

Poster presentation

Patient satisfaction survey for the home delivery of medication scheme

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Purpose of the study

HIV is now a chronic disease controlled by antiretroviral therapy requiring clinical attendance every 3–6 months. Over the last 18 months, the number of individuals with HIV attending the Chelsea & Westminster Healthcare Foundation Trust who have chosen to receive their medication through a home delivery scheme has steadily risen and has now reached 1,000.

Methods

To ensure patient satisfaction with this scheme a multiple choice survey was sent to all 1,000 patients. This included individuals no longer on the scheme to avoid bias. The questions asked included questions on the ease, convenience and accuracy of delivery and confidentiality. Individuals were given the opportunity to make comments if they so wished.

Summary of results

470 patients returned the questionnaire.

- 83% of individuals who returned their questionnaire felt that the service had improved how they received their medication.
- 4% of patients felt that it had been more difficult, but had remained with the service because of the cost benefits to the hospital.
- 13% of patients felt that there had been no benefit or hindrance in receiving their medication.

Conclusion

This patient survey showed a positive attitude towards the home delivery scheme and that it provides a useful service in their journey through clinics. A further survey looking at the possible benefits to the Trust such as reduction in pharmacy waiting times, potential reduction in pharmacy stock holding and savings on the HIV drug budget is warranted. Extension of the service to drugs other than antiretrovirals should also be considered.