

Scottish Paediatric Renal Urology Network

National Renal Service Audit

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Background

In Scotland, all paediatric nephrologists are based at the Royal Hospital for Children, Glasgow. Support from Glasgow is provided to local teams conducting combined renal clinics across Scotland. Prior to 2011, combined renal clinics were only conducted in five Health Board areas. Service expansion in 2011 provided clinics to a further six Health Boards. In 2015, Glasgow clinicians attended 108 combined renal clinics across Scotland. Over 548 patients and 1196 encounters were recorded at these combined clinics.

This change to the delivery of patient care showed that through collaborative working, inequity of access to services could be addressed with patients being seen closer to home as a result.

Aims

The aim of the National Renal Service Audit was to assess the impact of paediatric combined renal patient clinic experiences (covering topics including nursing, dietetics, psychology and social work) as well as reviewing other subjects such as patient information and support across Scotland.

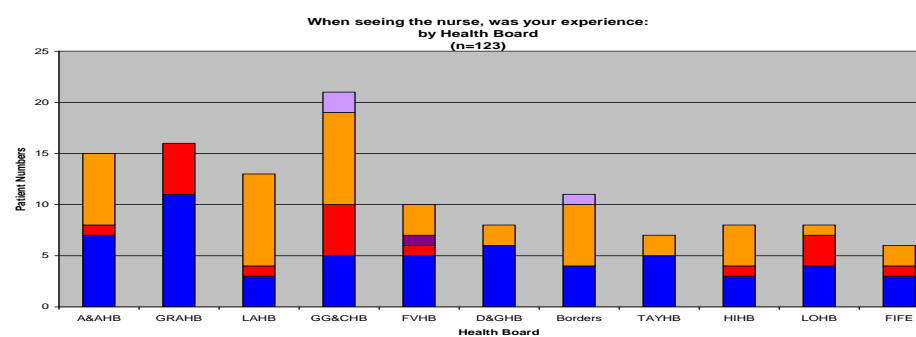
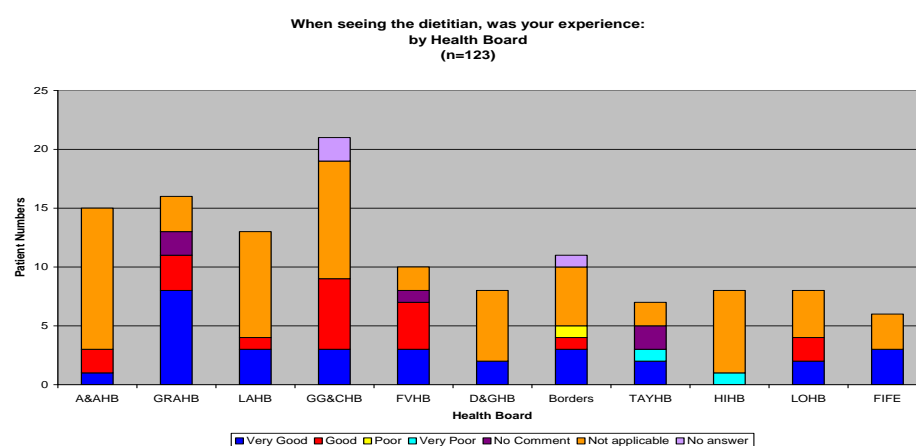
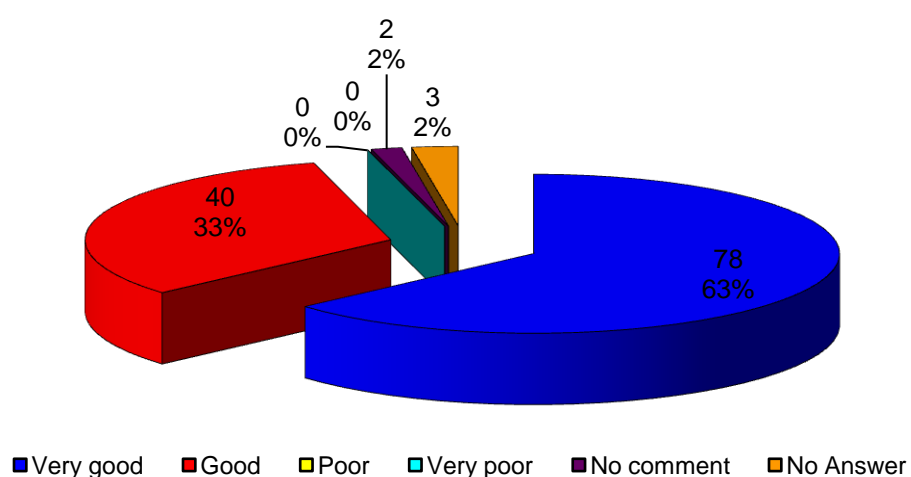
Methodology

- Survey evolved from existing NHS Grampian renal survey.
- February - October 2013, renal service surveys were developed using the miituu application on iPads (multiple choice and free text areas were made available for people to complete).
- Survey finalised following pilot that took place between February and March 2013 within NHS Ayrshire & Arran and Grampian. Following pilot, a national survey was conducted with patients, parents and carers at all combined renal clinics across NHS Scotland between October 2013 - February 2014. A total of 123 people participated in the survey.

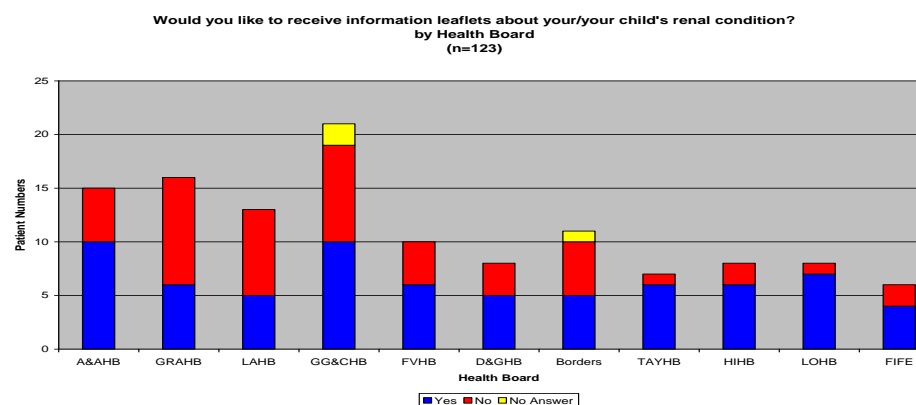
Findings

Information gathered, report compiled and shared online. Report extracts were included in midyear/annual reports to NHS National Services Scotland and utilised to stimulate discussion around service improvement. The report shows that:

- Overall patient experience when attending the combined renal clinic was either very good or good.



- 53% of participants who didn't have a contact number for within working hours wanted local clinician contact details.
- 57% of participants wanted more information regarding their condition.



Health Board Key	
A&AHB - NHS Ayrshire & Arran	Borders - NHS Borders
GRAHB - NHS Grampian	TAYHB - NHS Tayside
LAHB - NHS Lanarkshire	HIHB - NHS Highland
GG&CHB - NHS Greater Glasgow & Clyde	LOHB - NHS Lothian
FVHB - NHS Forth Valley	Fife - NHS Fife
D&GHB - NHS Dumfries & Galloway	

Next steps:

- Complete actions arising e.g. developing a business card for each Health Board area to include contact details and links to patient information, promoting infoKID (patient information website via the Renal Medication Booklet and developing a more patient friendly SPRUN website.
- Repeat survey throughout the 2016/2017 reporting year.