

Patient Experience of the Paediatric Dietetic Service changes during the Coronavirus Pandemic

by the Paediatric Dietetic Team & Dietetic Administration Team

Background

In March 2020, the UK locked down due to the coronavirus pandemic, resulting in essential travel only. Newcastle Nutrition undertook a service review in March. This poster focuses on the patient experience of dietetic led clinics in the paediatric service (general paediatrics, allergy & gastroenterology).

Aims & Objectives

- To investigate the patient/carer experience of the phone clinic service
- To determine the patient/carer's preferred method of assessment both during and after the COVID-19 pandemic

Methods

- Questionnaire developed in conjunction with the Patient Experience Department
- Patients who attended an appointment in a dietitian-led general, allergy or gastroenterology clinic were included
- The Office Manager and Administration Team identified patients who accessed these services between 16th March and 6th July 2020
- Questionnaires were sent to patients/carers, with the option to complete paper or electronic versions
- Paper returns were inputted into the Trust database by the Dietetic Support Worker

Results

56 responses (18% response rate)

Expected time & clarity of call: Most patients were contacted on time, or within 15 minutes of their stated appointment time (49/50). Patients could hear the dietitian extremely or very clearly during the telephone consultation in most cases (48/50).

Questions: Most patients did not wish to be contacted with questions in advance of the call (41/50). All, or some, of the patient's questions were answered by the dietitian during the call (49/50), or they did not have any questions.

Written plan & receiving information: Most consultations were followed up with a written plan or advice via post/email (35/50). In 11/50 cases this was not required. Patients expressed their preference to receive information from the dietitian in the future via email (29/50), followed by post (16/50), or a combination of the two methods.

COMMENTS

Perfectly happy with the service

An absolutely fantastic service throughout lockdown so thorough over the phone and via email. Thank you!

We really appreciate the support from the team, they are friendly and approachable

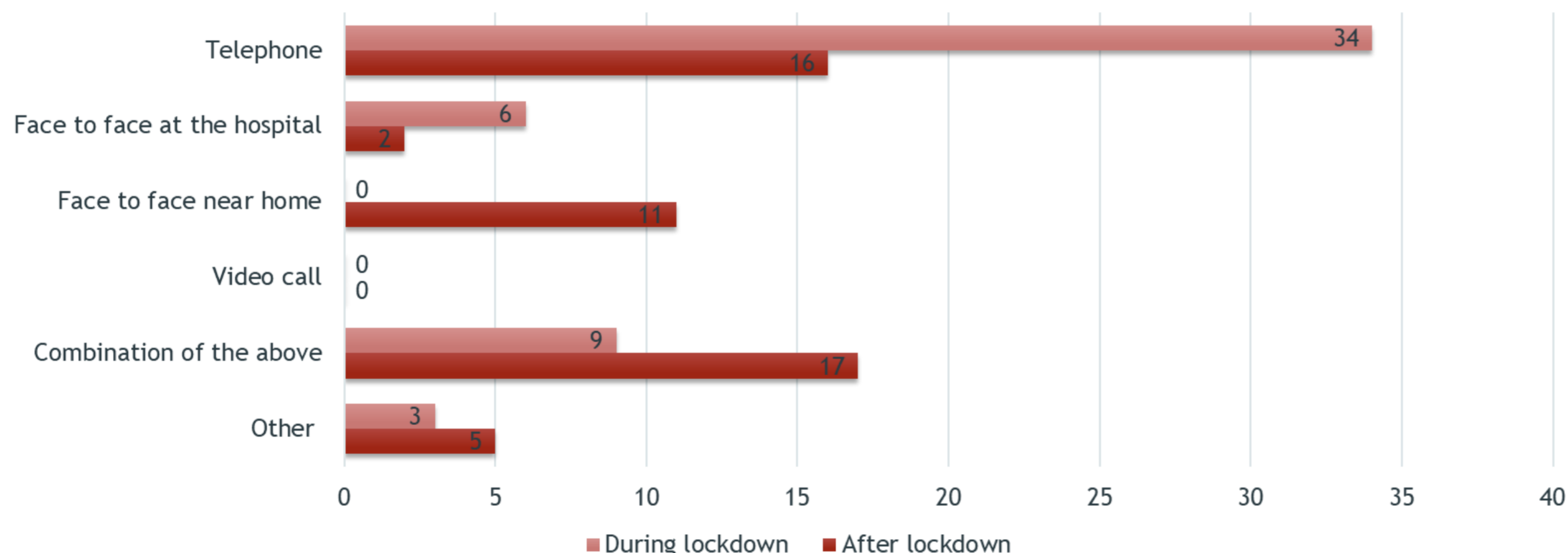
Useful being able to talk on the phone, thank you!

Level of service is still very good even with covid restrictions in place

Telephone consultations have been good and easier than travelling to RVI, but occasionally face to face may be useful/needed in the future

I have always received very good service. Staff have offered a good standard and have been very supportive

Appointment Type Preference During and After Lockdown



Conclusions & Recommendations

- Overall satisfaction with paediatric dietetic phone service during the coronavirus pandemic.
- There was a strong preference for a combination of appointment types depending on the needs of the child. The results of the survey have informed the service restarts and now all dietetic led clinics have both face to face and telephone appointment options.
- In future, it would be interesting to capture patient/carer experience of the dietetic service in specialist multi-disciplinary clinics. The experience of the dietitian providing a service using a mix of appointment types should be considered.