

Evaluation of Changes to Model of Service Delivery Pregnancy Advisory Services: A Service user Perspective

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We present a reflection on Service Delivery Model changes to Pregnancy Advisory Services in Hywel Dda University Health Board in response to COVID-19 Pandemic.

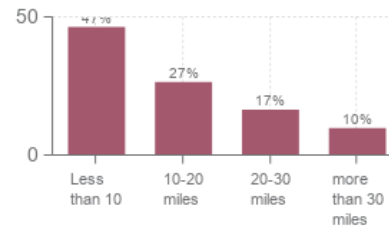


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Responses were received over a time period of three months from 12th Nov to 22nd Feb 2021 following Teleconsult clinics spread across three sites. All responses were in English Language

93.3%

28/30 service users did not experience any difficulty in access to services and used their own transport to travel to services.



■ Proximity to hospital in Miles



27/30 service users expressed confidence in being prepared for early medical abortion at home.



33% 10/30 clients would have preferred a face to face consultation

Tele Medicine for Abortion Services

Bilingual Feedback Link sent as Text on mobile devices with Questions on

- Ease of Access to Services
- Timeliness of Response
- Support & Information Provision
- Confidence felt in services
- Contraception Provision
- Preferred Consultation Method

Participation Voluntary Free Text entry enabled Analysis with support from Senior Public and Patient Engagement Officer

93.3%

28/30 service users expressed satisfaction over Information support and advice on future contraception

Drivers for Improvement



- More Support and clarity on timing of pills
- Address language barrier
- Enable further Information Provision

Conclusions

- Feasible Approachable and sustainable.
- Careful triage of patients can determine need for F2F consult.
- Telemedicine can be an enabler in times of crisis.
- We have adapted to Attend Anywhere Video Consultation Service to enhance service user experience since January 2021

Data Courtesy Ms Janice Whitebread iLilie Administrator Hywel Dda UHB