Abstracts

1131 PATIENT EXPERIENCES OF TRANSITION FROM PAEDIATRIC TO ADULT SERVICES

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Background Young people face many challenges when entering adult life. For young people with complex health needs the process of transitioning from child-centred health care to adult services adds additional challenges. Research has consistently shown that making the transition process as effective as possible improves health and wellbeing outcomes for young adults with health needs.

Objectives We aimed to evaluate young adult experiences of transition at our large trust. We interviewed young adults from 4 different hospitals and 5 different clinical pathways. We gathered both quantitative and qualitative patient experience data to understand the strengths and weaknesses of our current transition pathways. We aimed to use this data to improve current pathways and to develop and improve transition across the trust.

Methods We identified all young adults who had completed the transition process in the last 2 years from 5 key transition pathways: Diabetes, Inflammatory Bowel Disease, Cystic Fibrosis, Nephrology and Haemoglobinopathies. Patients were contacted via telephone to complete a patient experiences survey capturing quantitative and qualitative data.

Quantitative data was aggregated and summarised in tables to assess overall satisfaction with the transition process. Qualitative data was analysed using a framework analysis approach to identify key emerging themes.

Results We received 24 responses from 110 attempted contacts. 68% of respondents recalled being given information regarding transition and 58% recalled attending a transition clinic. When asked about their experiences throughout paediatric, transition and adult clinics, the majority of respondents felt listened to, cared for and able to ask questions at all stages. However, positive responses decreased with progression to each stage. Respondents were asked if they felt they had received all necessary information at transition and adult clinics; whilst all transition clinic users agreed, only 80% of adult clinic users responded positively to this question.

9 key themes were identified from qualitative analysis:

1. Patients felt well prepared for the practicalities of transition.
2. Patients were unable to recall specific information they’d been given or whether they had attended a transition clinic.
3. Patients felt they received large volumes of information.
4. During transition there was an expectation that you were both an adult and a child.
5. Patients felt adult clinics involved longer waiting times and less flexibility
6. A perceived lack of flexibility around auxiliary services.
7. Patients found adult clinics better than they were expecting.
8. Inpatient issues
9. Patients start worrying about transition from a young age

Presented results will include verbatim quotes from young adult patients.

Conclusions Our results showed that patients had a generally positive experience of transition. There was, however, a perceived decline in care quality through transition and into adult services, which was also reflected in the qualitative data with patients highlighting a number of areas for improvement. Both qualitative and quantitative data identified a lack of meaningful transition education, with conversations on transition focusing on more practical aspects. Our research has informed a trust wide transition improvement programme focussed on young-adult care.