

SP5 Patient Travel Survey

Patients receiving hospital haemodialysis commonly identify travelling time to the dialysis unit as an important factor in the quality of their care. In 2002, the Clinical Standards Board for Scotland (CSBS, now part of NHS Quality Improvement Scotland) set the standard that “Delays for patients attending for dialysis are minimised through reasonable measures taken by the NHS board.”

The standard is assessed against six criteria, of which we surveyed the following:

- 50% of all patients using hospital transportation are collected from home within half an hour of their allotted pick-up time, and all are collected within one hour.
- Within the constraints of population density and geography, a unit is available within half an hour's travelling time for patients.
- 50% of all patients begin dialysis within half an hour of appointment time, and all begin within one hour.
- 50% of all patients using hospital transportation are collected within half an hour of the end of dialysis, and all are collected within one hour, provided they are clinically fit.

We have previously analysed the travelling time for patients from home to dialysis using geographical information software (GIS). We showed that 90.3% of RRT patients in Scotland theoretically had a dialysis unit within 30 minutes travelling time (SRR Report 2002-2004).

Many patients stated that this did not represent their actual experience of travelling times and therefore this survey of patient experience was conducted.

A questionnaire was designed by a joint Scottish Renal Registry / Scottish Renal Association/ NHS QIS steering group and was amended after piloting in two dialysis units.

All patients receiving regular haemodialysis in Scotland on 08 and 09 September 2008 were included.

Non-responders were invited for a second time to complete a form, on 15 and 16 December 2008.

The survey form, instructions and an extended report are available on the SRR website at:

<http://www.srr.scot.nhs.uk/About/Guide.htm>

Since this survey was performed satellite dialysis units have opened in Perth, Arbroath and St Andrews.

SP5.1 Travel survey response rates by NHS Board area of residence 2008

NHS Board	Number of HD Patients	Forms Returned	Response Rate %
A&A	141	132	93.6
D&G	48	45	93.8
FIFE	115	106	92.2
GG&C (inc FV)	589	516	87.6
GRAM (inc ORKN and SHET)	198	188	94.9
HIGH (inc WI)	88	82	93.2
LAN	156	121	77.6
LOTH (inc BORD)	272	255	93.8
RHSC*	7	6	85.7
TAY	162	151	93.2
Scotland	1776	1602	90.2

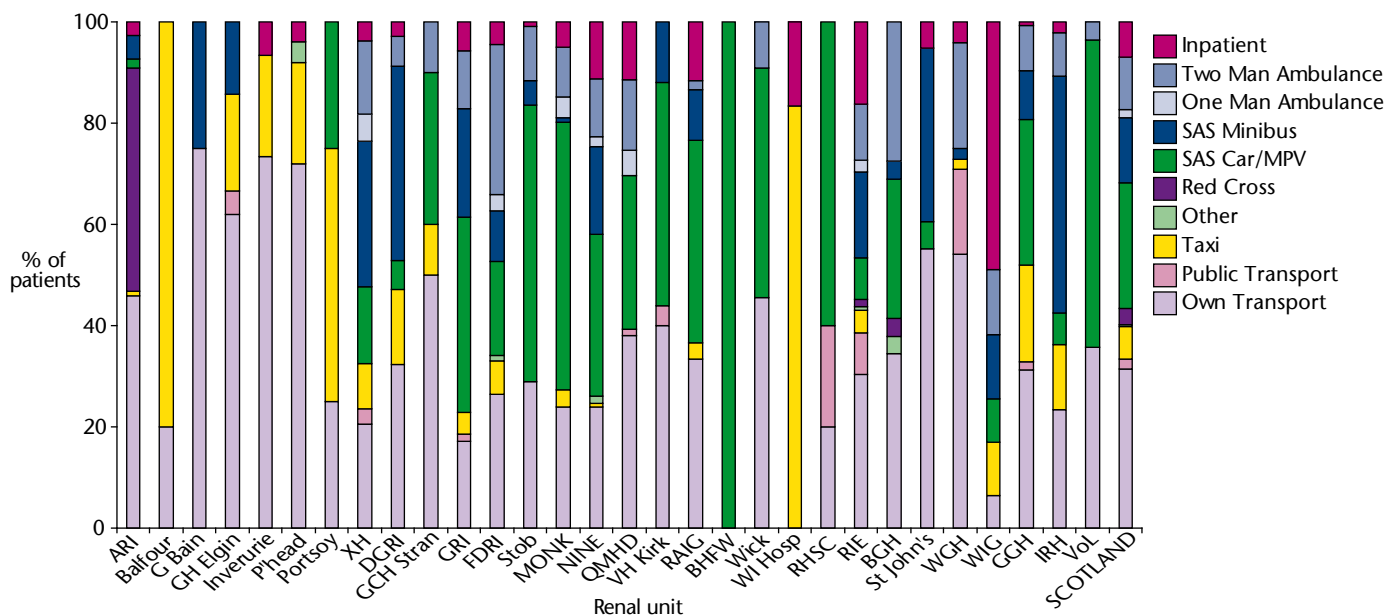
* RHSC treats children from all health board areas

1776 patients were receiving hospital haemodialysis on 08 and 09 September 2008, forms were returned by 1602 patients (90%).

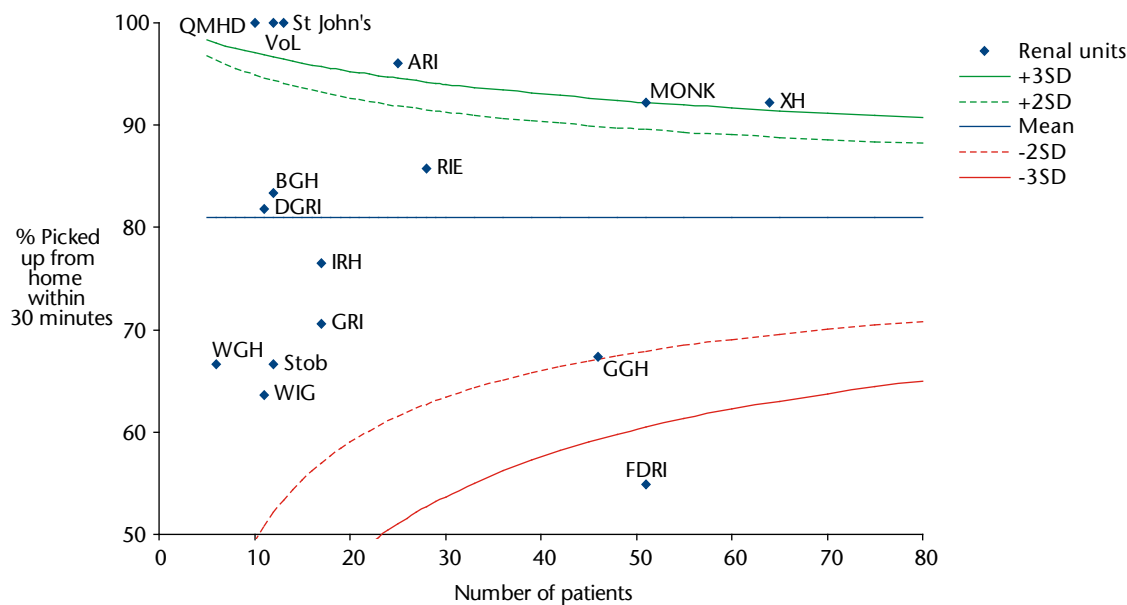
7.7% of patients thought that they were not travelling to their closest dialysis unit.

Of those 36.5% said this was due to a lack of capacity in their preferred unit, 14.6% were waiting for a new dialysis unit in Perth; 7.3% required isolation facilities which were not available at their closest unit. For 10.2% it was because of their clinical condition and 15.3% were for reasons of patient choice.

SP5.2 Mode of transport to travel to and from HD by renal unit 2008



SP5.3 Percentage of HD patients picked up from home within 30 minutes of allotted time by renal unit 2008



FDRI is below the -3SD curve.

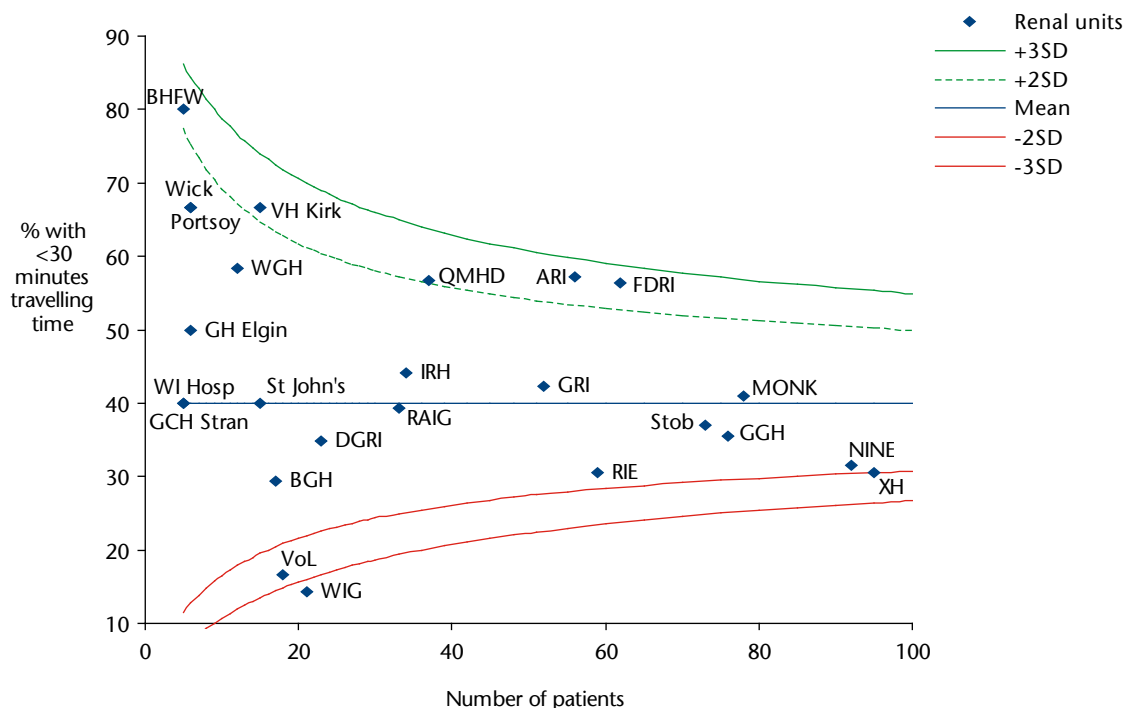
Nine units with less than 5 respondent patients are not shown on the graph. GCH Stran had 3 out of 4 patients picked up within 30 minutes and NINE 1 patient who was not.

Balfour, GH Elgin, Inverurie, P'head, VH Kirk, Wick and WI Hosp all had 100% of patients collected within 30 minutes of their allotted time.

The 962 patients receiving hospital transport waited a median of 0 minutes (IQR 0-10) for pick-up from home, 10.7% waited >30 minutes, and 2.7% >60 minutes. 6.3% were picked up >30 minutes early.

Patients travelling by two man ambulance had the longest wait to be picked up from home.

SP5.4 Percentage of HD patients using hospital transport with <30 minutes travelling time to dialysis by renal unit 2008



WI Hosp and GCH Stran; Wick and Portsoy completely overlap.

WIG is outside the -3SD curve.

Five units with less than 5 respondent patients are not shown on the graph: Balfour, G Bain and Inverurie all had 100% of patients travelling for less than 30 minutes.

P'head and RHSC had 2 and 3 patients respectively who all travelled for more than 30 minutes to reach the dialysis unit.

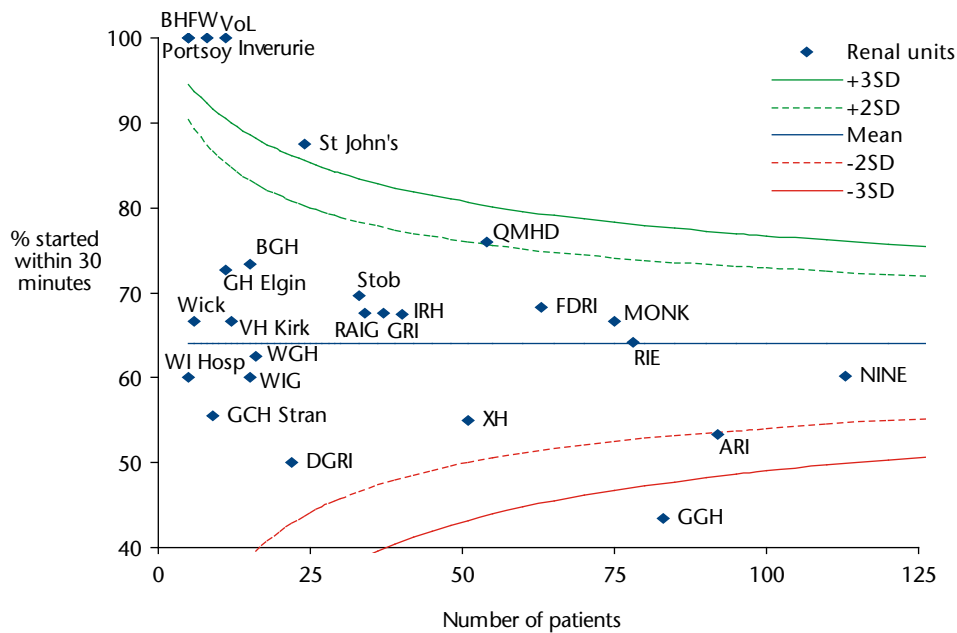
Median travel time from home to the dialysis unit was 30 (IQR 20-45) minutes for patients travelling on hospital provided transport.

45.8% of patients travelled for more than 30 minutes to get to the dialysis unit, 9% travelled for more than 60 minutes.

There were significant differences between units (Kruskal Walls $p < 0.001$).

There was no strong association between travelling time and the number of patients sharing transport, nor the type of vehicle employed.

SP5.5 Percentage of HD patients who started dialysis within 30 minutes of scheduled time by renal unit 2008



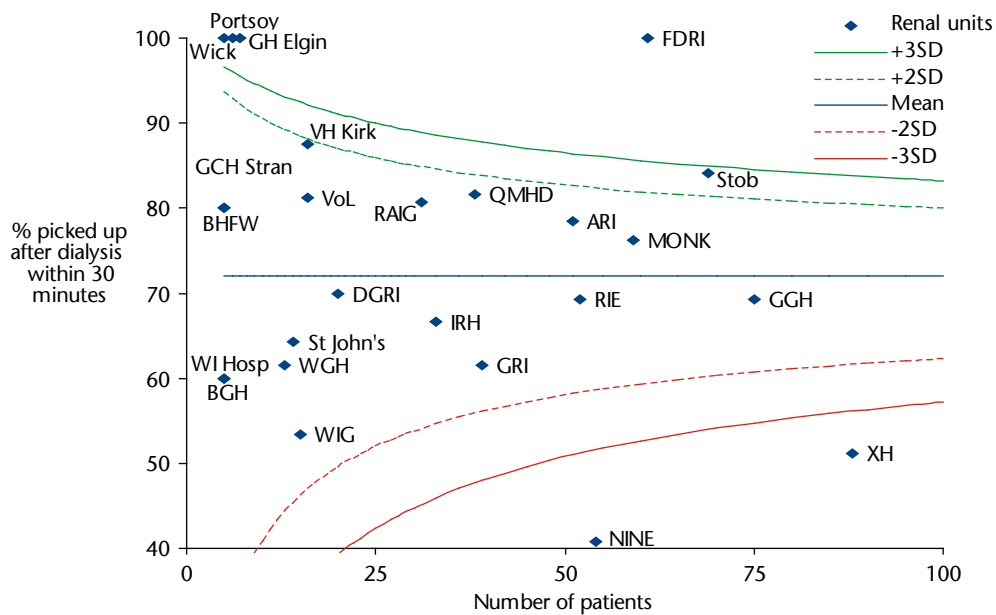
BHFW and Portsoy completely overlap.

Four units with less than 5 respondent patients are not shown on the graph: Balfour and P'head both had 100% of patients starting dialysis within 30 minutes of schedule. G Bain and RHSC had no data returned for this question.

Patients (including those arriving by their own transport) waited a median of 15 minutes (IQR 0-30) from their scheduled time, to start dialysis. 21.3% waited more than 30 minutes, 5.1% waited more than 60 minutes.

The median waiting time between arrival in the unit and the start of treatment was longer at 25 minutes (IQR 15-40), 39.2% of patients waited more than 30 minutes and 9.4% more than 60 minutes.

SP5.6 Percentage of HD patients picked up after dialysis within 30 minutes of being fit to go home by renal unit 2008



BHFW and GCH Stran; BGH and WI hosp completely overlap.

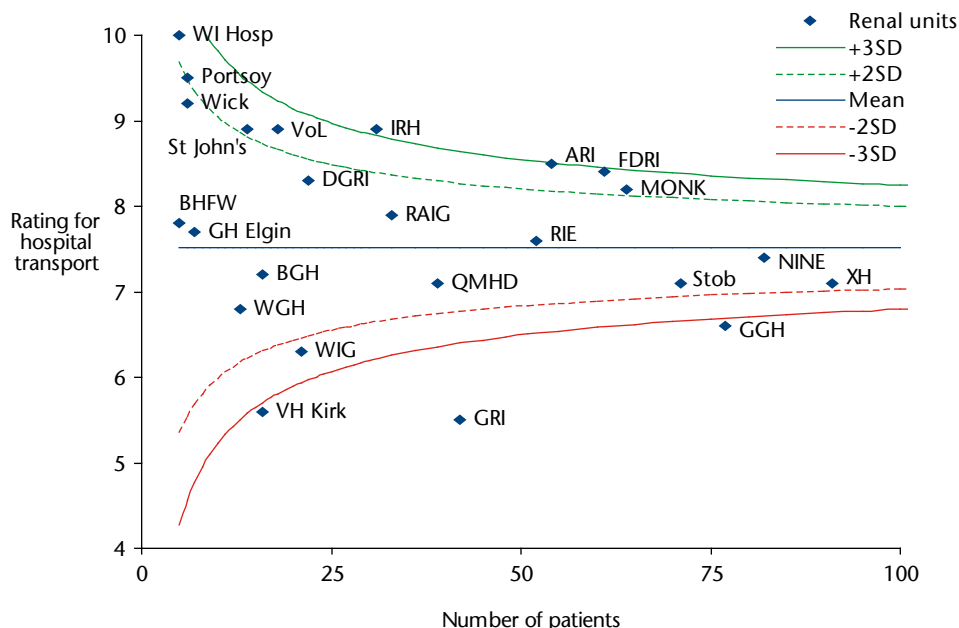
NINE and XH are below the -3SD curve.

Five units with less than 5 respondent patients are not shown on the graph: Balfour, G Bain, Inverurie, P'head and RHSC all had 100% of patients using hospital transport picked up within 30 minutes of being fit to go home.

After the completion of haemodialysis, patients receiving hospital transport, waited a median of 15 minutes (IQR 5-30) to be picked up. 21.9% of patients waited more than 30 minutes and 6.4% more than 60 minutes.

Patients travelling with others tended to wait for longer periods than those travelling alone.

SP5.7 Patients' mean rating of satisfaction with hospital provided transport by renal unit 2008

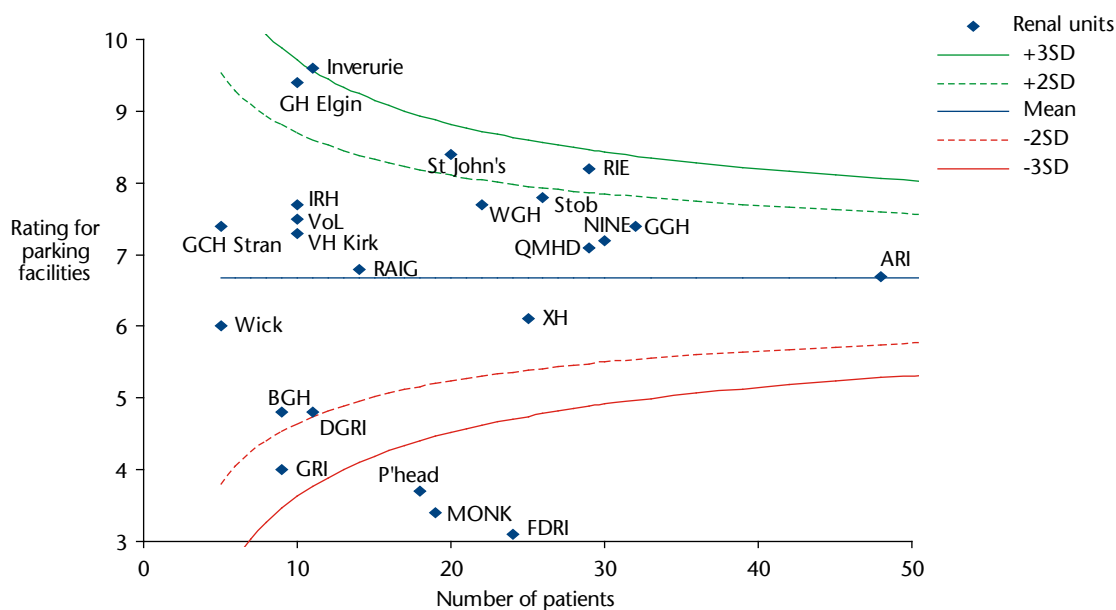


VH Kirk, GRI and GGH are below the -3SD curve.

Six units with less than 5 respondent patients are not shown on the graph: Balfour, G Bain, Inverurie, P'head, GCH Stran and RHSC.

Patients receiving hospital transport were asked for a global rating of their satisfaction with their transport using a scale from 1 (unsatisfactory) to 10 (satisfactory).

SP5.8 Patients' mean rating of satisfaction with parking facilities at dialysis unit by renal unit



P'head, MONK and FDRI are below the -3SD curve.

Five units with less than 5 respondent patients are not shown on the graph: Balfour, G Bain, Portsoy, RHSC and WIG.

Patients who made their own way to the dialysis unit were asked to score the quality of patient parking available to them, using a scale from 1-10.