

Reference: FOI.ICB-2324/391

Subject: NHS Appliance Use Review Form

I can confirm that the ICB does hold some of information requested; please see responses below:

| QUESTION | RESPONSE |
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| <p>I would be grateful if you could provide the following:-</p> <p>All information/ statistics/results relating to the information collated/detailed in the forms completed in the Annual Review Form with regard to using the NHS appliance - namely Indwelling Catheters.</p> | |
| <p>How many forms were actually completed and returned to NHS Bristol North Somerset and South Gloucestershire? (please advise monthly figures and annual figures).</p> | <p>No Appliance Usage Review forms have been shared with the ICB. The Appliance Usage Review record form is a clinical record of a confidential consultation between a healthcare professional and a patient and sharing with the ICB would be inappropriate.</p> |
| <p>Are providers required to provide an AUR to check all patients using an NHS Appliance? i.e. Indwelling Catheter? Is the AUR standard practice?</p> | <p>No, Appliance Usage Reviews are what is known as an “advanced Service” and as such community pharmacies and Dispensing Appliance Contractors are not obliged to offer the service.</p> |
| <p>How long should the NHS Appliance Use Review form be kept by any organisation who completes the AUR Form (what is deemed reasonable)? (1 year? 5 years?)</p> | <p>Appliance Usage Review records should be kept for a minimum of 12 months. There is a template record form available at https://cpe.org.uk/wp-content/uploads/2013/07/Form-APPL04-1.doc</p> <p>We don't believe a provider of AURs is obliged to use this form but the minimum data set that must be recorded is:</p> <ul style="list-style-type: none"> • the date of the review; |

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| | <ul style="list-style-type: none"> • the name of the pharmacist or specialist nurse who undertook the review; • the name of the patient, and the address at which the review took place; • the name of any other person present during the review (and their relationship with the patient); • the reason why a review is required; • the advice given to the patient; • any intervention made. |
| <p>I would like to know what Appliance the AUR was for. I.e. I would like the information with regards to all Indwelling Catheters.</p> <p>Are these forms only used for Indwelling Catheters for all NHS Appliances?</p> | <p>As discussed above, records of individual reviews are not shared with the ICB and so no information on what appliances AURs carried out have been with regard to Indwelling Catheters.</p> |
| <p><u>Page 2 - In the Section - I would like the data/ results</u></p> <p>* What was the Appliance being reviewed on the AUR Form.</p> <p>* How many users/patients answered 'Yes' they were happy with the service provided? How many answered 'No'.</p> <p>* How many users/patients advised that they had experienced pain? I would like all results / information / statistics for this point with regards to Indwelling Catheters.</p> <p>* How many users/patients advised that they had any issues with their skin whilst using the NHS Catheter Appliance (please advise figures each month and also the annual figures/results) I</p> | <p>We do not hold this information and some of these items here are for information that is not part of the minimum data set for a review. Of course, any particular provider may have captured additional information to support the consultation.</p> |

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| <p>would like all information / statistics for these results / any information</p> <p>* How many users/patients advised that they had any new concerns? What where those concerns?</p> | |
| <p>I would like the information/results of the Indwelling Catheter AUR Review Forms results/information to be provided both monthly results/figures and annual results/figures for this form.</p> | |
| <p>Monthly & Annual AUR Results/data from the form since 2018 (the last 6 years) if possible</p> <p>Jan 2018 to Dec 2018</p> <p>Jan 2019 to Dec 2019</p> <p>Jan 2020 to Dec 2020</p> <p>Jan 2021 to Dec 2021</p> <p>Jan 2022 to Dec 2022</p> <p>Jan 2023 to Dec 2023</p> | <p>As discussed above we do not have the data available to give numbers of AURs related to indwelling catheters. Below we show the numbers of AURs claimed for by providers in the ICB area.</p> <p>Dispensing Appliance Contractors often provide services outside of the immediate area within which they are located and we do not hold data for providers outside of this ICB area who may have provided AURs to patients within the BNSSG area.</p> <p>The data below is by financial year as that is how we have the data for the number of AURS claimed for.</p> <p>PLEASE SEE DATA TABLE BELOW</p> |
| <p>Could you also advise me of the reason for the data collection for NHS Appliance Annual Review Form - Catheters?</p> <p>My understanding is: <i>'to establish the patient's use of appliance and the patient's experience and identify, discuss and assist in the resolution of poor or ineffective use of the appliance'.</i></p> | <p>We are not aware of an NHS Appliance Annual review form only the Appliance Usage Review form. Providers need to keep a record of AUR consultations which is what this form is used for.</p> <p>The purpose of an AUR is to improve the patient's knowledge and use of any 'specified appliance' by:</p> |

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| | <ul style="list-style-type: none"> • establishing the way the patient uses the appliance and the patient's experience of such use; • identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient; • advising the patient on the safe and appropriate storage of the appliance; and • advising the patient on the safe and proper disposal of the appliances that are used or unwanted. |
| <p>Can you advise how many times the Healthcare provider, who has completed an AUR with a patient, has assisted in resolving any issues indicated on the form with regards to experiencing pain whilst using the Appliance i.e. catheter and/or the patient has experienced skin integrity problems? Who would be responsible for collecting this data ?</p> | <p>As discussed above this information is not held by the ICB. It pertains to details of confidential consultations. The persons providing the AUR are responsible for capturing at least the minimum data set described above.</p> |
| <p>Could you advise whether the information provided on the NHS Appliance Annual Review Form results are shared with anyone?</p> <p>What would the end to end process be?</p> <p>Also how are results / data findings shared to improve patient experience etc?</p> | <p>When an Appliance Usage Review has been completed the party conducting the AUR should share as follows.</p> <ul style="list-style-type: none"> • A copy must be sent to the pharmacy owner (where the AUR was conducted by a third party on behalf of the pharmacy); • The information about the date of review, the identity of the patient and the pharmacist or specialist nurse who carried out the review must be sent to the patient's GP if they are registered with one; • Any information which the pharmacist or specialist nurse considers necessary for the GP to be aware of must be forwarded to the patient's GP (if they are registered with one); and • Any information sent to a patient's GP must also be copied to any nurse who is practising with the GP and providing relevant |

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| | <p>primary medical services to the patient if it is known that there is such a nurse.</p> <p>This sharing is on an individual patient basis such that the GP is aware such a review has taken place and is advised of any relevant issues about that individual patient.</p> |
| <p><u>Indwelling Catheters - NHS</u></p> <p>I also request all data collected with regards to any reported issues or recorded problems with regards to the use of indwelling catheters I request all information held by the NHS and also any data on 'no recorded problems' or 'recorded issues' with regards to the use of indwelling catheters that the NHS has collected with regards to any reported problems 'or not' with regards to the use of indwelling Catheters by NHS patients in the UK.</p> | <p>The ICB does not hold data about adverse effects or issues arising from the use of indwelling catheters in the ICB area or for England as a whole.</p> <p>The MHRA is responsible for regulating the UK medical devices market. Side effects of medicines and appliances are reported to and captured by the MHRA - https://products.mhra.gov.uk/</p> |

Number of AURs performed by providers in BNSSG

| | Num AUR | Num AUR | Num AUR | Num AUR | Num AUR | Num AUR | Num AUR | Num AUR | Num AUR | | |
|-------------------------------------|------------|------------|------------|------------|------------|------------|------------|-----------------------|------------|----------|---------------|
| Apr-18 | 0 | Apr-19 | 0 | Apr-20 | 0 | Apr-21 | 0 | Apr-22 | 0 | Apr-23 | 0 |
| May-18 | 0 | May-19 | 0 | May-20 | 0 | May-21 | 0 | May-22 | 0 | May-23 | 0 |
| Jun-18 | 0 | Jun-19 | 0 | Jun-20 | 0 | Jun-21 | 0 | Jun-22 | 0 | Jun-23 | 0 |
| Jul-18 | 9 | Jul-19 | 0 | Jul-20 | 0 | Jul-21 | 0 | Jul-22 | 0 | Jul-23 | 0 |
| Aug-18 | 46 | Aug-19 | 0 | Aug-20 | 0 | Aug-21 | 0 | Aug-22 | 0 | Aug-23 | 0 |
| Sep-18 | 0 | Sep-19 | 0 | Sep-20 | 0 | Sep-21 | 0 | Sep-22 | 0 | Sep-23 | 0 |
| Oct-18 | 0 | Oct-19 | 0 | Oct-20 | 0 | Oct-21 | 0 | Oct-22 | 0 | Oct-23 | 0 |
| Nov-18 | 0 | Nov-19 | 0 | Nov-20 | 0 | Nov-21 | 0 | Nov-22 | 0 | Nov-23 | not available |
| Dec-18 | 0 | Dec-19 | 0 | Dec-20 | 0 | Dec-21 | 0 | Dec-22 | 0 | Dec-23 | not available |
| Jan-19 | 0 | Jan-20 | 0 | Jan-21 | 0 | Jan-22 | 6 | Jan-23 | 0 | Jan-24 | not available |
| Feb-19 | 0 | Feb-20 | 0 | Feb-21 | 1 | Feb-22 | 0 | Feb-23 | 0 | Feb-24 | not available |
| Mar-19 | 0 | Mar-20 | 0 | Mar-21 | 0 | Mar-22 | 0 | Mar-23 | 0 | Mar-24 | not available |
| Total for Financial year | 55 | 0 | 1 | 6 | 0 | 0 | 0 | FY to date | 0 | 0 | 0 |

The information provided in this response is accurate as of 23 January 2024 and has been approved for release by Dr Joanne Medhurst, Chief Medical Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.