



Fresenius Kabi Home Parenteral Nutrition

# Survey Results

As part of our ongoing commitment to delivering a Homecare service that gives patients the confidence, support and reassurance they need to live with parenteral nutrition at home, we recently ran a survey with our patients in Northern Ireland to discover how well we are meeting those needs.<sup>1</sup> We asked 75 patients receiving HPN to take part, and 15 responded. The results following results summarise the responses of these 15 patients; note not all 15 patients responded to every question.



# Patient service

The majority of patients surveyed are **satisfied or extremely satisfied** with:

- The way services are arranged
- How information is communicated
- Ease of contacting Homecare Co-ordinators
- Helpfulness and courtesy of Homecare Co-ordinators
- Answering of queries and sorting out problems
- Handling of complaints or concerns
- Holiday service
- 24-hour helpline
- Overall quality of the patient services team



# Delivery service

Percentage of surveyed patients who are **extremely satisfied** with:



Punctuality of deliveries



Accuracy of supplies delivered



Helpfulness and courtesy of delivery driver



Collection of waste or unused equipment



Frequency of ancillary delivery



Ancillary items' quality and ease of use



Pumps' ease of use



Reliability of pumps



**Overall quality of the delivery service**



# Nursing service

**90% - 100%** of our surveyed patients are  
**extremely satisfied with:**



Arrival or contact  
being made within  
agreed timeframe



Training  
received



Confidence and  
quality of support  
and advice



Quality of  
nursing and  
clinical services



Professionalism  
of our  
nursing team

# 77%

**of the patients  
surveyed say their  
lives have improved  
since commencing  
on the Fresenius  
Kabi service**



# 100%

of our homecare patients surveyed are  
**satisfied or extremely satisfied** with  
our service.



# 24-hour helpline

Percentage of surveyed patients who are  
**extremely satisfied with:**



Helpfulness  
and  
courtesy of  
the helpline



Ability to  
answer queries  
and sort  
problems



Handling of  
complaints  
or concerns



**Overall  
quality  
of the  
helpline**

*Make it **easier** to contact out of  
hours from Northern Ireland*

*I am **happy**  
with the care  
I've received  
and **can't**  
**complain**  
**about**  
**anything.***



*I am happy and lucky to have such nice people to help me when I need it. **Everyone is so kind and considerate.** I have no problems with this service.*



of our surveyed patients would be extremely likely to recommend Homecare to a friend or family member.



We asked,  
We listened,  
*We changed*

The following outlines a number of changes Fresenius Kabi plan to implement over the coming weeks/months





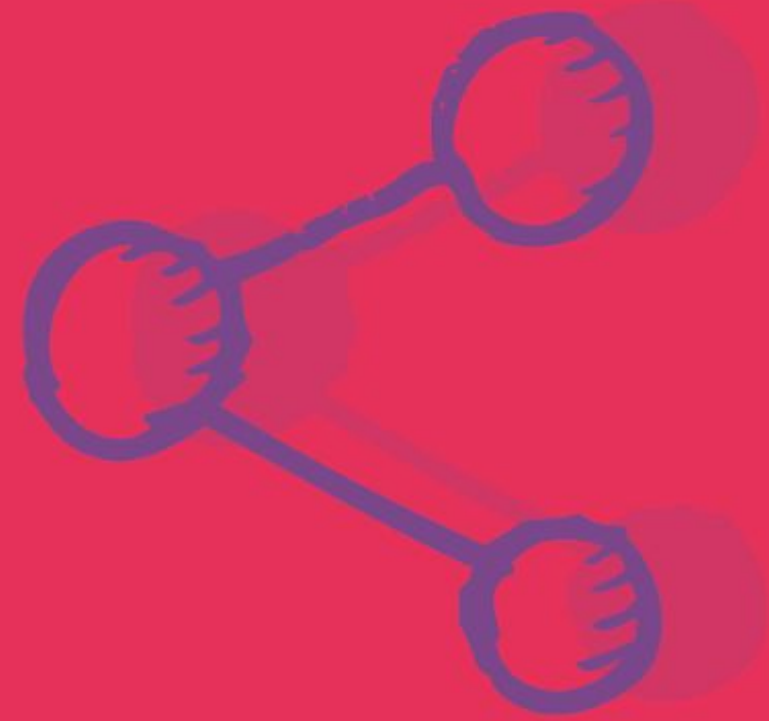


A newsletter will be circulated to patients and their carers **every 4-6 weeks** to provide service updates.

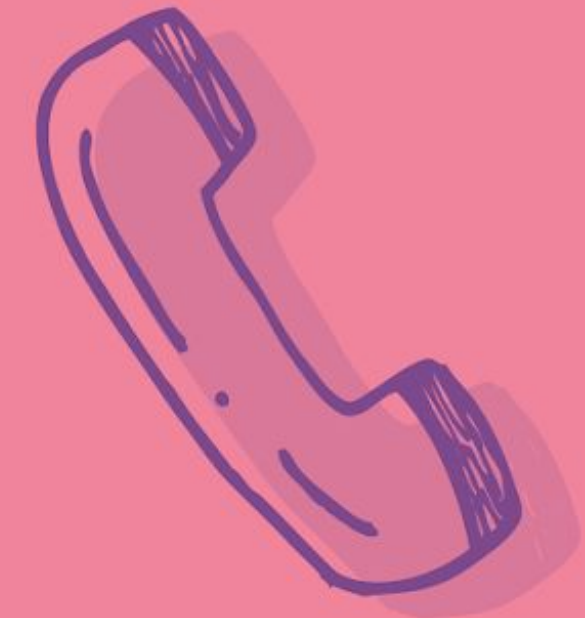


A pictorial ancillary guide will be circulated to help ensure the **right product is being ordered.**





New internal process will be implemented to ensure queries are **answered in a more efficient and effective manner.**



An easier way to access the **24 helpline** is current being reviewed to ensure queries are dealt with in a more efficient and effective manner.