

## Anti-coagulation service

Patient and public engagement survey report – May 2014

**NHS Bradford City and NHS Bradford Districts Clinical Commissioning Groups (CCG) are responsible for planning and delivering health services in the Bradford area. As part of our planning, we are looking at all services where patient feedback has highlighted areas for improvements and/or where contracts are due for renewal which gives us the opportunity to introduce changes. One of these services is the anti-coagulation service.**

The CCGs engaged with patients over a six week period from 10<sup>th</sup> March 2013 to 21<sup>st</sup> April 2014. This engagement process has provided a snapshot of the views from 497 patients across Bradford on their experience of anti-coagulation services and what changes could be made to enable the service to work better. Key themes from the engagement have been summarised as:

- Patients want to be able to have their blood tests at the practice
- Keeping the service local and preference for a community venue
- Being able to park or access to a bus route
- Better information about blood tests
- Waiting times at the hospital-based clinics are too long
- Flexibility in service provision, testing and access.
- A Warfarin helpline
- Encourage self-management
- Positive patient experience

### What next?

The views of patients and carers who use the service will be central to how the CCG will now seek to buy anticoagulation services via the *Any Qualified Provider* route. This will give patients more choice and drive up quality as patients will assess services and vote with their feet. Key improvements that patients have asked for are which will inform the commissioning are:-

- Where patients want a walk in clinic rather than an appointment they will now be able to go onto Choose and Book and select a provider who will give that service. (Often patients find they struggle to obtain a GP practice appointment)

- The same will apply to those who do not want to attend St Lukes and pay parking – they can look to see who can provide the service closer to their home (including their own practice). Patients want to park or access the service via a bus route.
- Patients will have a personal preference between finger prick or venepuncture and their preferred provider.
- Better information about their tests – either instantly or by other communication i.e. txt or email.
- There have been requests for a Warfarin help line and it is feasible that in the future providers will provide this as an added value and quality part of their service.

A full report is available and the results and the report will feed into the CCGs' insight report, *Grass Roots* and to the Joint Quality Committee for action.

If you would like to receive a copy of the full report, please contact Sasha Bhat on [engage@bradford.nhs.uk](mailto:engage@bradford.nhs.uk)

We would like to thank all people who have given their time to share their views.

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