



PMH Home Consumables Survey Results

Introduction

In December 2016, we wrote to our families that receive home consumables to let them know that we were reviewing the current Home Consumables Service. We sent a text message with a link to the home consumables families' survey in early January 2017. The purpose of the survey was to gather information from our families on how and what they order, how they collect their orders and what improvements could be made to the current service before we move to the new Perth Children's Hospital.

Background

Patients that require regular or longer term home consumables are given up to a maximum of 14 days' supply on discharge from hospital and referred to the Home Consumables Nurse by their speciality or liaison nurse for ongoing supply. Orders should be emailed approximately three weeks before the family reaches minimum stock at home. Families that live in the metropolitan area collect direct from the hospital while country families will have their orders delivered. There is currently no policy in place for home consumables for community use. The information collected in the surveys will be used as part of the policy development.

Families' Survey

The project sent out approximately 330 text messages which contained a link to the survey in January 2017. There was a 21.5% response rate to the survey with 71 responses collected. These are the key points:

- Over 98% (70 responses) of respondents have children aged 15 years or younger using the service. One respondent had a child aged 16-18 years.
- Over three quarters (56 responses or 78.9%) of the respondents are based in the Perth metropolitan area.
- Consumable orders are most commonly placed quarterly. The most common method of placing an order is email, although some respondents are placing telephone orders and dropping in to collect supplies (from the hospital/ward/department when needed or when they had appointments at the hospital).
- Thirty seven per cent (26 responses) of respondents have been using the service for over five years, 17% (12 responses) for 3-5 years, 25% (18 responses) for 1-2 years and 21% (15 responses) for less than one year.

Respondents were given the opportunity to tell us if they had any other comments, questions or concerns. The key themes emerging from this section were where several respondents praised the service that was highly valuable to families and assisted them with providing support for their children. Concerns were also raised over the service being subject to decommissioning or charges being put in place.



Other feedback was related to the availability, ordering and notifications for order pickup from the Home Consumables Service. This included both staff and the operational service. One comment also referred to the availability of guidelines on how much can be ordered, how long items can last for (expiry dates) and regular review of the patient's home consumables items.

Paediatric Rehabilitation Survey

A separate survey was issued to Paediatric Rehabilitation families in January 2017. Fifty text messages were sent with a link to the survey. There was a response rate of 32% with 16 responses collected. These are the key points:

- Over 87% (14 responses) of respondents have children aged 15 years or younger. Two respondents have children aged 16-18 years.
- Three quarters (12 respondents or 75%) of the respondents live in the Perth metropolitan area.
- Sixty per cent (10 responses) of respondents have been using the service for over 5 years. Two respondents each answered for 3-5 years, 1-2 years and less than 12 months.
- Orders are most commonly placed quarterly or on an ad hoc basis, usually by telephone, followed by email and drop in to get supplies.
- Over 87% (14 responses) of respondents said they collect their order from PMH.

Respondents were given the opportunity to tell us if they had any other comments, questions or concerns. The key themes emerging from this section were where respondents commented that this was an invaluable service, however, financial pressures were cited if it was not available. Families would be under great financial pressures to meet the costs of home consumables. Some families also commented that they also purchase supplies privately and cover these costs themselves.

Staff Survey

A separate survey was issued to staff who are directly involved in home consumables. A total of 26 staff responses were collected from specialty and liaison nurses from across the hospital. The main points from the survey are:

- Thirty six per cent (9 respondents) of staff respondents organise home consumable items for patients on discharge on a weekly basis and 52% (13 respondents) do this on an ad hoc basis.
- A majority of the staff respondents said they refer patients and families to the Home Consumables Service by email or telephone.
- Seventy five per cent (18 responses) of staff respondents said they provide training to families, which also included instruction on how to order in the future.
- The most common products issued to patients directly from ward and department home consumable stock included syringes, dressings and pumps.