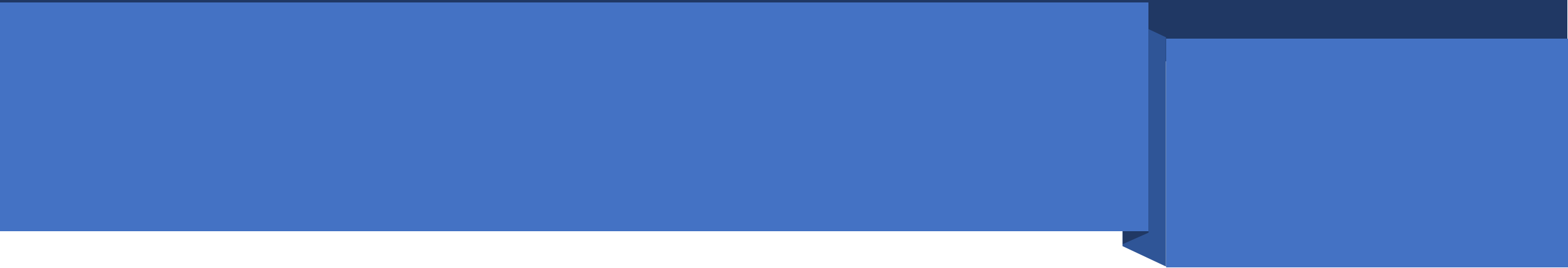


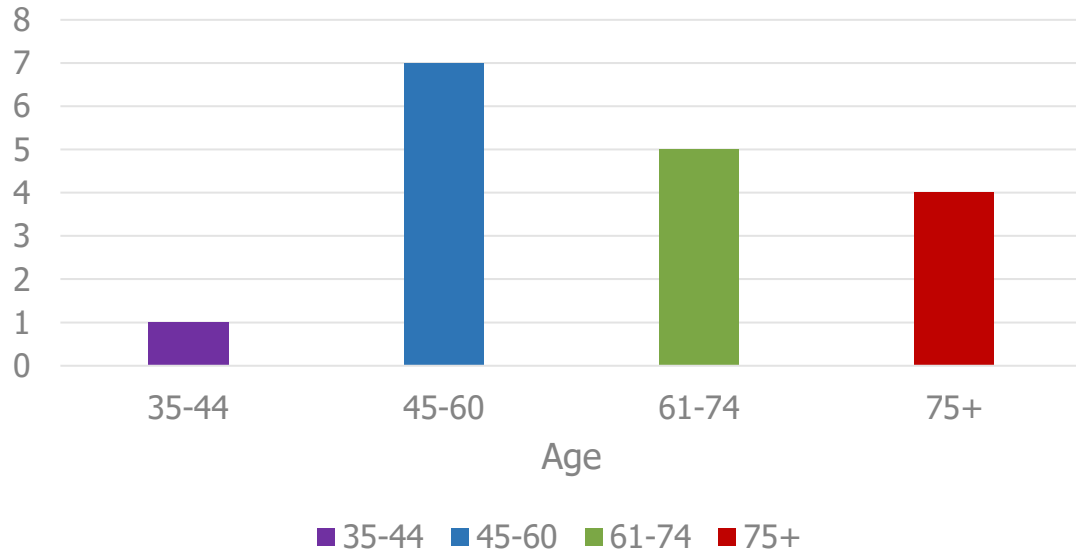
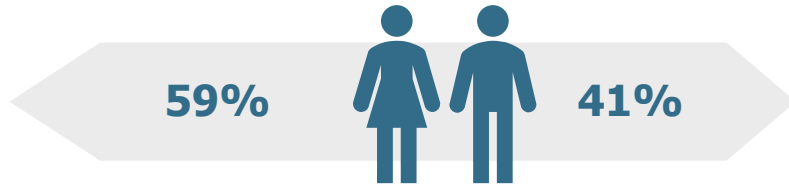
Vascular service user questionnaire feedback



Respondents

Out of **20** responses:

82% were filled out by the vascular patient themselves, 11% by a partner and 6% by a carer



Vascular patient conditions:

- Blocked leg artery
- Blood clinic
- Carotid endarterectomy
- DVT
- Heart attack
- Low blood pressure
- Past clot & vascular surgery, vasculitis
- Pulmonary embolism
- STEMI
- Wound clinic RCH - post Op ongoing treatment: legs & feet
- Vacuous vein removal
- Stroke

NB: percentages may not add up as some questions were left unanswered

Diagnosis

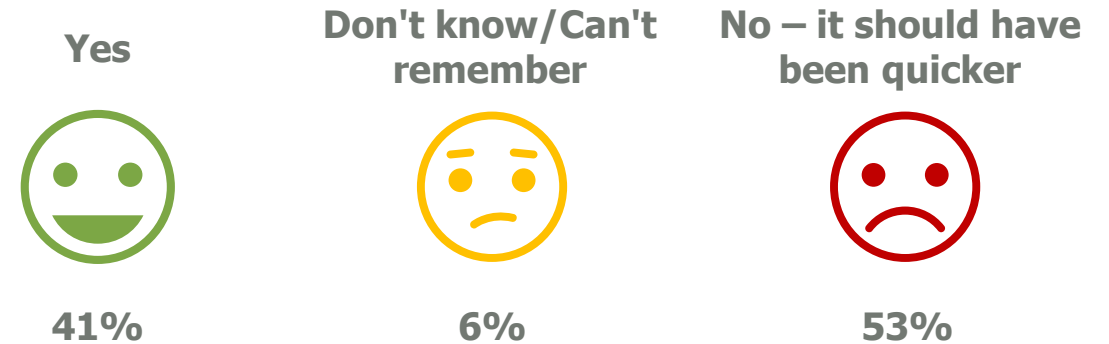
Where and by who was your vascular condition first diagnosed?



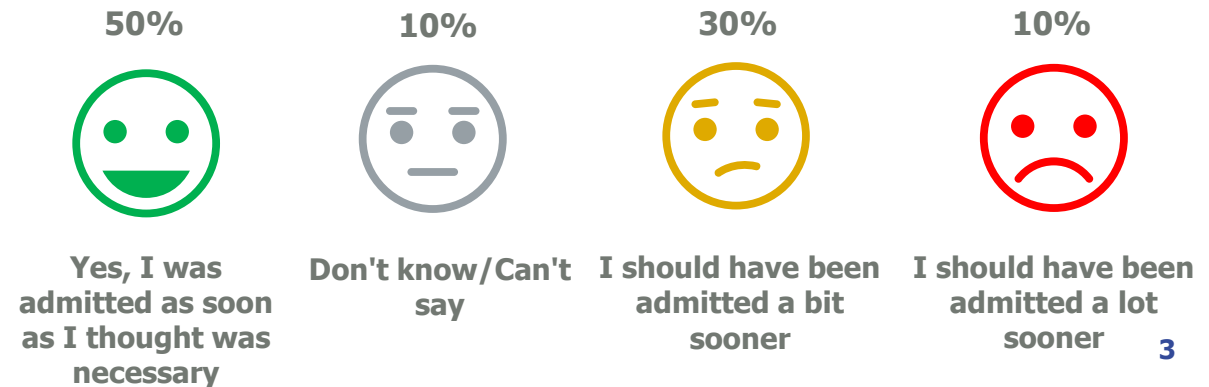
Did you have to be admitted to hospital?



Do you think that your condition was diagnosed quickly enough?

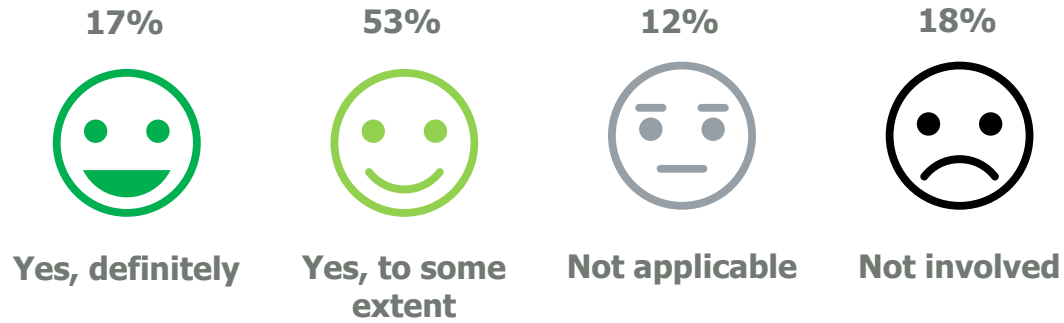


If you were admitted to hospital, in your opinion, were you admitted quickly enough?

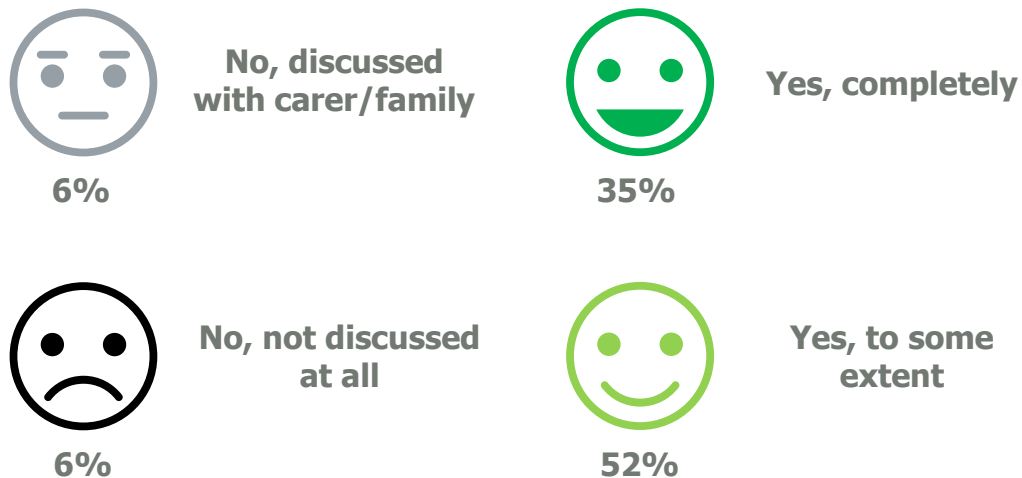


Treatment and Management

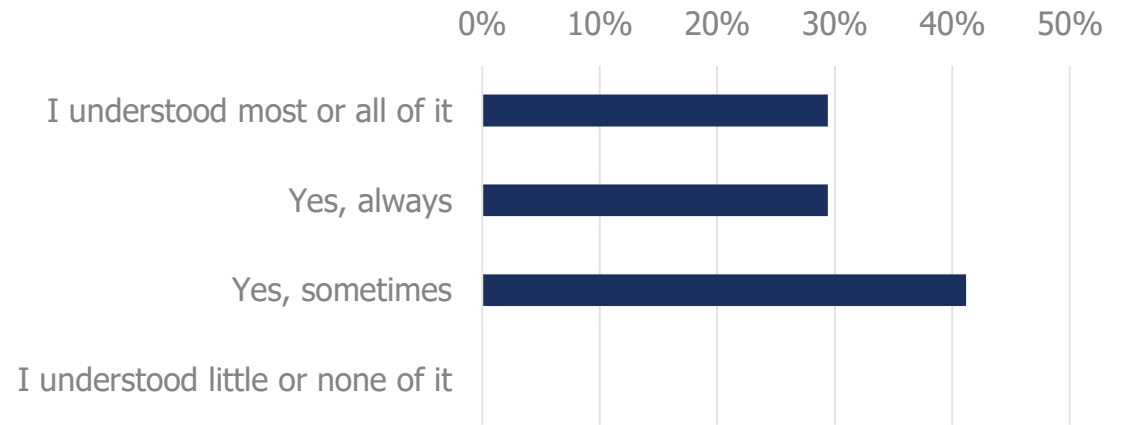
Were you involved as much as you wanted to be in decisions about your care and treatment in hospital?



Was your diagnosis discussed with you?



Were you able to understand the information you were given about your vascular condition?

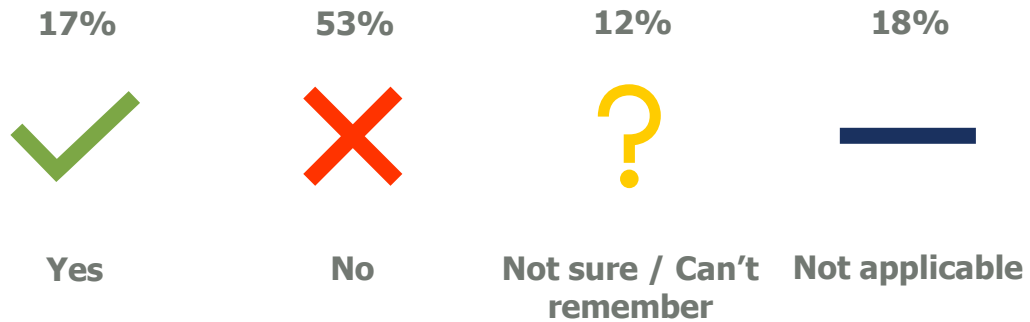


If you were in hospital, did you get enough help when you needed it while you were there?

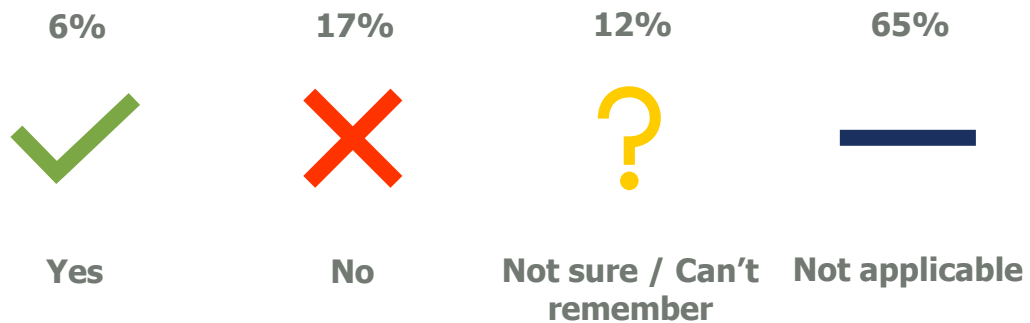


Treatment and Management

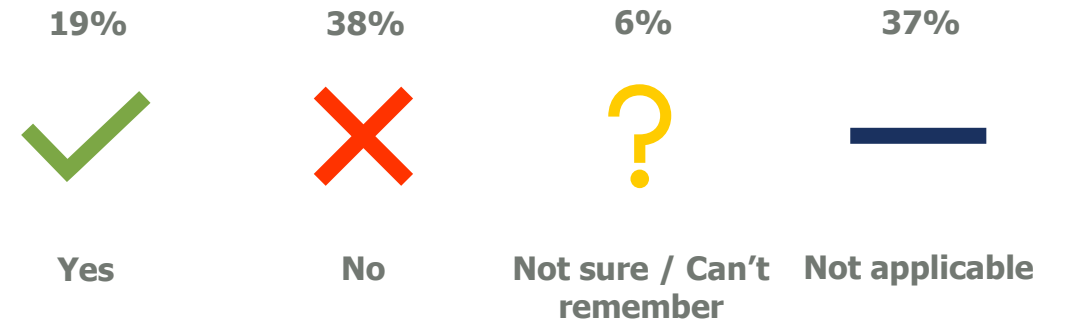
Did staff give you information about changes in your lifestyle i.e diet, exercise and smoking that might help prevent another vascular disease episode?



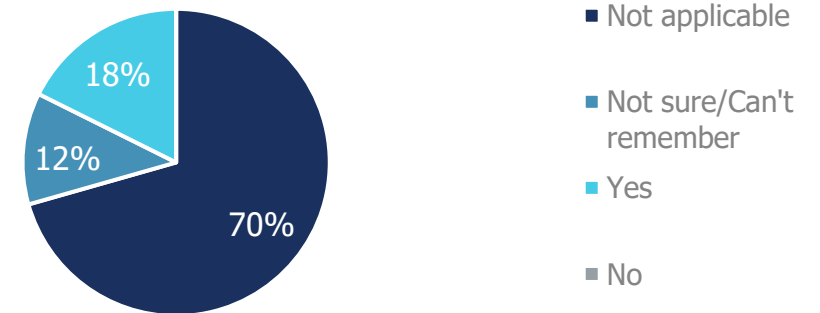
If applicable (VT or DVT), before you left hospital, did staff give you information on how to recognise signs and symptoms of leg ulcers and who to contact if concerned?



If you had intermittent claudication (narrowed or blocked arteries), were you offered a supervised exercise programme?

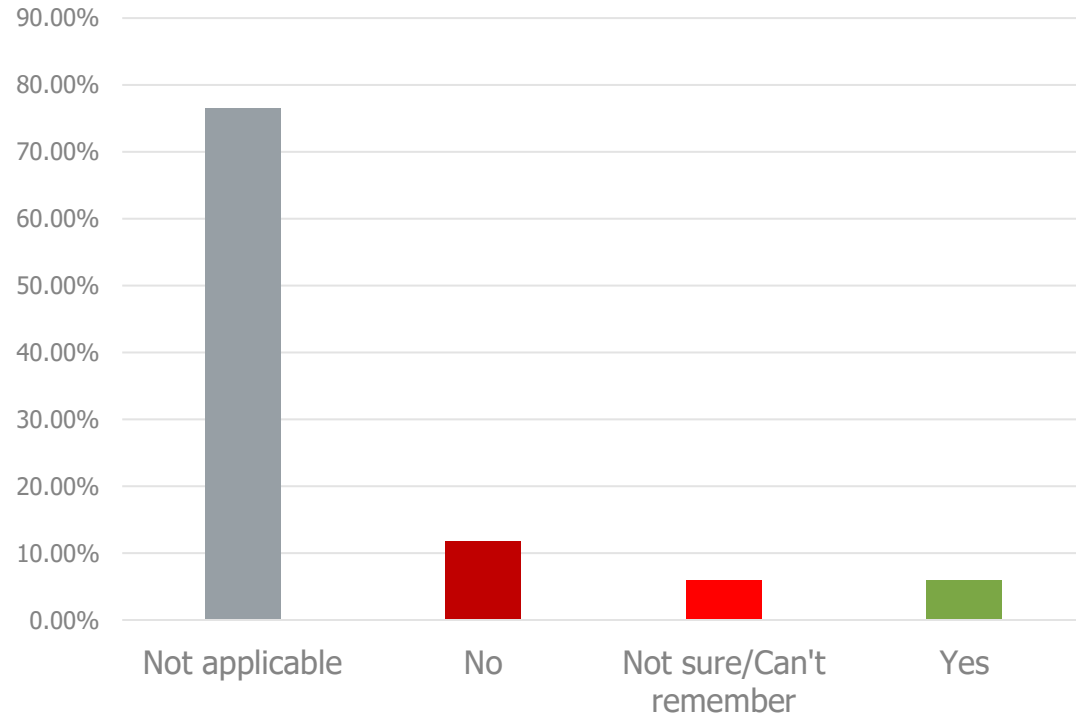


If your condition did not improve after the exercise programme, were you offered angioplasty?



Ongoing Care

If your condition did not improve after angioplasty, were you offered bypass surgery?

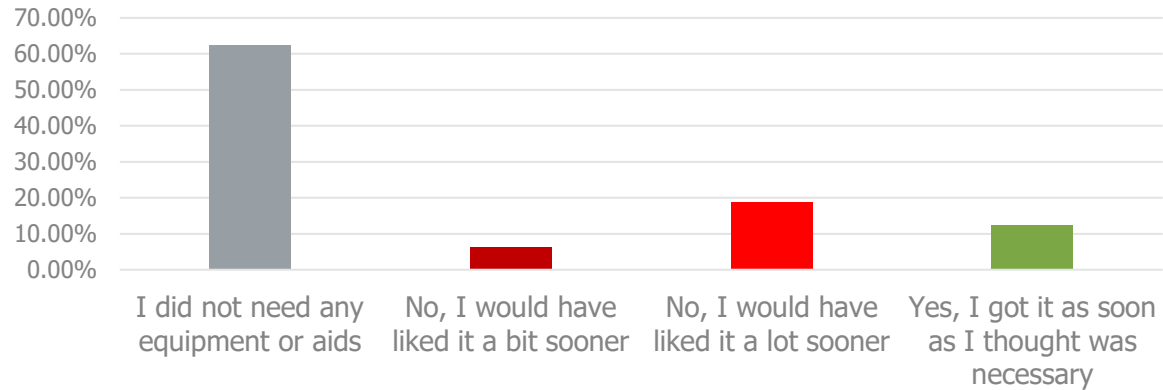


After your treatment and discharge, if applicable, did you get enough help and support (i.e. support to return to work, therapy)?

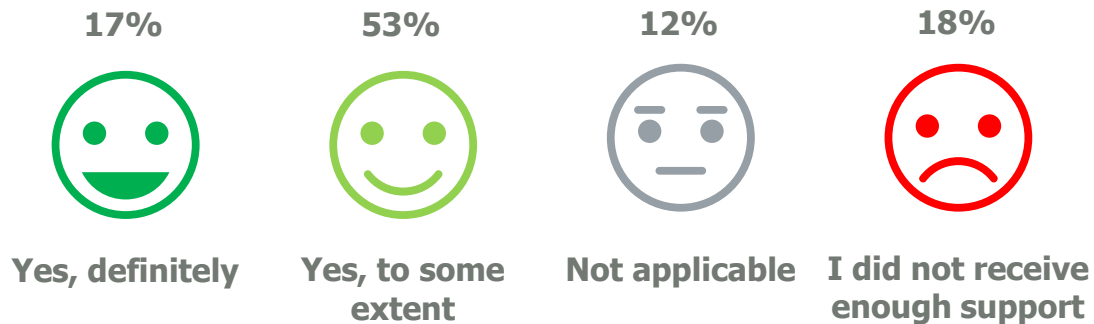


Ongoing Care

If it was required, did you get the equipment and/or aids (e.g., a wheelchair, commode or kitchen aids) you needed quickly enough?



If you have a leg ulcer, do you receive the support that you need at home and in the community (i.e. cleaning and changing your dressing)?



In terms of support, please explain what you have found useful?

- RCH Wound Clinic are excellent – they have been helpful, friendly, informative and fantastic!
- Staff at blood clinic are very friendly and helpful
- Cardio support was good... but care groups would have been very helpful.. and advice on my drugs
- Consultant who sent my mother for cardiac investigations (not their specialism) excellent
- The explanation of my condition was very useful
- My second trip to Liverpool via air ambulance

Ongoing Care and Prevention

If you do/did not get enough help and support, please explain what you would have wanted more of?

Advice around diet and exercise

I believe cardio support after say a stent should be every 6 months for the first 2 years

Discharged from hospital but with absolutely no follow up. Would have welcomed a follow up review

Having ordered the tests these were then never followed-up until another consultant asked what my mother had done about her leaking heart valve!

Some of this was explained in Liverpool after my angiogram

Anything that would help my walking or ease the pain

Had you undergone a surgical procedure before you had to seek help for a vascular-related problem?

7%
Yes

93%
No

For those that responded 'yes':

- Were you given prophylaxis to prevent your blood from clotting?
Yes: 100%
- Did you receive verbal and written information on using prophylaxis before discharge?
Yes: 100%
- Did you receive verbal and written information on symptoms of deep vein thrombosis/pulmonary embolisms before discharge?
Yes: 100%
- Did you receive verbal and written information on how to seek help if you experience any of these symptoms?
Yes: 100%

Ongoing care

There is clearly no joined-up care

There seems little point ordering expensive investigations if the results are not followed up. By the time my mother was lost in the system for several years it was too late for her to have her heart valves replaced. She did have a TAVI procedure but her other valve could not be replaced.

I am sent regular appointments but nothing is ever done to improve things

The Lymphoedaema services at RDCH are excellent but facilities and staffing levels should be improved in recognition of the results they achieve

Is there anything else you'd like to mention with regards to your care?

I am seeing 4 consultants and there seems to be no discussion between them

Care in hospital was excellent but aftercare/follow up was non-existent

I hope this survey will be practical

I was normal weight exercised and never smoked, hence the lack of advice