

An Evaluation of Patient and Family Experience of Treatment in Two CAMHS Specialist Community Eating Disorder Services



Dr. Jennifer Fagan^{2,3}, Dr. David O'Driscoll^{1,3}, Rhona Jennings³, Marie Corbett¹, Dr. Caroline Maher⁴, Sarah Wade⁴, Dr. Michelle Clifford^{2,3}, Dr. Sara Mc Devitt^{1,3}

¹ Cork and Kerry Regional Eating Disorder Service (CAREDS), Unit 9, St. Stephens Hospital, Glanmire, Cork, ² Linn Dara Child & Adolescent Mental Health Services, Eating Disorder Service, Cherry Orchard Hospital, Dublin 10, ³ Health Service Executive, National Clinical Programme for Eating Disorders, ⁴ St. Vincent's University Hospital Eating Disorder Service, Dublin

Introduction

- The HSE National Clinical Programme for Eating Disorders (NCPED) launched a national Model of Care for Eating Disorder Services in 2018. Only three of sixteen recommended specialist teams are operational: Linn Dara Community Eating Disorder Service (LDCEDS), the Child and Adolescent Regional Eating Disorder Service for Cork/Kerry (CAREDS) and St Vincent's University Hospital (SVUH) adult service.
- The NCPED model of care identified a need for further knowledge of patient experience of recovery. The Experience of Service Questionnaire (ESQ) is a short feedback tool used by the NCPED as a measure of service user satisfaction. It consists of twelve patient/carer rated items and three free text sections which provide qualitative feedback.

Scan QR code to view ESQ:



Objectives

- To evaluate patient and family experience of treatment with two specialist child and adolescent eating disorder services (CAREDS and LDCEDS)
- To identify the factors valued by patients and families in terms of service satisfaction and recovery

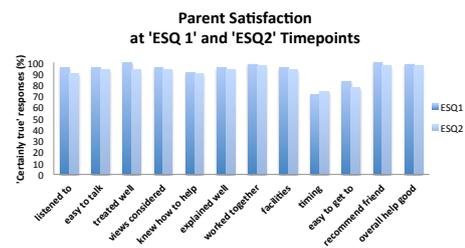
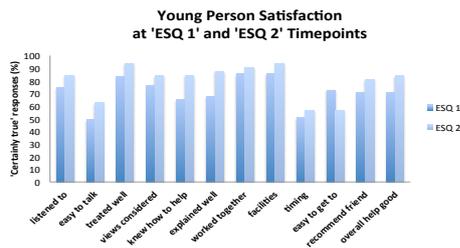
Methods

- ESQ was administered at 6 weeks, 6 months, annually and at discharge
- Responses were analysed at two time points: ESQ1 (6-12 weeks) and ESQ 2 (6 months, annually or discharge).
- A thematic analysis was performed on the responses of the three qualitative questions, using an inductive and semantic approach.

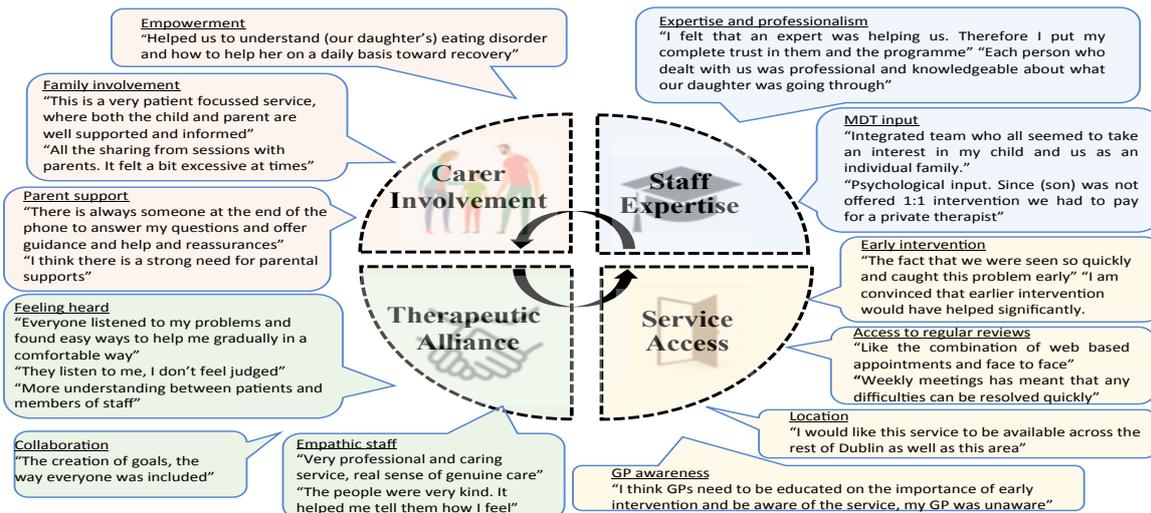
Results

- 159 individuals completed an ESQ, total 184 ESQs completed.
- Carers at both time points (ESQ1:ESQ2) felt listened to (95.5%: 90.3%), that the team was working well together (98.5%: 96.8%), that it was easy to talk (95.5%: 93.6%) and that their views were considered (95.5%: 93.6%). The lowest rated items for carers were timing and location of appointments.
- Items rated most highly by young persons at both points (ESQ1:ESQ2) were the team working well together (85.5%:90.6%), facilities (85.5%:93.8%), and feeling well treated (83.6%: 93.8%). The lowest rated item for young people was convenience of timing of appointments.
- There was a statistically significant difference in "certainly true" responses between carer and young person at ESQ1, which did not persist after six months of treatment.
- The main themes identified in thematic analysis of Q13-15, were carer involvement, staff expertise, therapeutic alliance, and service access.

Results of ESQ section 1 (Q1-12); (n=159, no. participants) (n=184, no. questionnaires):



Thematic analysis of qualitative feedback (Q.13-15): Themes representing what was important to service users across both positive and negative experiences



Conclusions

- There was a high level of service user satisfaction with specialist child and adolescent eating disorder services to date, as rated by the ESQ. The themes identified reflect similar findings in the literature.
- Young people's satisfaction with the service improved over time, potentially reflecting recovery and highlighting initial resistance to treatment and the egosyntonic nature of eating disorders. As the NCPED evolves and more services become operational in Ireland, ongoing wider service evaluation projects are required.

Declarations

Ethical approval was granted by Linn Dara Ethics Committee (Jan 2021) and Clinical Research Ethics Committee Cork (Dec 2019). This research has also been submitted to the Irish Journal of Psychological Medicine in Dec 2021.