

# Anticoagulation Services

Patient Survey Findings Report

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# Introduction

The Staffordshire and Stoke-on-Trent Clinical Commissioning Groups (CCGs) are reviewing the services available for patients who are prescribed anticoagulant medicines. To shape the review, the CCGs asked patients who have or are currently using the local anticoagulant services to share their experiences by completing a survey either in clinics or on-line.

Patient engagement was initially undertaken during July and August 2019 and then a further period of engagement was undertaken during September and October 2019. A summary of the results from the survey can be found below and will now be used to shape the future of this service going forward.

This report was generated on 25/10/19. Overall 42 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

## Q1

100%



### Please tell us the name of the GP practice you are registered with:

---

Gravel Hill Surgery

---

weeping cross, stafford

---

Waterhouses

---

Russell house

---

Gravel Hill Surgery

---

Gnosall

---

Weeping Cross

---

Peel Medical Tamworth Staffs

---

Red Lion Surgery, Cannock

---

Dr choudrey

---

Sandy Lane

---

Holmcroft Road stafford

---

High St , Cheslyn Hay

---

Holmcroft

---

Dr Rasib

---

Castlefields,Stafford

---

Westgate Practice, Lichfield

---

Northgate Uttoxeter

---

Ryecroft Sergey, Newcastle-under-Lyme

---

Werrington Village Surgery

---

Tutbury Practice, Tutbury, Staffordshire

---

Castlefields,Stafford

---

Balance Street

---

Stafford Health & Wellbeing

---

Doctors Craven & Galapati. Allen Street Cheadle. Staffordshire Moorlands

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The Waterhousea Practice

---

High street surgery chesyln hay

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Loomer Medical

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Stapenhill. Burton on Trent (Fyfield Road)

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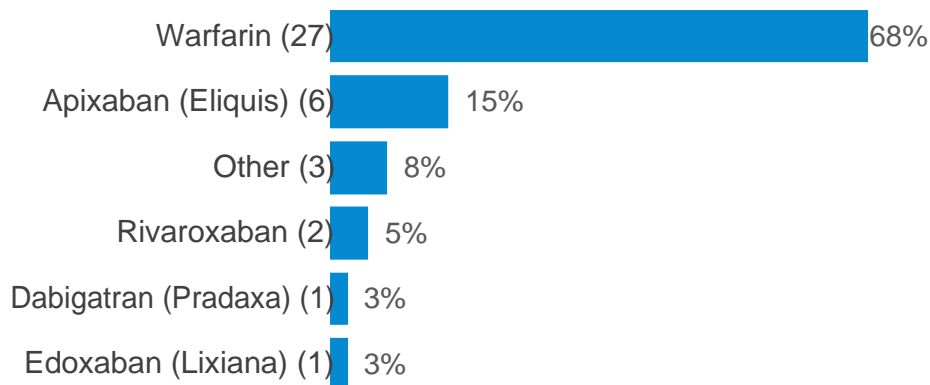
**Please tell us the name of the GP practice you are registered with:**

- Westgate in Lichfield
- Northgate
- Northgate Surgery Uttoxeter
- Stafford health and wellbeing
- Westgate Practice
- Westgate, Lichfield
- Westgate, Lichfield
- Westgate - Lichfield
- Balance Street Practice, Uttoxeter
- Westgate
- Northgate Surgery Uttoxeter, Staffordshire
- Northgate Surgery
- Health and Wellbeing

**Are you currently taking anticoagulation medication?**



**What is the name of the medication?**



**Please state the name of your medication**

- Clopidogrel
- Aspirin

**When you started treatment were you consulted on the decision and given time to consider the options?**



**Comments:**

New Cross Hospital put a short term midline in left arm which caused a thrombus around line in basilic vein. I had enoxiparin injections then swapped to apixaban and discharged with no education.

post stroke and atrial fibrillations an obvious choice!

I had been on warfarin before for my atrial flutter and it was stopped however following what is thought to be a TIA I recommenced the warfarin to reduce the possibility of another TIA

Excellent explanation of the options by Pharmacist and GP I

was consulted but had to start the medication immediately.

The reason for giving me anticoagulant medication, and the choice of apixaban, were explained to me and my views sought.

Was on Warfarin - Had Aortic valve replacement - advised Riveroxaban - bad skin reaction - switched to Apixaban -

Thought I had TIA so accepted I required it

I was admitted to hospital with A/F paroxysmal and put on warfarin

N/A

Just said take this.

After a mechanical heart valve replacement it was the only option

I had a discussion with my Consultant.

It was the only medication available at the time.

Life threatening medical condition necessitated use

Can't remember it was 27 years ago

Given by Consultant at Burton Hospital after a stroke

Cannot remember - it was 18/19 years ago

Just told to take for life

But I was not offered NOAC - would prefer this as no tests!

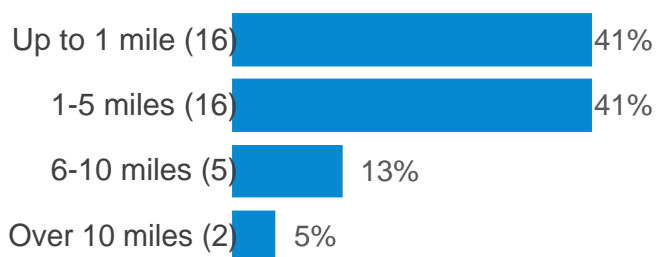
**If you have recently changed medication, were you involved in the decision to switch and provided with the necessary information to make an informed decision?**



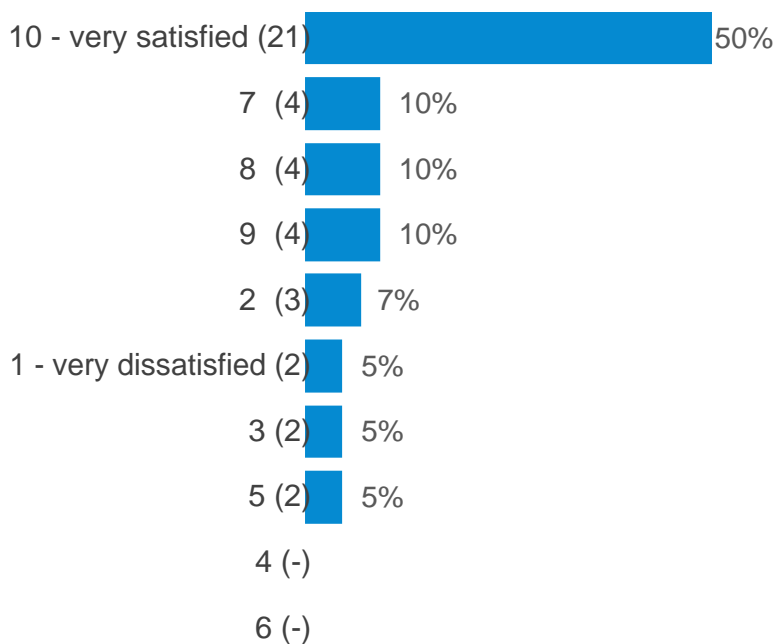
**Comments:**

- N/A
- Not applicable
- Very good explanation
- My medication began in May and has not changed.
- Not changed
- I haven't changed
- N/A
- I was unable to have the medication I received in Israel which is unavailable in the UK
- NA
- No recent change, been on warfarin for 16 years
- N/A
- No Change.
- i haven't changed my medication
- Changed from many years on Warfarin this year to Apixaban
- Have been offered alternative to Warfarin but do not wish to change because of other conditions
- no change
- N/a
- Not changed
- NA
- NA
- NA
- NA
- NA
- NA
- Not changed
- NA

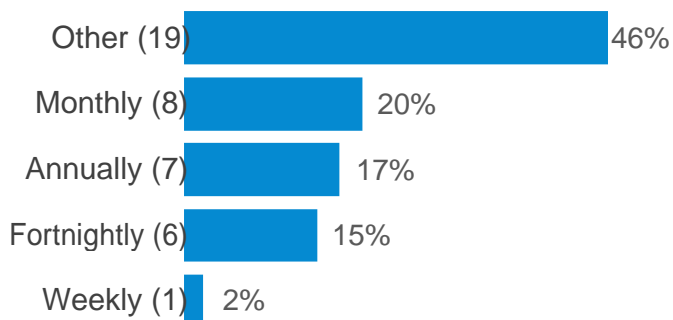
**How far do you normally travel to your anticoagulant clinic?**



**If you are currently taking anticoagulation medication, how satisfied are you with the current service?**



**How often do you attend an anticoagulation clinic?**



### Please state how often you attend

Depends on my levels

Every 6 months

I don't and have never been asked to.

Only require an annual blood test

No clinic available in Stafford It depends on my INR readings - outside my normal range, frequently I am due to see a consultant in a week's time after 2 cancellations Never

It depends on my INR reading, if I'm stable it could be 6 weeks, and if unstable, weekly.

As required by INR test result. Varies from 1 week - 6 weeks or so.

Can vary between weekly and 8 weeks. Depending on stability of my target range

varies depending on INR results

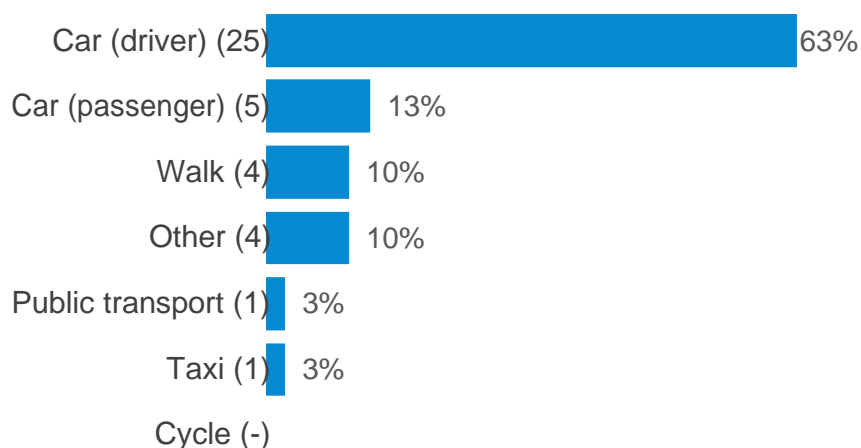
Depends on outcome of INR

Depends on INR

Depends on readings

As prescribed by results of INR

### How do you normally travel to your anticoagulation clinic?



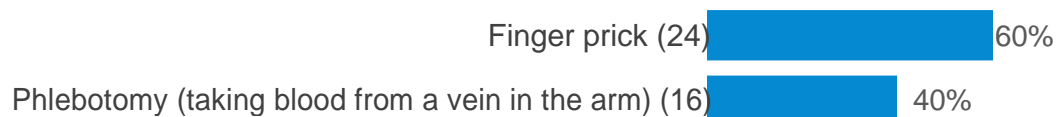
### Please state

N/a

See above

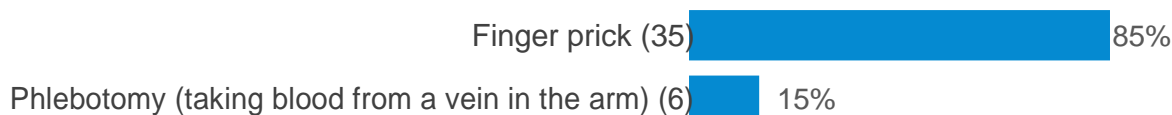
Wheelchair

### How is your blood currently tested?

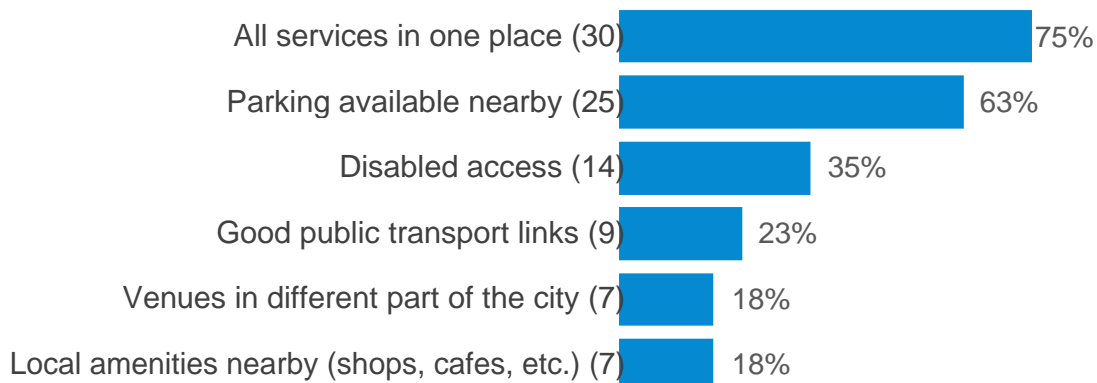




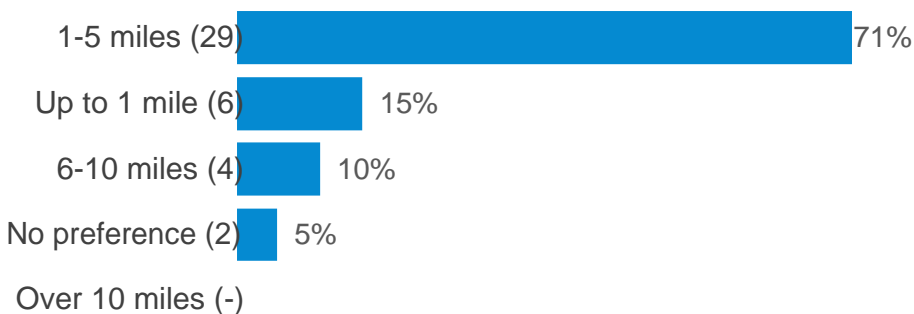
### If offered the choice, what would your preferred approach be?



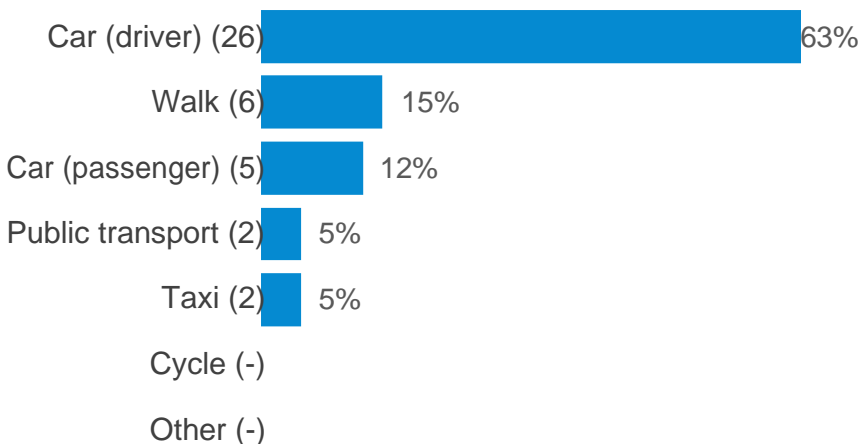
### What THREE factors are most important when choosing the location of an anticoagulant clinic?



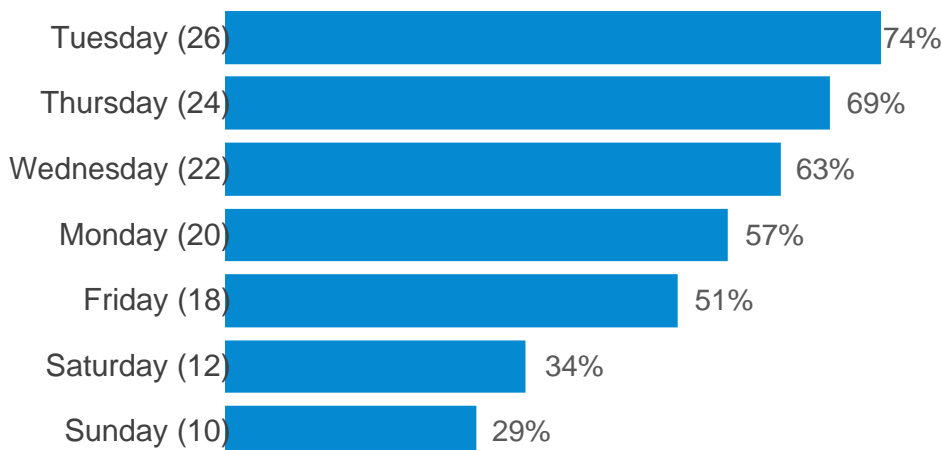
### What do you think is an acceptable distance to travel for your blood test?



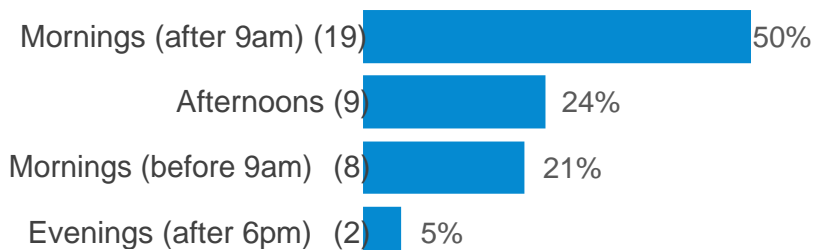
### How would you prefer to travel to your appointment?



## What days would be most convenient for you to attend an appointment?



## What times would be most convenient for you to attend an appointment?



## Please provide any other feedback you would like to share in relation to your experience or any improvements you feel could be made to the current provision of services.

I am seen at Warstones clinic I Wolverhampton as it's near to Wombourne. I don't know if there is a South Staffordshire service?

I am concerned that the system at Stafford does not always work. One sample was collected at WX surgery and a message came to WX to say sample could not be tested as bootle incorrect. The following day, with no further test done I had a phone call from Stoke to say my INR was 1.4! I had to chase this up and found the sample had in fact been tested so why the lie that the incorrect bottle had been used? On other occasions I have had to be retested and told bottle not full which I could confirm it was when it left WX.

I like the service that I receive from my Practice, I wouldn't want that o change unless you offer the same service in a more central location such as Cheadle Hospital and you can guarantee that my results will get back to my GP

Survey seems to be aimed at warfarin users. Should consideration be given to the use of other medications which may be more expensive from a drug point of view but may in fact be more cost effective when blood ts costs etc. Are taken into account.

Finger prick in any location

My surgery has just reverted back to taking blood from a vein in my arm, this is far more intrusive, the feedback from the service at Stoke hospital is slow and I have to wait days for this. Most unsatisfactory!

Urgent appointments should not be cancelled: my heart attack was in May

I have never been offered an anticoagulant clinic so most of these are not applicable. Didn't even know such a facility was available.

**Please provide any other feedback you would like to share in relation to your experience or any improvements you feel could be made to the current provision of services.**

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I manage to get lunchtime appointments which means I can go in my lunch hour from work

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Thank you for this. I could say so much. I am the Staffordshire Representative/Contact for Anticoagulation UK. I have been trying to get self testing in Staffordshire agreed for some years without any positive help. The Anticoagulation service could be so much better if a little thought was given to it. Staffordshire is a long way behind other areas in the country. Sitting in the 'blood letting department' for an undetermined time is not ideal in 21 century. If you want any further response please contact me on 07891791824. I'm sure I can be of help.

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The INR service at my surgery has recently changed to phlebotomy from finger prick. There was no patient consultation about this, it was imposed on us.

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The INRstar fingerprick test at the GP surgery is not only vastly more convenient but a great improvement on taking a blood sample and waiting for dosing info to arrive from the local hospital

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i attended Cheadle hospital for my finger test which is for me the most suitable and convenient. As it is an arranged appointment And this service is excellent . I have attended morning clinics at Me if health centres This is a drop in centre so can mean a long waiting time. And not able to public transport to attend there.

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Very satisfied with the current service

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People who work like myself cannot afford time off to have test I loose wages every month due to it.

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Too long a wait at Burton hospital for blood tests.

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The best improvement has been made to allow appointments to be made onsite at the end of each consultation, rather than to require people to ring or attend at the front desk when appointments are released. Staff always excellent by the way, which should have been part of the questionnaire.

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Westgate provides an excellent service. Driving in Lichfield before 9:30 and after 15:30 is very slow.

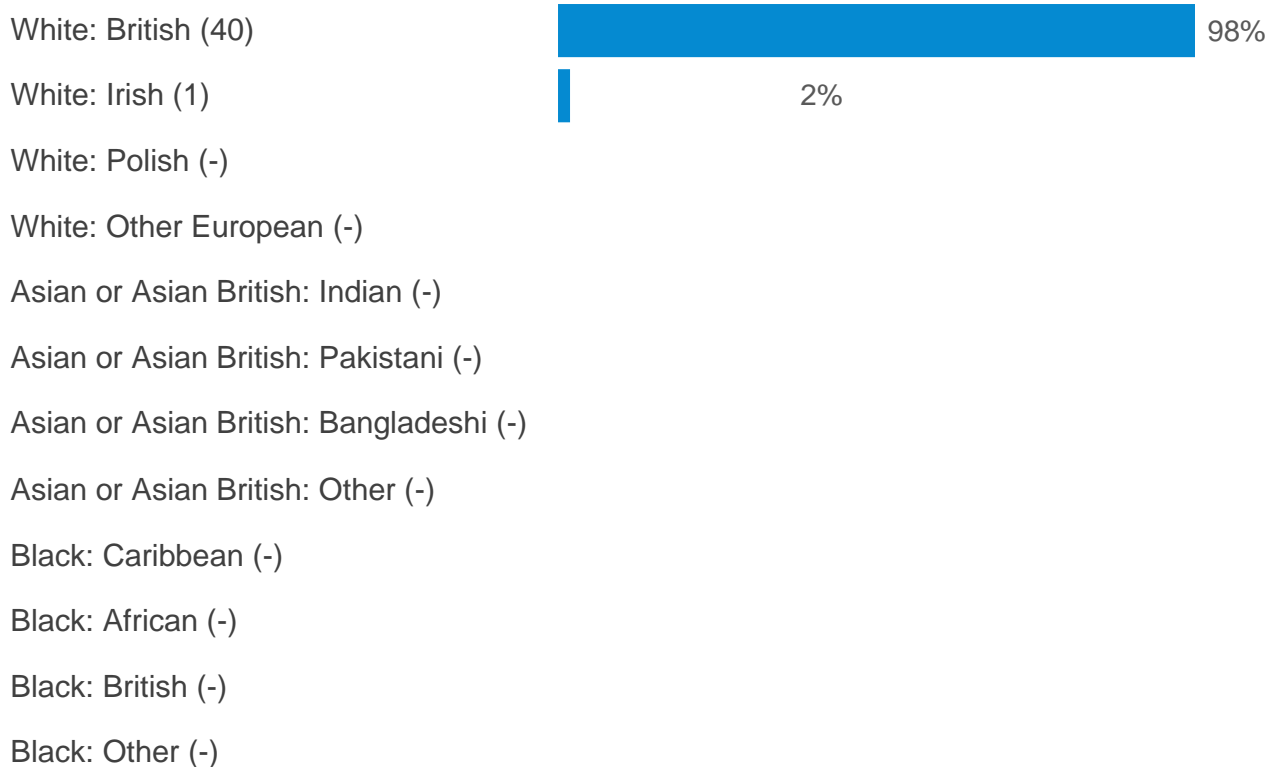
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Does it need to have two people to do this? (Since the practice merged)

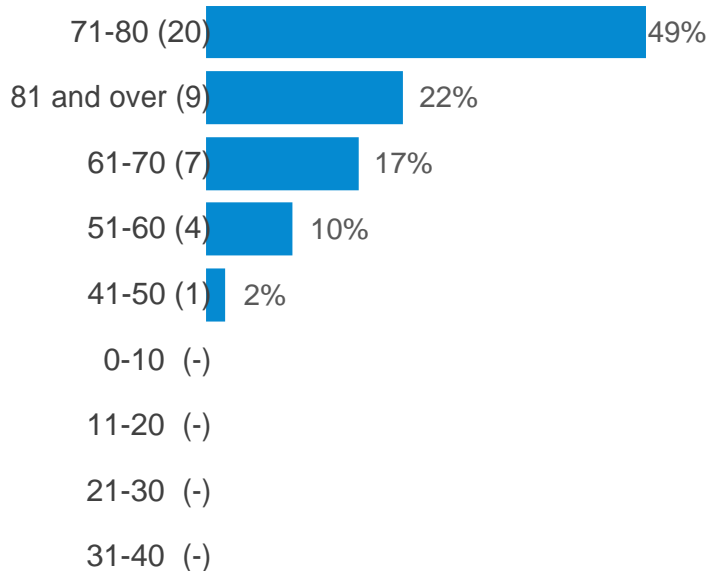
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What a waste of time and money. This is an absolutely useless and unnecessary 'survey' - edus as a 'job justifier' possibly.

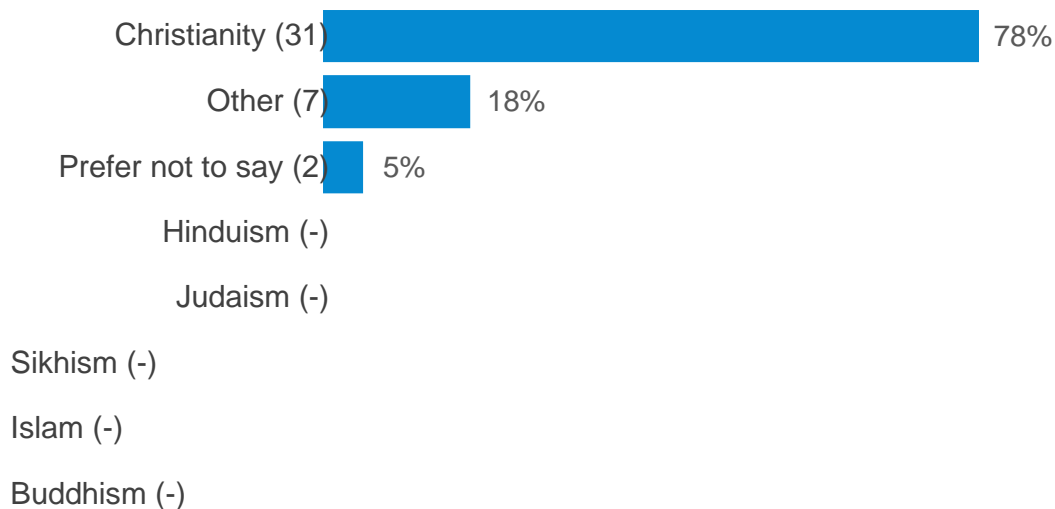
## What is your race?



## What is your age category?



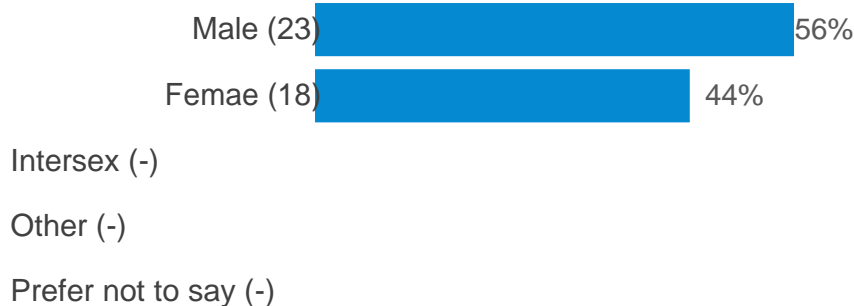
### What is your religion or belief?



### Other, please specify below:

Spiritualist	Atheist
I have no religion or belief	None
Agnostic	Catholic

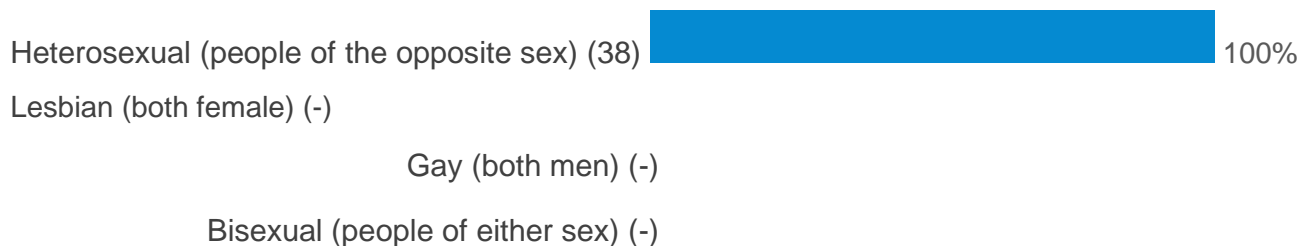
### What is your gender?



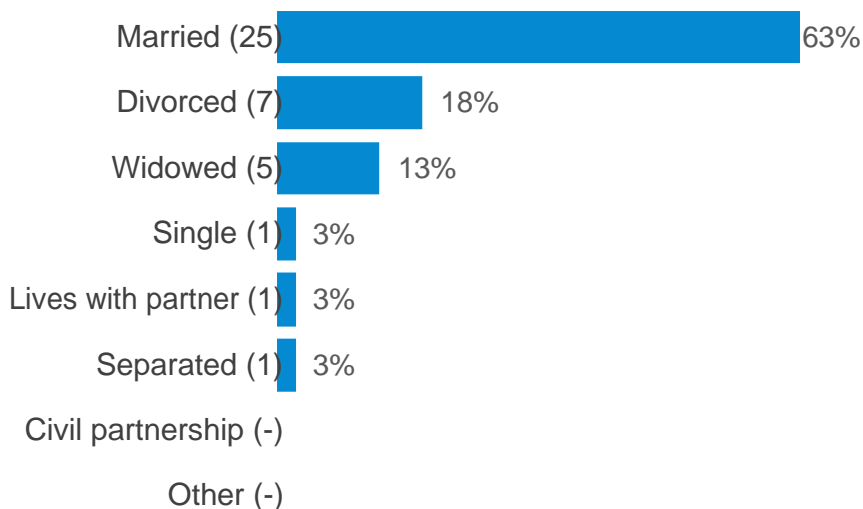
Have you gone through any part of a process or do you intend to **(including thoughts and actions)** to bring your physical sex appearance and/or your gender role more in line with your gender identity? **(This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery )?**



### What is your sexual orientation?



### What is your relationship status?



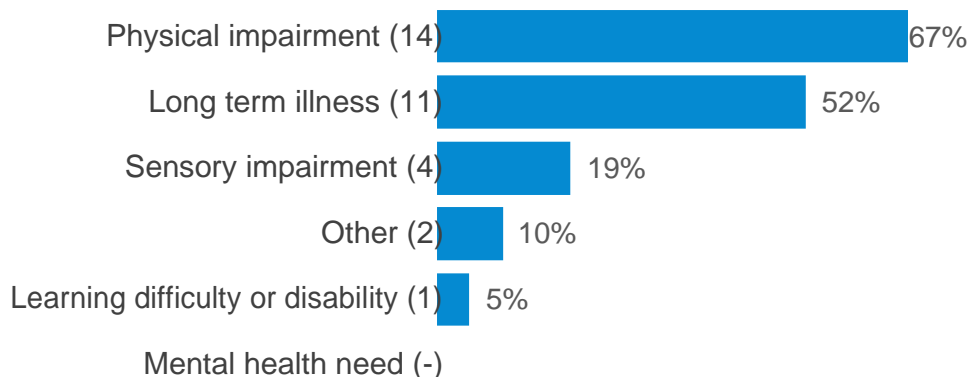
### The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period. Are you pregnant at this time?



### Have you recently given birth? (within the last 26 week period)



Do you consider yourself to have a disability? (The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities).



**Please describe your physical impairment.**

Ehlers-Danlos syndrome, PoTS, TOS, pineal cyst, diverticulitis, partial duplex kidney & ureterocel  
 heart failure, bronchiectasis -both causing shortness of breath, complete right foot reconstruction  
 Functional Neurological Disorder  
 mobility impaired  
 Asthma and spine problems  
 Walking  
 Impaired mobility  
 Arthritis to most joints. both hips and 1knee replacement. Osteoporosis and curvature of the spine  
 Hips replaced now reduced mobility  
 Arthritis/muscle cramps  
 Atrial fibrillation - Osteo Arthritis

**Please describe your sensory impairment.**

Registered blind  
 Hearing loss and glasses  
 Deaf and I use glasses  
 Aphasia

**Please describe your long term illness.**

As above plus biphasic sleep cycle.  
 see above - also type 11 diabetes, diverticular disease etc  
 Angina  
 Atrial Fibrillation. Lipeodema.  
 Heart failure  
 Condition not illness. I have Factor S protein deficiency  
 Heart failure  
 Leg amputation, and suffered strokes and heart problems

**Other, please describe below:**

Age related issues  
 metal aortic valve replacement

**Do you care for someone? (Tick as many boxes as appropriate)**

