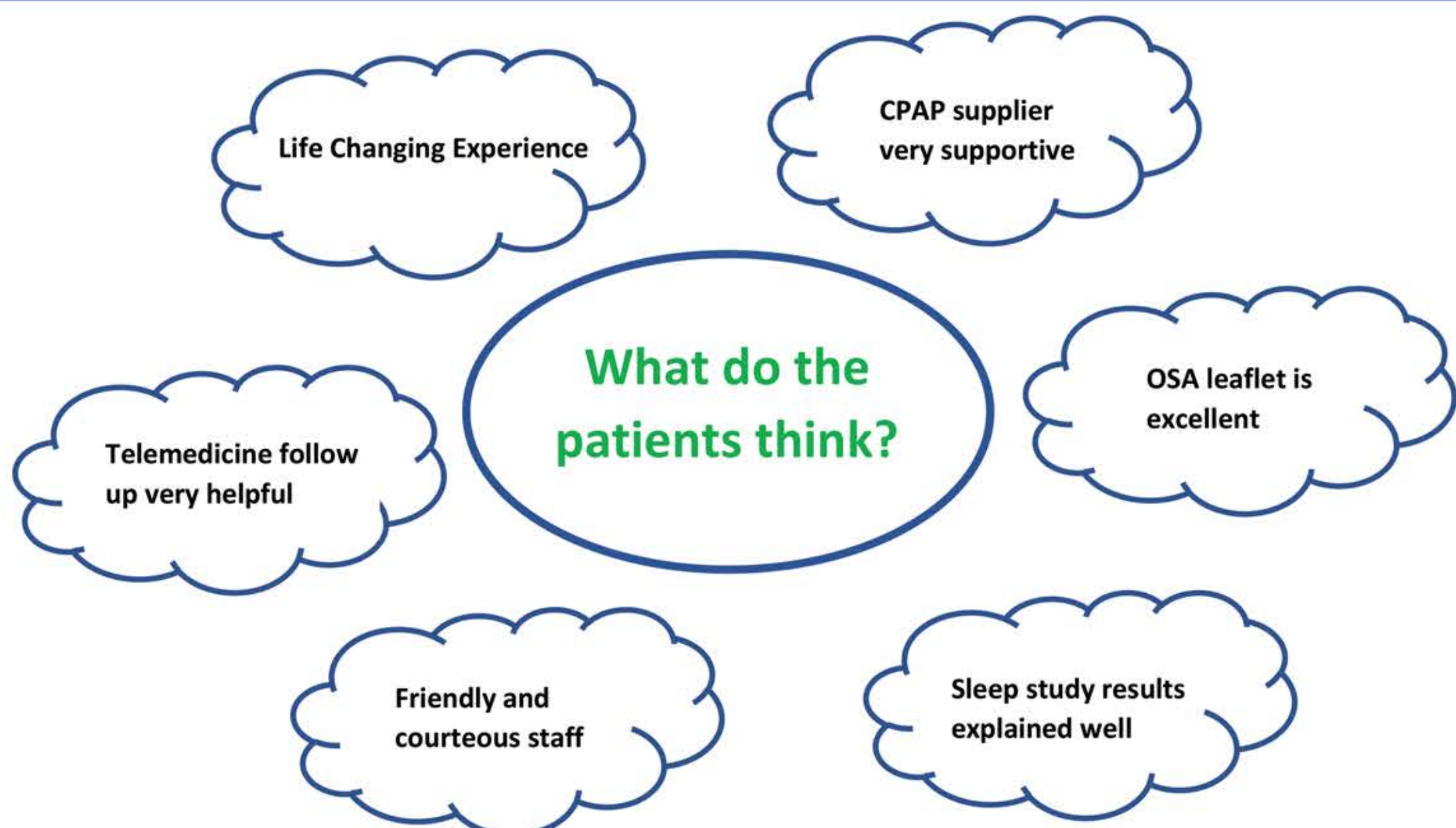


## What do the patients think?

The results of a patient satisfaction survey of the sleep service in Mallow General Hospital 2021.

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**Affiliations:** Respiratory Department, Mallow General Hospital



Obstructive Sleep Apnoea (OSA) is characterized by recurrent obstruction of the pharyngeal airway during sleep, nocturnal hypoxemia, and excessive daytime sleepiness.

The literature reports a strong association of OSA with negative consequences such as hypertension, stroke, diabetes, neurocognitive dysfunction, and increased risk of road traffic accidents.

OSA is highly prevalent and remains underdiagnosed and undertreated.

The Sleep Service Mallow General Hospital Questionnaire was posted out to 100 patients on CPAP therapy. All patients had been diagnosed with OSA in MGH.

The questionnaire was devised by Catherine Hanlon Respiratory CNS.

It was reviewed by all members of the Respiratory team and the final draft was then approved. Questionnaires were sent to 30 women and 70 men.

These patients were randomly selected from a patient database and had varying levels of OSA severity.

59 patients had Severe OSA, 22 patients had Moderate OSA and 19 patients had Mild OSA

75 replies were received with the last letter arriving on the 26<sup>th</sup> of January 2022 which we had decided was the cut off point for receipt of replies. This was an excellent response rate to our questionnaire.

The data from this questionnaire will be used to audit our service and plan for the future of the service.

Mallow General Hospital's (MGH) sleep clinic was established in 2014 lead by Dr John Kiely Consultant Respiratory Physician. The sleep service is a regional service accepting referrals from GPs in Cork and Kerry. Referrals are also received from Consultants in the CUH and from KGH

In 2014 there was a 3-year waiting list. New patients were seen at the Thursday outpatient clinic.

New pathways were developed in 2020 to tackle this issue

- 1 Selected patients are now sent directly to Sleep study from referral letter, if negative discharged and if positive are given an OPD appointment
- 2 Selected patients are telephoned and assessed by the CNS and then sent to sleep study
- 3 Sleep clinic as normal letter and telephoned re attending the appointment

The waiting time has been reduced to 8 months because of these initiatives

Currently there are 4 sleep clinics operating in MGH

- 1 Virtual Sleep clinic for Result reporting and CPAP prescribing (Consultant and CNS)
- 2 Sleep clinic where 10 new referrals per week are seen in person (Consultant and CNS)
- 3 Nurse Led returns clinic / compliance clinic (CNS)
- 4 Telemedicine clinic for follow up of compliant patients (CNS)

### Sleep Service Mallow General Hospital

#### How Are We Doing?

We are committed to providing you with the best sleep service possible, so we welcome your comments. Please fill out this questionnaire and return it in the envelope provided. Thank you.

How long were you on the waiting list to be seen?

1 yr. |  2-3 yrs. |  more than 3yrs

Did you find staff members friendly and courteous towards you in the sleep clinic?

Yes |  No

Did you receive the patient information leaflet on obstructive sleep apnoea?

Yes |  No

Where did you complete your sleep study?

Home |  Hospital

Do you feel you received adequate instructions on how to manage your sleep study kit at home?

Yes |  No

Were the results of your sleep study explained to you?

Yes |  No

Were your questions answered to your satisfaction?

Yes |  No

How long are you on CPAP therapy?

0-2 yrs. |  2-5 yrs. |  more than 5yrs

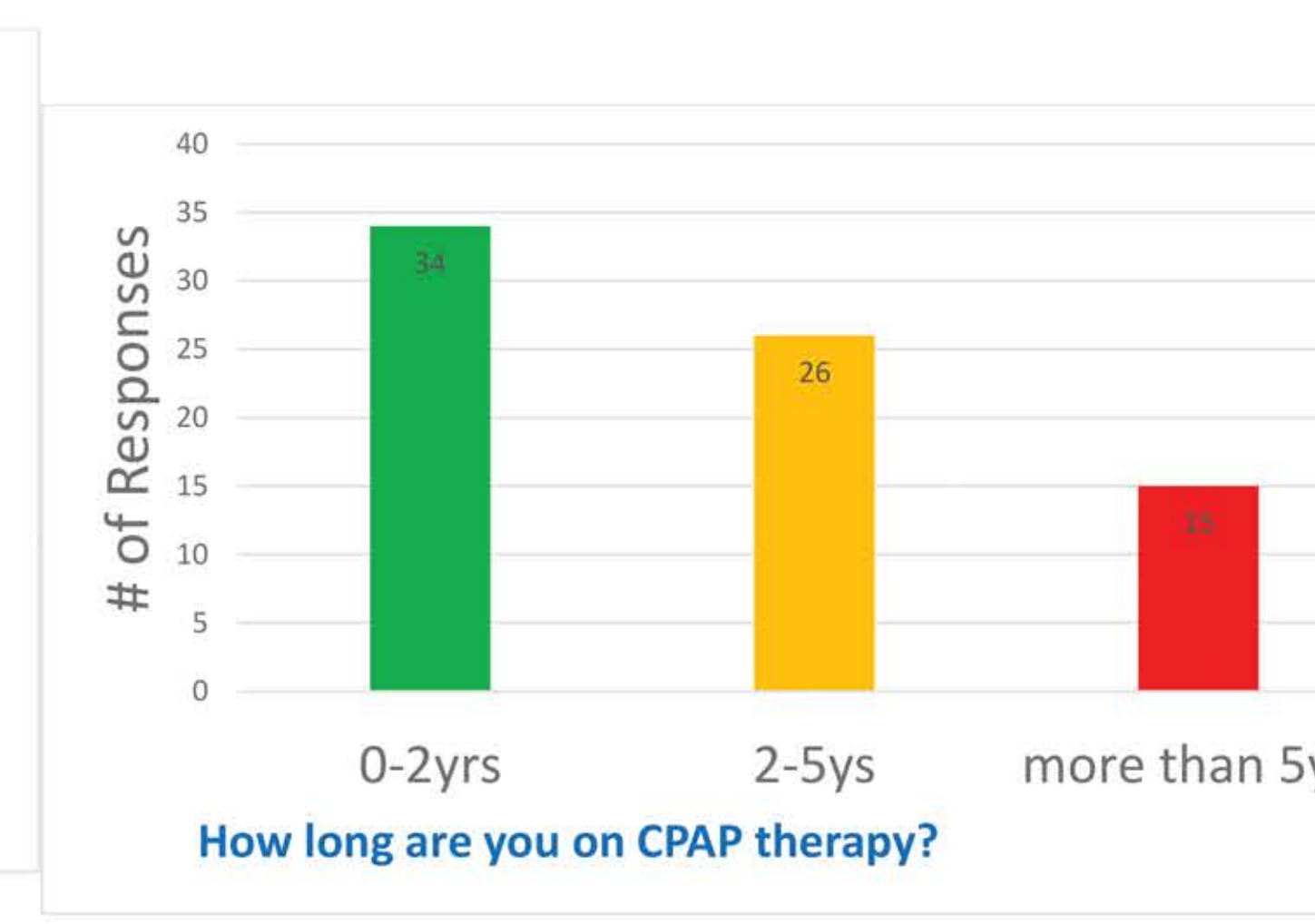
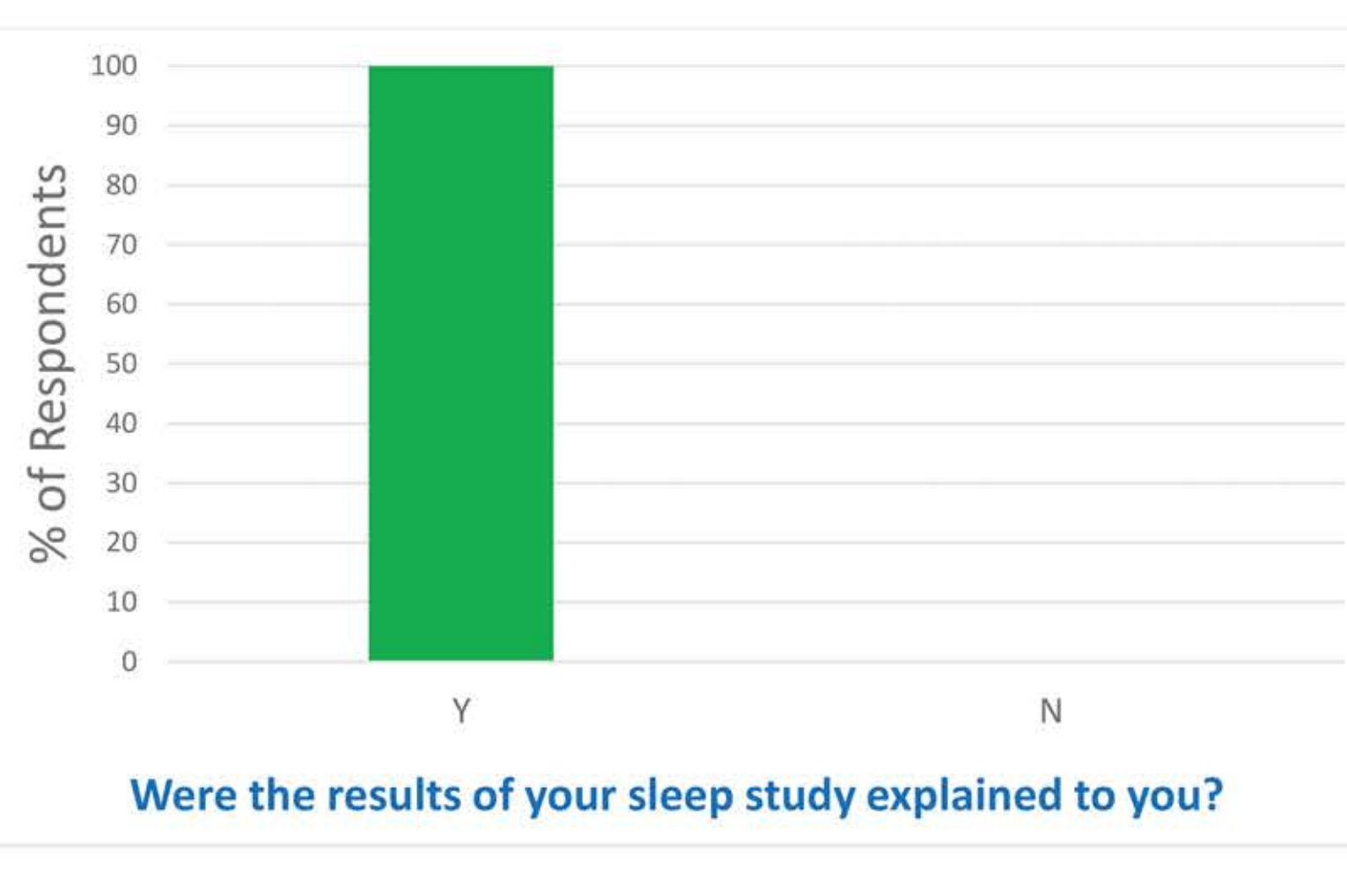
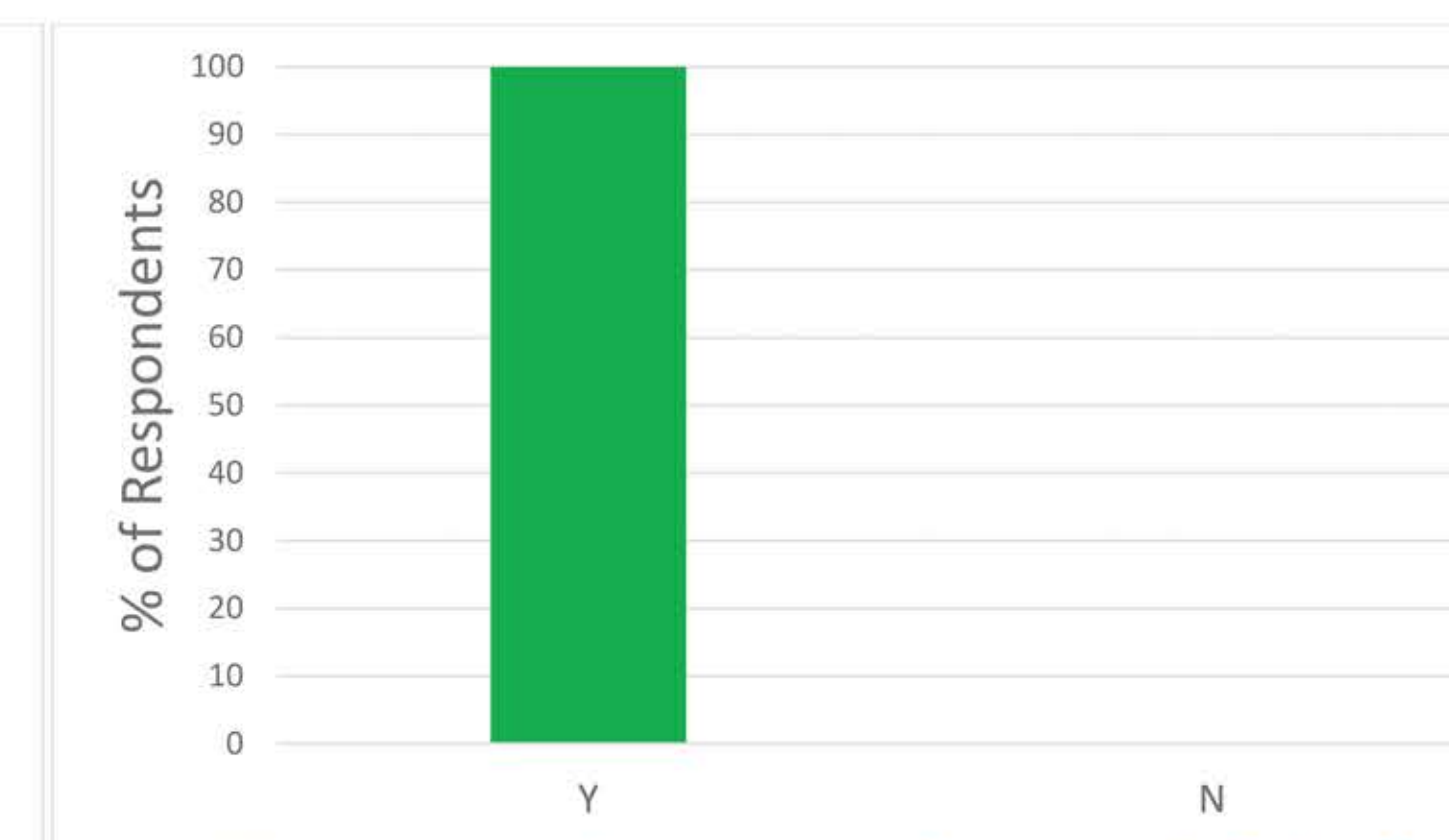
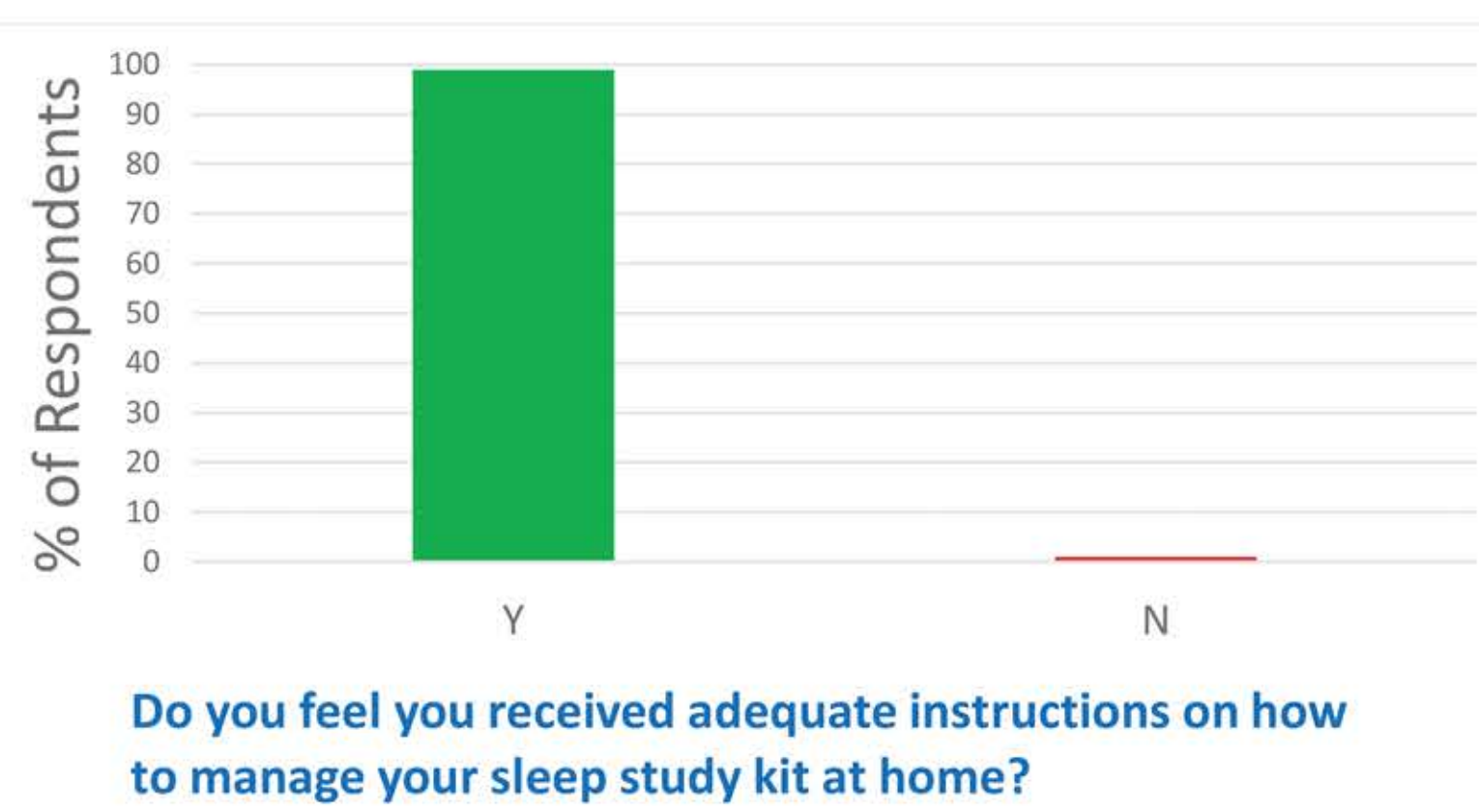
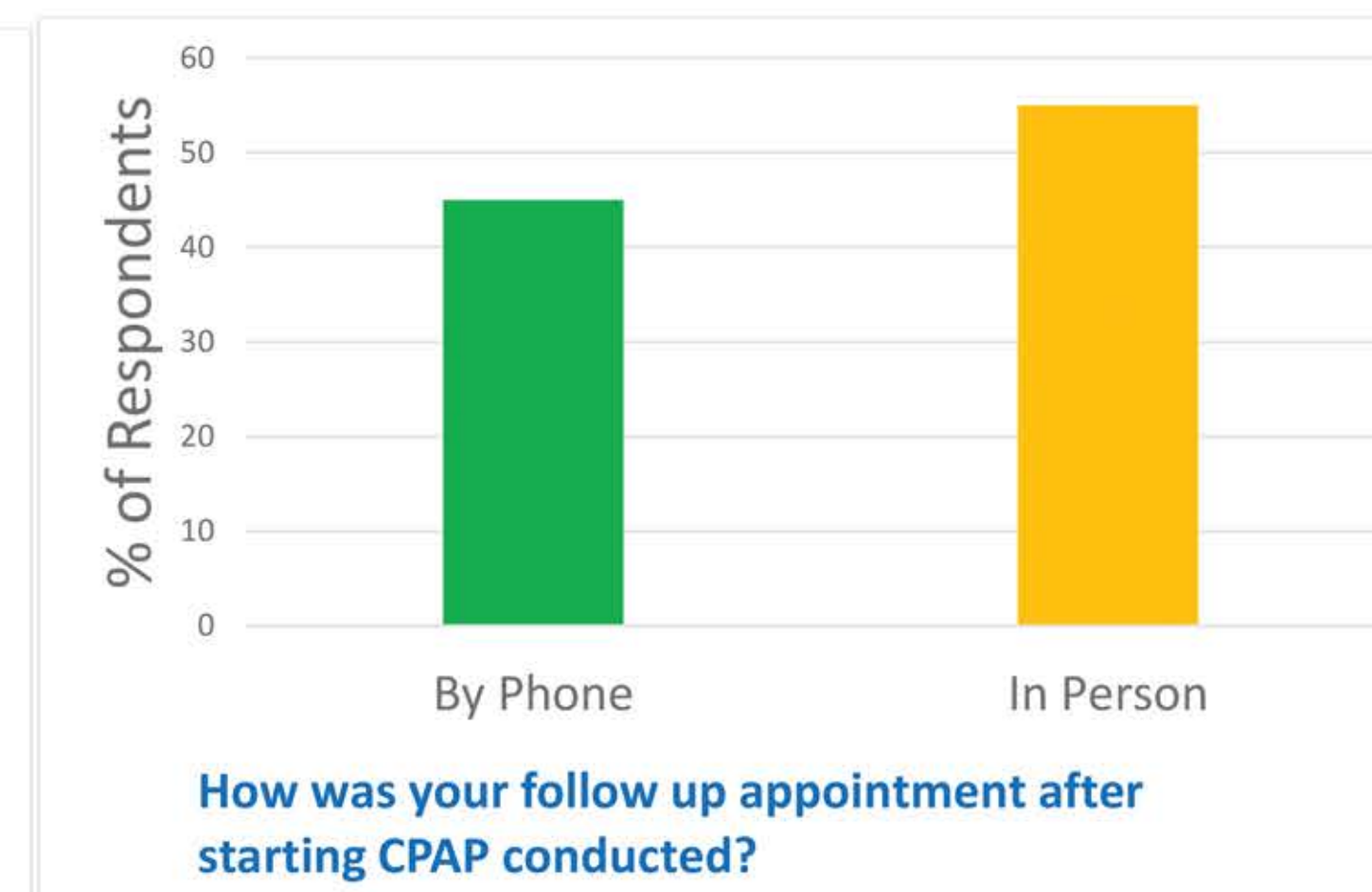
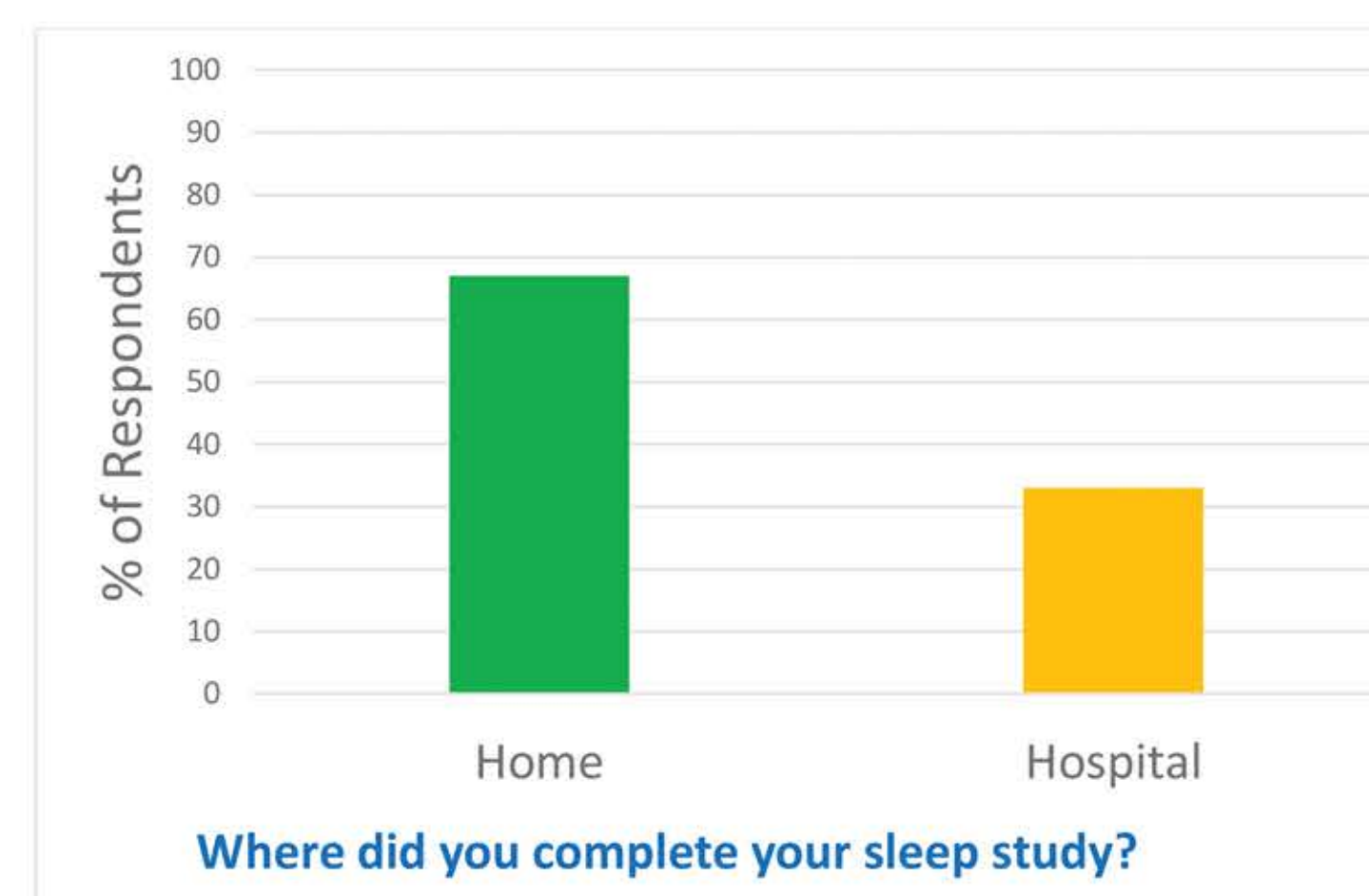
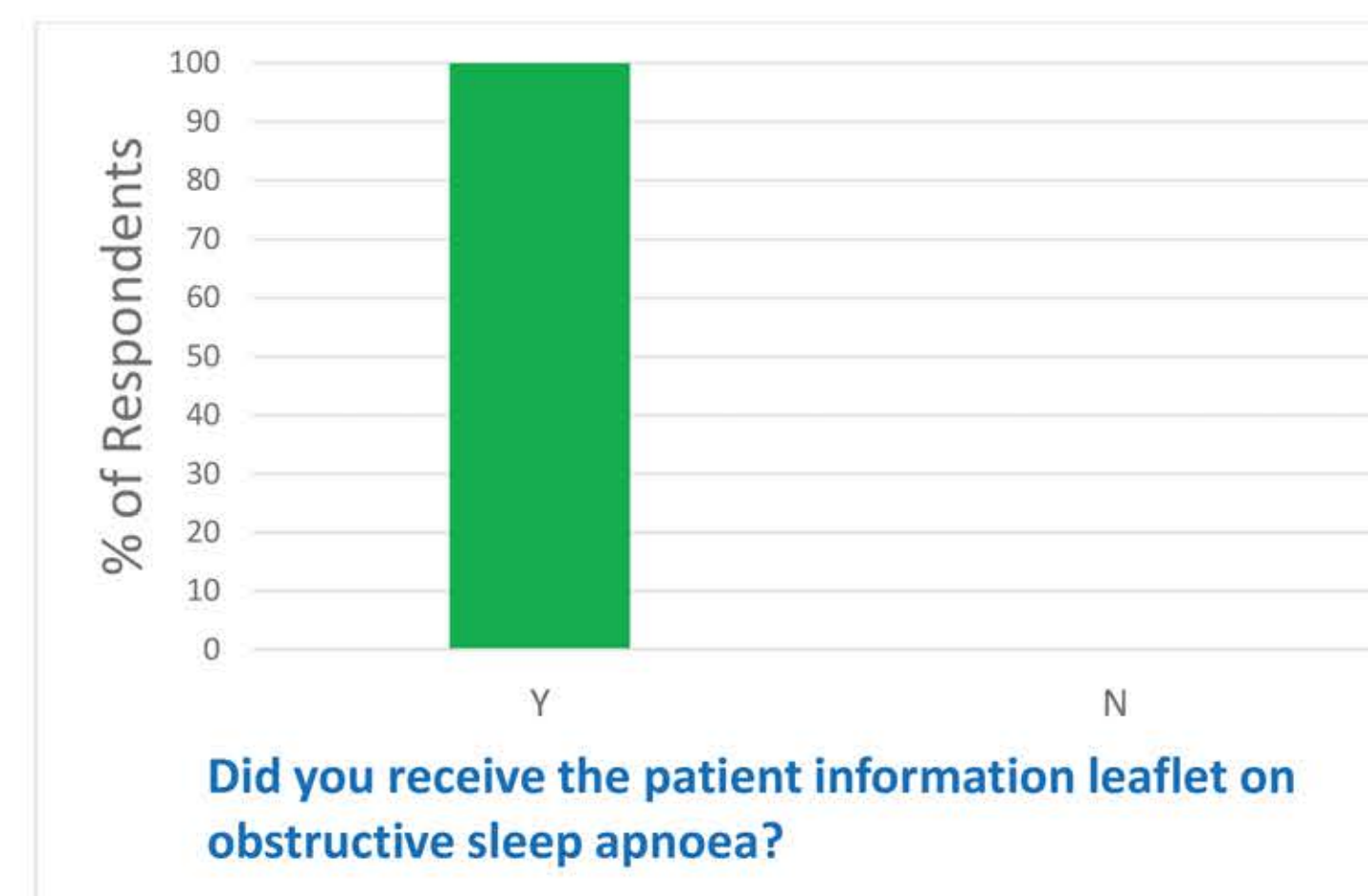
Are you satisfied with the service you are receiving from your CPAP supplier?

Yes |  No

How was your follow up appointment after starting CPAP conducted?

By Phone |  In Person

Please share any additional comments or suggestions to improve our service



The Staff in the Outpatient Department were *'warm and welcoming'*.

Staff were *'well informed and interested'*.

I will be *'forever grateful'* to Dr Kiely and his team.

This has been a *'life changing experience'* for me and my family.

The specialist nurse is always only a *'phone call away'* which is very reassuring.

I was seen in less than a year as I was an urgent case. The staff on St Patricks ward were welcoming and very kind to me

I really like the home monitoring system as I can be checked anytime. I don't need to be seen in person.

Mallow Hospital has both *'friendly and helpful staff'*.

*'It was a very pleasant experience, and I am delighted with my CPAP'*

The DPS Drugs payment Scheme is used by patients who spend over the current rate of €80 per month on their medication/therapies to claim money back that they are due. For patients who do not have medical cards this is very important.

Comments received on the DPS scheme:

*'Too much paperwork, not happy with the scheme at all, it's a joke'*

*'Keeping receipts is old school in this day and age'*



### Conclusion

The high response rate to the survey of 75% gives us an accurate insight into how patients react to the sleep service. Overall, the survey data is informative and beneficial. Patients favoured telemedicine follow up when established on CPAP. Telehealth can provide a high-quality service, increase access to care, increased self-awareness, and the empowerment of patients to manage their chronic condition (Kruse et al 2017). Our aim in MGH is to ensure that our sleep apnoea patients are empowered to become independent and self-caring on CPAP which is in keeping with the ethos of Slaintecare and chronic disease management (HSE).

The sleep questionnaire will continue to be used as a valuable tool to analyse the sleep service in the future.

Jordan, AS, McSaggard, DG, Mahotra, A, *Adult obstructive sleep apnoea*, Lancet 2015 736-747

Kruse, CS, Krowski, N, Rodriguez, B, Tram, L, Vella, J, Brooks, M, *Telehealth and patient satisfaction, a systematic review and narrative analysis* BMJ Aug 3:7(8)

