

## **Independent Living Partnership Service Review - 2008.**

The ILP aims to get annual feedback about the service it offers – information gathered is used to develop and improve the service to maximise its efficiency and meet the expectations of people who use it.

Four methods were used to gather this information:

- A Feedback Meeting
- Anonymously written feedback forms
- Use of a clinical outcome measure tool – the Canadian Occupational Performance Measure (COPM)
- Telephone enquiry

194 people were seen during this six week period and this included people seen at satellite clinics - the exercise did not include manual handling advice/assessment clients who were assessed in their own homes.

### **Feedback Meeting and Anonymous feedback:**

Clients who contacted and visited the ILC between 2nd June and 14<sup>th</sup> July were written to and invited to attend a feedback meeting on September 28<sup>th</sup>. They were given the option of giving anonymous written feedback and a form was enclosed for this purpose (Appendix 1).

15 people gave written feedback in response to the invitation letter, 3 of which were other agencies who had directed their clients to the service. This feedback was included and shared in discussion in the Feedback Meeting.

4 people came to the feedback meeting.

Feedback from the meeting was generally positive.

Points that arose included:

- 1 Discussion around whether the service could be extended to include visiting a person at home to assess/advise on minor adaptations and offer advice with problems that people are unable to resolve remotely.
- 2 The possibility of a more accessible sales department as well as the sale support service.
- 3 Raising the profile of the ILC - the feedback group were concerned that other people may not know about the service availability.

Issues discussed included comments on the Ross Care delivery service which was described as excellent. One person expressed problems and on identification this seemed to be the result of complications with organising the attachment of a self purchased stick holder en route to their home.

Duty staff attitude was recognised as very good 'helpful and understanding'. One person stated that the service was accessible and one didn't feel as though they had to jump through hoops to access support.

## **COPM Outcome and Telephone Enquiry**

Further outcome measurement was achieved in telephoning people 6 weeks after their ILC intervention – this review method was carried out with 96 people, 98 were not reviewed – these were people who did not attend had received advice and information only, private purchase support or health equipment and therefore a statutory review not considered necessary or appropriate.

### **COPM**

The outcome measure tool – COPM (Appendix 2) was used during this period to give an indication of whether people felt that following intervention their experienced problem was improved – they were telephoned 6 weeks after their visit and asked for a second measure to enable us to establish whether their performance/satisfaction had improved following ILC intervention.

41 people used the COPM measure (43% of those reviewed)

(61%) completed a full reading - all gave a positive improvement in either performance satisfaction or both.

(39%) were unable to give a second reading.

### **Telephone**

55 (57% of those reviewed) people who did not use the COPM tool were telephoned and asked 6 weeks after their visit whether they found their visit useful – 52 people (95%) found that their visit to the ILC had been useful – this was frequently described as ‘very’ useful.

It was not possible to review 2 people.

1 person found their visit useful but was not satisfied that they were waiting for a home visit

1 person felt that their visit was not useful.

### **Summary:**

During the six week service review 49% of people who had used the service were contacted and asked for feedback – the Meeting gave us very positive feedback and ideas for future development which included:

- Enlarging the telephone contact number on leaflets
- Including home visiting in the ‘First Point of Access’ proposal
- Utilising available staff members so that they can help people requiring sale support- therefore ensuring less of a wait
- Having popular products available and
- Investigating the possibility of Radio promotion

The COPM tool demonstrated to us that at least 61% of those who had a consultation had felt that their situation had improved as a direct result of their visit.

The telephone enquiry feedback indicated that 95% of people using the service found it useful.

2009 review plan will aim to include more of the people who received advice/ information only, private purchase/ sale support and health equipment.