

Abstract title

Evaluation of a programme to improve the quality of annual asthma reviews.

Abstract authors

Hopkin M^{*}, Short D^{**}, Hamilton J^{***}, Ladak M^{****}.

Aim

Improving the quality of patient asthma review appointments is perceived as one area that can have a positive impact upon both patient outcomes and the efficient use of NHS resources. In 2011 NHS Dudley and GlaxoSmithKline commenced a 12 month joint working asthma project to improve the quality of patient reviews.

Method

Dudley CCG revised processes and documentation to provide a basis for a consistent annual asthma review in primary care, including new IT templates, guideline clarity and self management plans (SMPs). The Dudley Respiratory Group 'Excellence in Asthma Programme' was then launched outlining local expectations for patient reviews and the offer of associated mentoring and education. All 55 Dudley practices signed up to the programme. 130 professionals attended training and 50 used the mentorship programme. The project was evaluated via self completion questionnaires issued to professionals and to patients.

Results

75 (58%) healthcare professionals returned a questionnaire¹. Results were positive including 95% finding training 'valuable' or 'extremely valuable' on 'inhaler technique'¹, and 93% on 'how to provide a structured asthma review'¹. Post training scoring of perceived knowledge levels of these parameters both before and after the education also highlighted positive changes¹. Over three quarters of professionals reported completing the 'Asthma Control Test' (ACT) as part of a typical review directly because of the training, while 100% now routinely use self management plans. 258 patient experience questionnaires were received from the 1000 distributed to practices². 93% reported being shown how to use an inhaler and 91% explained how their medicines/inhalers benefitted them². 84% reported receiving a SMP and 71% were asked to complete the ACT². 98% of patients indicated satisfaction with their asthma review, with 84% of the overall responders "very satisfied"².

Conclusion

A structured education programme can upskill professionals and improve the quality of patient reviews.

Conflict of interest and funding

MH is Dudley Respiratory Local Implementation Group Chair. JH has received speaker fees from Almirall, Astra Zeneca, Chiesi, Novartis and GlaxoSmithKline. DS/ML are employees/shareholders of GlaxoSmithKline.

Affiliation of authors at conclusion of study

** Respiratory Lead and General Practitioner, Dudley Clinical Commissioning Group (CCG)*

*** Health Outcomes Consultant Manager, GlaxoSmithKline.*

**** Respiratory Specialist Nurse, Dudley Group NHS Foundation Trust.*

***** Health Economy Account Manager, GlaxoSmithKline*

References

1. Dudley Respiratory Group and Allen & Hanburys Excellence in Asthma Healthcare Professional Questionnaire results, GSK
2. Dudley Respiratory Group and Allen & Hanburys Excellence in Asthma Patient Experience Questionnaire results, GSK