

REFLECTIONS OF A PATIENT CENTRED CLINIC - HOW FEEDBACK CHANGES EVERYTHING

Authors:

ANGELA MILLER¹, ROB CHERRY¹, LUCY FROMEL¹, STEVEN KRILIS^{1,2}, CHRIS WEATHERALL^{1,2}, RICHARD SULLIVAN^{1,2}, KATY LAI^{1,2}, PAM KONECNY^{1,2}

¹*Department of Infectious Diseases and Immunology, Waratah Clinic St George Hospital, Sydney, Australia,* ²*School of Clinical Medicine, University of NSW Medicine and Health, Sydney, Australia*

Background/Purpose:

Patient Centred Care (PCC) centres around patients' needs and goals encompasses wholistic care inclusive of a conducive physical environment.

The Waratah Clinic at St George Hospital, NSW is an HIV clinic that provides medical, nursing and social work support for 190 patients. The clinic is located in a culturally diverse population, with around 50% of patients being born overseas. The clinic also provides care to those outside our area to maintain their confidentiality. Reflective framework practice is used to ensure that the service continues to remain patient centred in alignment with the South Eastern Sydney Local Health District (SESLHD) Strategic Plan. This was highlighted from feedback on how engagement could be impacted if the clinic was to co-locate with other services as part of the St George Hospital restructure.

Approach:

A patient satisfaction survey was conducted in 2023 looking at service delivery and the model of care.

Outcomes/Impact:

Patient feedback indicated that this small, welcoming and private environment is beneficial to their attendance and ensures privacy is maintained. Patients commented that they were known to all staff providing care and that PCC assists in maintaining engagement and adherence to medication.

Almost all respondents expressed significant concern about the future co-location. The theme of stigma was evident in the responses received, both by concerns about reduction in privacy as well as the impact of loss of PCC in a large multiservice setting.

Innovation and Significance:

Feedback was used in negotiations with the redevelopment team, resulting in the Clinic now being relocated separately, where the current model of care will be maintained.

Advocating for our patients ensured that their concerns were heard. High level individualised care will be ongoing, which has the secondary benefit of assisting with adherence, and also impacts public health outcomes.

Disclosure of Interest Statement:

The Department of Infectious Diseases and Immunology receives no pharmaceutical grants.