

## VTE AWARD

# Enhancing Patient Experience

## LIVERPOOL UNIVERSITY HOSPITAL

### Haematology Liverpool Thrombosis Service

Like many services, the Liverpool thrombosis service, established in 1995, has needed to evolve significantly over time and adapt to the merge of several regional hospitals and clinics across secondary and primary care.

Following the introduction of direct oral anticoagulants (DOACs) and subsequent considerable growth in patient numbers, the service required significant restructure and is now predominantly a nurse-led thrombosis service with the current team utilizing enhanced nursing roles and skills. The team is made up of Advanced Nurse Practitioners and band 6 and 7 Clinical Nurse Specialists, with support from the Consultant Haematologists.

They run a designated Thrombosis MDT weekly meeting where complex cases are discussed, which ensures that all members of the team feel well supported and gain confidence in presenting cases to the multi-disciplinary team and navigating complex decision making.

Specific monitoring clinics are in place for those patients with cancer associated thrombosis and for obstetric haematology.

The service currently:

- Is achieving above 95% for VTE risk assessment within 14 hours of admission.
- Has two educational leads who present at bi-annual haematology study days.
- Provide VTE sessions at local Universities and throughout the Trust.
- Ensures patients receive patient information leaflets and are signposted to the Thrombosis UK website resources.
- Offers a dedicated Clinical Haematology Psychology service providing holistic support to those struggling with a serious VTE event causing anxiety and distress, providing coping strategies to overcome these.

Post Covid pandemic, most clinical appointments were virtual. Reviewing feedback, it became apparent that patients wanted an in-person appointment where they could be examined and felt more listened to. Face-to-face clinics have now been reinstated for all new patients where possible, and the service ensures they are seen within a two-week window from diagnosis. This has proved especially effective for patients with communication barriers and has improved patient adherence.

A recent audit of patient feedback showed:

- 94% of responses rated overall experience as excellent.
- 6% rated as good.

In addition to the patient satisfaction audit, patients are routinely asked to complete the 'Family and Friends Test' (FFT) which measures their overall experience. This data is collated centrally through the Trust, and both positive and constructive feedback is reported back to the department for review and discussion as part of the monthly 'Quality, Safety and Effectiveness' meetings. Within these meetings complaints that may have been submitted will also be discussed, and actions arising from lessons learnt implemented.

