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Inpatient satisfaction with information about warfarin provided in a large UK–based hospital trust

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Abstract

Evidence indicates that dissatisfaction with information received about medicines contributes to reduced medicines adherence amongst patients. The primary objective of this study was to determine the degree to which inpatients were satisfied with the information they received about warfarin during their hospital stay in a large UK-based Trust. Patient satisfaction was measured using an adapted (14-item) Satisfaction with Information about Medicines Scale (SIMS). Questionnaires were distributed to inpatients, newly started on warfarin that had been counselled over a three week period. The questionnaire asks respondents to rate information provided about 14 different aspects of warfarin. Each question has five response options ranging from 'Too much' to 'none needed'. The optimum response is 'About right'. Levels of patient satisfaction were classified based on the number of times participants responded that the level of information provided was 'About right': 12 or more items - very satisfied; 10 or 11 items – satisfied; nine or less items – dissatisfied. Twenty-four questionnaires were completed. Sixty three percent of respondents were very satisfied; 17% were satisfied and 21% dissatisfied. Areas where patients most commonly felt they had not been given sufficient information included, how long it would take warfarin to act and what to do if they experienced unwanted side effects. Overall the majority of patients were satisfied with information provided about warfarin. The results of this small study highlighted specific areas where communication of information can be improved to address and reduce patients' concerns about warfarin therapy. Future work should incorporate novel anticoagulants.

Biography

Frances first started working in anticoagulation in 2002 when she commenced a PhD which explored the redesign of anticoagulation services in different care settings. Over the years, Frances has delivered a variety of anticoagulation services in secondary and primary care. As part of her current role she provides leadership through promoting clinical governance as it pertains to anticoagulation. Frances is a member of the UKCPA Haemostasis Anticoagulation and Thrombosis committee and a board member of the multidisciplinary Anticoagulation in Practice Society, contributing to the educational and conference activities of both. Aside from anticoagulation, Frances has an interest in medicines adherence.

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