

Patient Satisfaction Surveys myCOPD

myCOPD

myCOPD is an NHS approved patient self-management App designed by experts, with patients, to support and enhance current service delivery and patient empowerment.

Background

Currently used in over 100 CCGs in NHSE, health care boards in Scotland and Wales and New Zealand, myCOPD has been adopted by many services in a variety of ways to adapt to local requirements and resources. Irrespective of the model in which the App is utilised, a key factor for its adoption is how easy the patients find the App to use and whether they perceive it to have led to any benefit in their overall care.

Several services have now conducted patient satisfaction surveys to try and answer those questions.

Real-World Evidence - Patient Satisfaction Survey Results

West Lothian sent out a patient satisfaction survey to patients enrolled between December 2017 and June 2018.

- 86% of the patients surveyed indicated that they logged in at least once a week to their App
- 86% found the App Easy to use
- 96% found the App helpful
- 100% found the education section helpful
- 100% found the inhaler videos helpful

- 90% found the pulmonary rehabilitation section helpful
- 95% of patients reported they felt confident about looking after their COPD since using the APP
- 95% of patients would recommend the App to their friends and family

In 2019 a similar survey conducted by Ipswich found:

- 90% of patients would rate their experience of myCOPD as good
- 90% would recommend the App to their friends and family
- 70% of patients felt they had enough support from the App to manage their COPD
- 60% felt at least somewhat confident in managing their COPD before using the app Vs 100% after gaining access to myCOPD
- 73% of patient felt that myCOPD helped them to understand their condition better

Summary

Overall myCOPD is an intuitive patient self-management tool that is felt to be of benefit to the patients and helps improve their confidence and knowledge to better manage their condition.