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 to discover how well we are meeting those needs. We asked 61 patients receiving HPN in the Republic of Ireland (ROI) to take part, and 19 responded. The results below summarise the responses of these 19 patients; note not all 19 patients responded to every question.



Patient service

Percentage of surveyed patients who are satisfied or extremely satisfied with

	Handling complaints or concerns	97%
	Holiday service	91%
	The way services are arranged	100%
	How information is communicated	100%
	Ease of contacting Homecare Co-ordinators	93%
C	Helpfulness and courtesy of Homecare Co-ordinators ••	100%
	Answering queries and sorting out problems •····•	94%
	Out of hours 24-hour help line	83%

Delivery service

Accuracy

of supplies

delivered

89%

Pumps' ease

of use

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



Punctuality of deliveries

Ancillary items'

quality and ease

of use



Helpfulness and courtesy of delivery driver

76%

Reliability

of pumps

100%



waste or unused equipment



Overall quality of the delivery service



Frequency of ancillary delivery





Up on last year

Down on last year

Nursing service

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



Training received



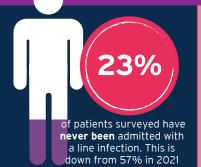
Confidence and quality of support and advice



Quality of nursing and clinical services



Professionalism of our nursing team



of our surveyed patients say their lives have been improved by the Fresenius Kabi Homecare service.

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



quality of the helpline

Professional, helpful, accessible and wonderful **service** to enable us to live well despite TPN.

Kev

Up on last year

Down on last year

100%

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

Fresenius Kabi have helped instil confidence in my ability to do what I do as a carer from **home.** The staff we deal with are kind and courteous in what can be a daunting time.

We asked, We listened,





Below 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.



The possibility of introducing more **routine nursing reviews** is currently being assessed



Internal training to be completed with the staff covering the **24 helpline** to ensure queries are dealt with in a more efficient and effective manner.





