.9%** (47) said their overall experience at clinic today was 'Very Good' or 'Good'

Carers (n=25)

- **60.0%** (15) of questionnaires generated were from Woodend, **36.0%** (9) from Peterhead and **4.0%** (1) from Banchory
- **52.0%** (13) were a Spouse/ Partner and **32.7%** (10) were a family member or relative
- **4.0%** (1) saw an Occupational Therapist and an additional **8.0%** (2) said that they would have liked the opportunity to see one
- **0%** (0) saw a Physiotherapist. **8.0%** (2) said that they would have liked the opportunity to have seen one
- **16.0%** (4) stated they would have liked the opportunity to see a Parkinson's Nurse Specialist (PNS)
- **76.0%** (19) stated the health professionals introduced themselves, **96.0%** (24) were given explanations they understood, **96.0%** (24) were given the opportunity to ask questions, for **96.0%** (24) the health professionals listened to what they had to say and **52.0%** (13) where applicable had their anxieties addressed
- **44.0%** (11) of health professionals discussed "Non-Motor Symptoms" with the carers

- **48.0%** (12) stated they received information on the condition at the clinic; with **32.0%** (8) receiving it verbally, and **91.7%** (11) said that it met their needs
- **80.0%** (20) stated that they would be 'Very Willing' or 'Willing' to attend a Nurse Review Clinic, run by Parkinson Specialist Nurses, in between annual Consultant appointments
- **88.0%** (22) stated their overall experience at clinic was 'Very Good' or 'Good'

Staff (n=31)

- **48.4%** (15) of questionnaires generated were from Banchory Clinic, **29.0%** (9) from Peterhead and **22.6%** (7) from Woodend
- **83.9%** (26) stated the Clinics started on time, and **6.4%** (2) said that they ran over.
- **58.1%** (18) provided verbal information only, to patient/carers, with an additional **22.6%** (7) providing both written and verbal. **32.3%** (10) provided contact details for support
- In total **36** referrals were made to other health professionals present in clinic and **25** referrals were made outwith, for those not present at clinic
- **74.2%** (23) stated, where Multi-disciplinary Team members were not available, it would have been beneficial to have had access to them in the clinic
- **25.0%** (7) discussed Non-Motor symptoms with all the patients they saw
- **100%** (15) agreed that the Banchory Clinic arrangements were effective for patients, **42.9%** (3) at Woodend and **22.2%** (2) at Peterhead
- **58.1%** (18) agreed the current clinic arrangements met the needs of the patients, **35.5%** (11) the carers and **35.5%** (11) the health professional clinical goals for patients
- **100%** of responses from medical staff (n=13) identified that they would be happy for a competent qualified PNS to see patients between annual reviews and to adjust medication. **92.3%** (12) of medical staff were happy for PNS to discontinue medication and **53.9%** (7) were happy for PNS to prescribe medication
- **70.8%** (22) of staff rated their experience in clinic as 'Very Good' or 'Good' and **22.6%** (7) said it was "Okay"

CONCLUSION

From the responses received it has been identified that the care delivered at the clinics is person centred. Patients present with diverse and complex health needs and the Clinical Teams manage demanding drug regimes, and non-medication related issues. Treatment is specifically tailored to meet the needs of each individual patient; and the multi-disciplinary clinics, at full complement are of particular benefit to both patients and carers. However, a holistic approach is not entirely being achieved, as multi-disciplinary assessments are not always being conducted by the team. Both patients and carers would appreciate greater opportunities to discuss 'non-motor symptoms', preferably with the Parkinson's Specialist Nurse.

All participants, including staff, acknowledge the value of a "One-Stop Local Service" multi-disciplinary team clinic approach. A reduction in the length of time for a referral outwith the clinic, to absent Therapists, will hopefully be achieved, with direct referrals being an option and will reduce the potential risk of falls, injury, fractures and hospital admissions. Patients and Carers alike would welcome the opportunity to discuss issues including Non-Motor symptoms with the Parkinson Specialist Nurses, individually or with the Consultant, if time and the environment allows. Currently, across the clinics this does not appear to be being achieved. Suggestions were made that time spent with the Parkinson's Nurse independent of the Consultant would be beneficial, reinforcing the benefit of an alternating Nurse Review Clinic. Positive feedback supported the proposal of this type of clinic with both Patients and Carers happy to attend and escort attendees to the clinic. The medical staff were happy for Parkinson Specialist Nurses to adjust and discontinue medication. However, further discussion and guidance is required on the prescribing medication procedures.

IMPROVEMENT PLAN

Action

- Dissemination of results – July 2015
- Use findings to inform decision on consistency of future clinic arrangements for: Urgent Review patients, Nurse Review clinics, MDT staffing levels, and access to Therapists. Consideration should also be given to generating 'New' patient slots in PD clinics to accurately monitor new patient referrals – Autumn 2015
- Review information giving processes, and understanding, of both verbal and written; access to alternative forms - website links and support group information – Autumn 2015
- Establish Non-Motor symptoms discussion management, completion of patient Non – Motor symptoms questionnaire; how to best to manage it and who is responsible for reviewing the symptoms with patients– July 2015
- Agree referral process to Therapists when not available at the MDT clinic. Investigate options of combining the Nurse Review clinic with other specialist clinics (combined with Physiotherapy Falls Clinic or Continence Clinic) – Autumn 2015
- Develop Nurse Review Clinics, to allow increase in service provision by the Parkinson Nurse Specialists. Further consultation and review on Skills required i.e. Non medical prescribing, Banding if further development of these clinics to Nurse led clinics is a future service requirement - Ongoing
- Review comments and discuss options to ensure that Clinics meet the needs of all attendees - July 2015
- Review referral to being seen timescales for both New and Review patients and consider developing a referral screening tool to assist with triaging patients – Autumn 2015

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*Produced by the Clinical Effectiveness Team, NHS Grampian,
Summerfield House, 2 Eday Road, Aberdeen, AB15 6RE*