

8.24 Patient reported experience of the Community Respiratory Service Integrated Care Programme for Chronic Disease (ICPCD)

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Background : Both the WHO and HSE have identified patient centred care as key priorities in the design and delivery of healthcare As part of the ICPCD, Community Respiratory clinics aim to provide Multi-disciplinary optimal care for COPD and Asthma patients as close to their home as possible. An evaluation was conducted to ascertain if the service is meeting the needs of the patient population. This evaluation sought to outline the patient's experience of attending a community based, Respiratory Clinic and ensure that the care provided is of a high standard and is effective. The evaluation also aimed to highlight any modifiable factors that could be improved We also sought to assess whether patients confidence in disease self-management improved following service intervention and has improved patients own experience of living with a chronic respiratory disease. **Methods:** A Patient Reported Experience Measure (PREM) questionnaire designed by IQVIA, provides a measure of patient experience as reported by the patient themselves was posted to patients attending the service from Jan 2023 to June 2024. 150 PREMs were sent. The anonymous responses were collated and analyzed to extract the data.

Results

- 40% Response rate (58/150 Pts)
- 100% respondents extremely happy with the service
- 100% respondents reported that they would prefer to continue to have their appointments in a community setting

Conclusion: Reviewing the service provided ensures the service is patient focused; leading to better outcomes through higher levels of patient engagement and patient satisfaction. **Keywords** ICPCD Integrated Care Programme for Chronic Disease, PREMS ,COPD (Chronic Obstructive Pulmonary Disease), Asthma **Disclosures** There was no funding received for this study **Conflict of Interest-** The authors declare that they have no conflict of interest.