Nurse led clinics

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Who can deliver the clinics?

- Senior Staff Nurses (Band 6) – Supervision by Consultant
- Nurse Practitioners (Band 7) – Prescribers – Consultant supported
- Advanced Nurse Practitioners (Band 8) – Prescribers, Independent
Education

Klick competences

NHIVNA online course

STIF - Course
What is a nurse-led clinic?

- **KLICK: ANNUAL OR BI-ANNUAL REVIEW**
  - 10 CLINICS PER WEEK

- **INJECTABLES CLINICS**
  - 1-2 CLINICS PER MONTH

- **FACE TO FACE APPOINTMENTS**
  - 5 CLINICS PER WEEK
How does a typical day look like?
Medical Proforma

Patient Profile:
- Past medical history
- Concurrent medication
- Possible problems/side effects

Wellbeing_2:
- Sexual Health
- Women’s Health
- Vaccinations

Wellbeing_1:
- Alcohol and RDU
- Biometric data
- Mood and support
- Consultation
- GP letter
Klick - all metrics – Clinical audit 07-08/2022, n=40
Cohort complexity: polypharmacy
Clinical audit 07-08/2022, n=40

None: 2
One: 11
Two: 10
Three: 5
Four: 4
Five: 4
Seven: 1
Nine: 1
Eleven: 2
Cohort complexity: Comorbidities (34/40)
Clinical audit 07-08/2022, n=40

- None: 6
- One: 10
- Two: 11
- Three: 5
- Four: 5
- Seven: 1
- Nine: 1
- Ten: 1
Tools we use during consultation

- **FRAX score**
  - [https://www.sheffield.ac.uk/FRAX/tool.aspx](https://www.sheffield.ac.uk/FRAX/tool.aspx)

- **QRisk3**
  - [https://qrisk.org/three/index.php/](https://qrisk.org/three/index.php/)

- **FAST Scoring**

- **Liverpool university DDIs**
  - [https://www.hiv-druginteractions.org/checker](https://www.hiv-druginteractions.org/checker)

- **PHQ-9 Depression**
  - [https://patient.info/doctor/patient-health-questionnaire-phq-9](https://patient.info/doctor/patient-health-questionnaire-phq-9)

- **GAD-7 Anxiety**
Who do we refer to?

- Women clinic
- Menopause clinic
- Sexual health clinic
- Anoscopy clinic
- Smears
- Dietician
- Physiotherapy
- Peer Support
- Mental Health/HIV CNS
- Psychological service
- Community organisations
- Cardiology clinic
- Tb clinic
- Hepatology clinic
- Neurology clinic
- Over 50s
- Metabolic clinic
- Coordination of care
- Referrals to other specialties
- Vaccinations
- GP
- Psycho-social wellbeing
- Comorbidities
Benefits for nurses, services and patients

- Personal development
- Increased work satisfaction
- Independent working
- Better triage of patients
- Patient Satisfaction
- Cost-effectiveness
What patients say:
Damian Kelly for EATG at Glasgow HIV Drug Therapy in 2016
Patient Survey 2021

Patients reported high satisfaction with the service overall

“Fast, efficient, convenient. Much better than being on telephone hold for 30-minutes. Frees up staff to do other things”

“Was a pretty seamless experience”

“Smart and confidential”

Patients felt in control

“I feel in control and empowered to take part in my care”

Patients appreciated user-focused technology

“Very user friendly application, focussing not only around healthcare professionals safety but most importantly focusing on patient quality of care”

Most patients wanted the option of virtual consultations

90% Positive experience booking appointments

70% Patients use multiple features of app

>80% Rate all core features as extremely important or important

77% Klick superior or more preferable than previous booking system
Patient Survey 2021 – Nurse-led Consultations

How would you rate your experience of the Annual Review consultation with an experienced nurse?

Answered: 85  Skipped: 23

- Strongly positive: 50%
- Positive: 35%
- Neutral: 9%
- Negative: 5%
- Strongly negative: 2%

85% Strongly positive or positive experience

>50% felt the level of care provided by the nurse consultation was superior or preferable to the mainstream/historic service

“There was plenty of time to go through each item and there was not the feeling of holding up a doctor from seeing another patient.”

“I would be happy to have Annual Review consultation with Nurse, but wish to have this particular one with Consultant as I want to discuss changing treatment.”
Thanks to everyone who has contributed to Klick...

Klick Core Team
Dr Sara Day ● Becki Wilkins ● Yodit Fissahaye-Yimer ● Dr Ana Milinkovic ● Dr Paul Holmes ● Caroline Rae

Everyone by name:

ViiV Healthcare Team
Thom Van Every and Christina Nesheva
Sangeeta Patil and Aaron Pond

Avegen Team
Nayan Kalnad and the rest of the team

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