

#### **4.03 Patients' satisfaction with care provided by a Respiratory Clinical Nurse Specialist in an out-patient setting.**

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Benefits for nurse-led service provision by a Clinical Nurse Specialist (CNS) are well documented in international literature. The quality of the information and education given in a clinic setting by a CNS directly impact the Asthma patient, asthma control and their quality of life.

A patient satisfaction survey was conducted in order to ascertain patient satisfaction with the CNS led service and to highlight areas which required improvement thus allowing any potential deficits in the service to be identified for future development. 56 Questionnaires were posted to patients who attended appointments with the CNS during 2021. 24 completed questionnaires were returned, yielding a response rate of 42%. Analysis of the responses demonstrated overall high levels of satisfaction (95.8%) with the educational value and care provided. Areas of improvement were highlighted with 25% of respondents stating they would like to have discussed other issues and 41.7% stating they did not receive written literature on their condition. This information will be utilised to improve and standardise service delivery. Having under treated asthma can have a negative impact on asthmatic patient health and quality of life. Feedback from the patient plays a fundamental role in improving the quality of service provision.

***Conflict of Interest:*** None to declare