

## **7.18 Review of patient experience survey on the referrals and outcome measures of the Respiratory Integrated Care Hub, Chronic Disease Management Programme, Cork City.**

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**Background:** The Structured Chronic Disease Management (CDM) Programme aims to prevent and manage patient chronic diseases using a population-approach. The Respiratory ICP creates a model of care that manages patients in a community setting which is timely, safe, efficient, as close to their home as possible and incorporates specialist services, reduce hospital admissions and promote self-management. Our hub opened its doors to referrals and patients in June 2022.

**Objectives:** Perform a retrospective review to understand the service users experience to improve the quality of care.

**Methods:** A 16-item dichotomous questionnaire was developed to understand the service user experiences, with an open ended question. These questionnaires were discussed with patients with help from administration staff. Patients who responded to a phone call agreed to complete the questionnaire. 100 patients were chosen at random over the last 3 months.

**Results:** All patients felt they were satisfied with the advice and information provided by the healthcare professional during their appointment to the CDM hubs. Majority of patients felt that by attending the CDM hubs they had a better knowledge on the self-management of their symptoms.

**Conclusion:** Our expert care, diagnostics and knowledge means accurate diagnosis, disease staging, appropriate management and improved health outcomes for respiratory patients living with a chronic disease in conjunction with their GPs.

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**Conflict of interest:** *The authors declare that they have no conflict of interest.*

### **References:**

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