

An evaluation of patient and family experience of burns MDT follow-up clinics

Dr Rachel Mumford, Dr David Aaron (Consultant Clinical Psychologists), Dr Rebecca Grubb & Dr Lauren Bradley (Clinical Psychologists), Pinderfields Burns Service



AIM

To evaluate patient (adult and child) and family experience of attending multidisciplinary (MDT) follow up clinic appointments within the regional burns service.

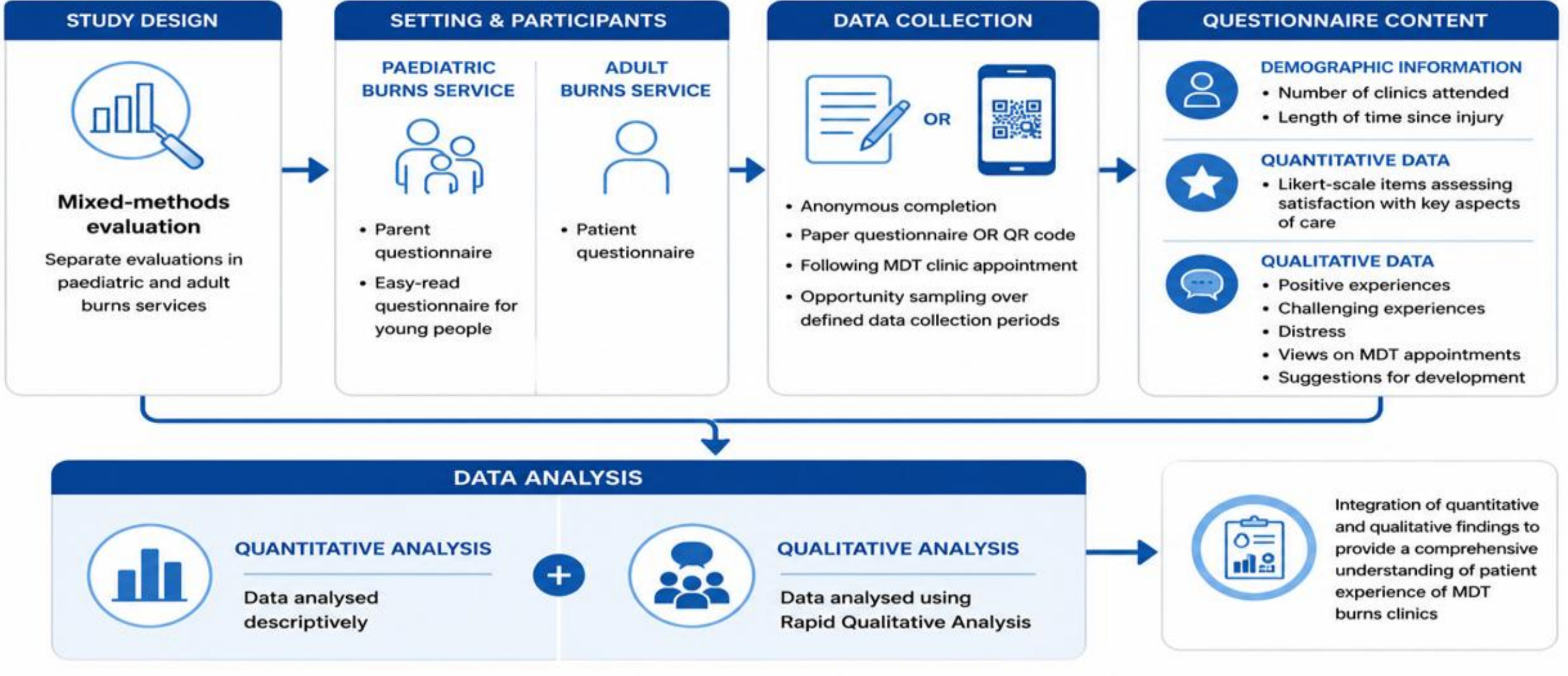
BACKGROUND

Burn injuries and associated scarring can have profound and long-lasting physical, psychological and social effects on both children and adults, impacting recovery, wellbeing, education or employment, family relationships, and overall quality of life.

Pinderfields regional burns service provide MDT outpatient clinics, attended by the consultant surgeon, occupational therapist and psychologist, to support holistic follow up to patients and families. Previous audit (Potter et al., 2023) identified that 46% of patients presented with psychosocial needs in clinic. For some, research indicates attending follow up appointments and the associated treatments can be anxiety-provoking, traumatic and challenging.



METHOD



RESULTS: Demographics

63 questionnaire responses received (see Figure 1). 40% patients were attending their first follow up clinic; 30% had attended over 5 clinics.

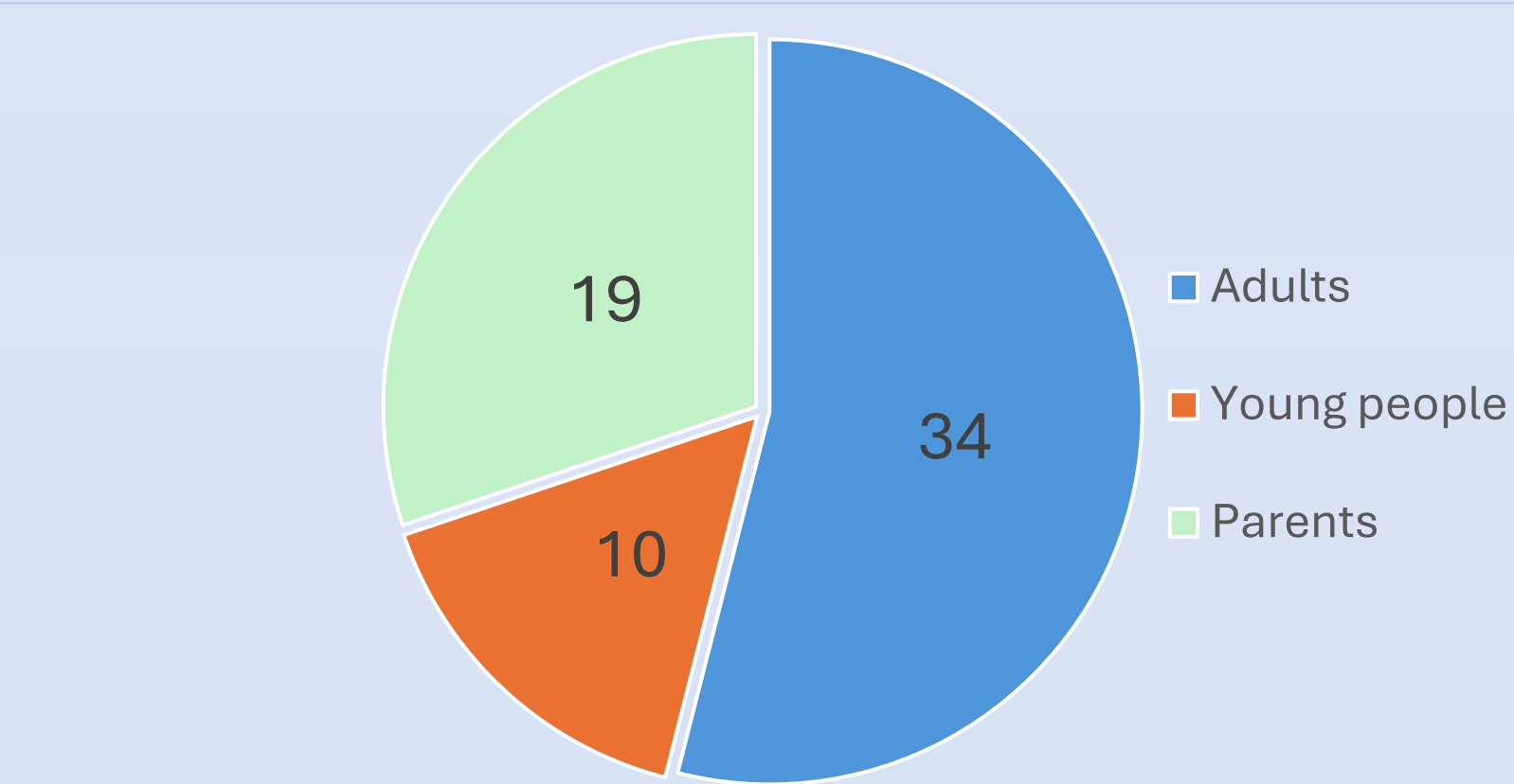


Figure 1: Number of responses from adult and paediatric clinics

RESULTS: Quantitative data

The majority of participants responded positively to statements relating to areas of best practice that the clinic aims to deliver (see Figure 2).

Some responses indicated difficulties with location of clinic, knowing what to expect and disagreeing with treatment decisions.

86% respondents reported that it had been helpful to see different members of the MDT at the same time.

Conclusions

- Burns MDT follow-up clinics are highly valued by adult and paediatric patients, and their families.
- MDT model is experienced as supportive, effective, and reassuring.
- Communication, sensitivity to patient anxiety, and attention to privacy identified as key areas for service development and future evaluation.

With thanks to the patients and families who took part in the evaluation

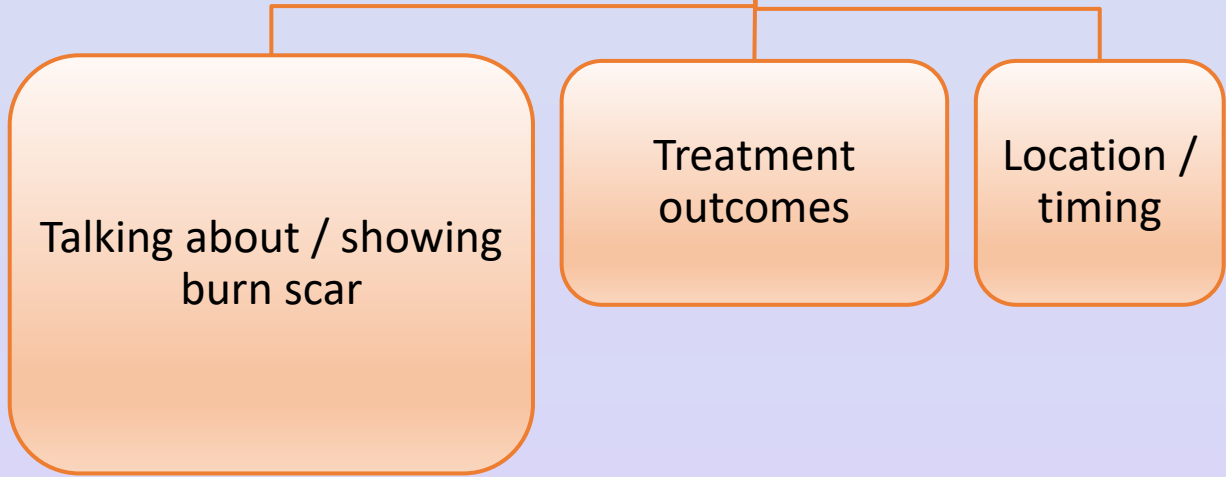
RESULTS: Qualitative analysis

"I loved how the staff team spoke to me and treat me; it's made me look forward to these appointments." (Young person)

Positives:
MDT / clinic approach

"The team are always brilliant with her, it's reassuring to know we're doing everything right." (Parent)

Challenges



"I think the whole experience of the appointment, the time given to discuss all details and answer my questions was a very very positive experience." (Adult)