

"Your Service, Your Say": Patient Perspectives on HIV Care, Communication, and Stigma at CUH

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Background

- Advances in HIV care have transformed HIV into a chronic, manageable condition
 - with increasing emphasis on long-term engagement in care and patient experience
- Understanding how people living with HIV (PLWH) perceive outpatient infectious diseases (ID) services is essential to optimising service delivery.
- Patient-reported experience measures offer insight into key aspects of care, including:
 - Accessibility
 - Communication
 - Confidentiality
 - Clinical environment
 - Previous experiences of stigma
- Cork participates in the Fast-Track Cities initiative
 - aims to improve HIV outcomes and promote patient-centred care
- This survey evaluates patient experience of the ID outpatient department (OPD) at Cork University Hospital (CUH), including service quality and stigma

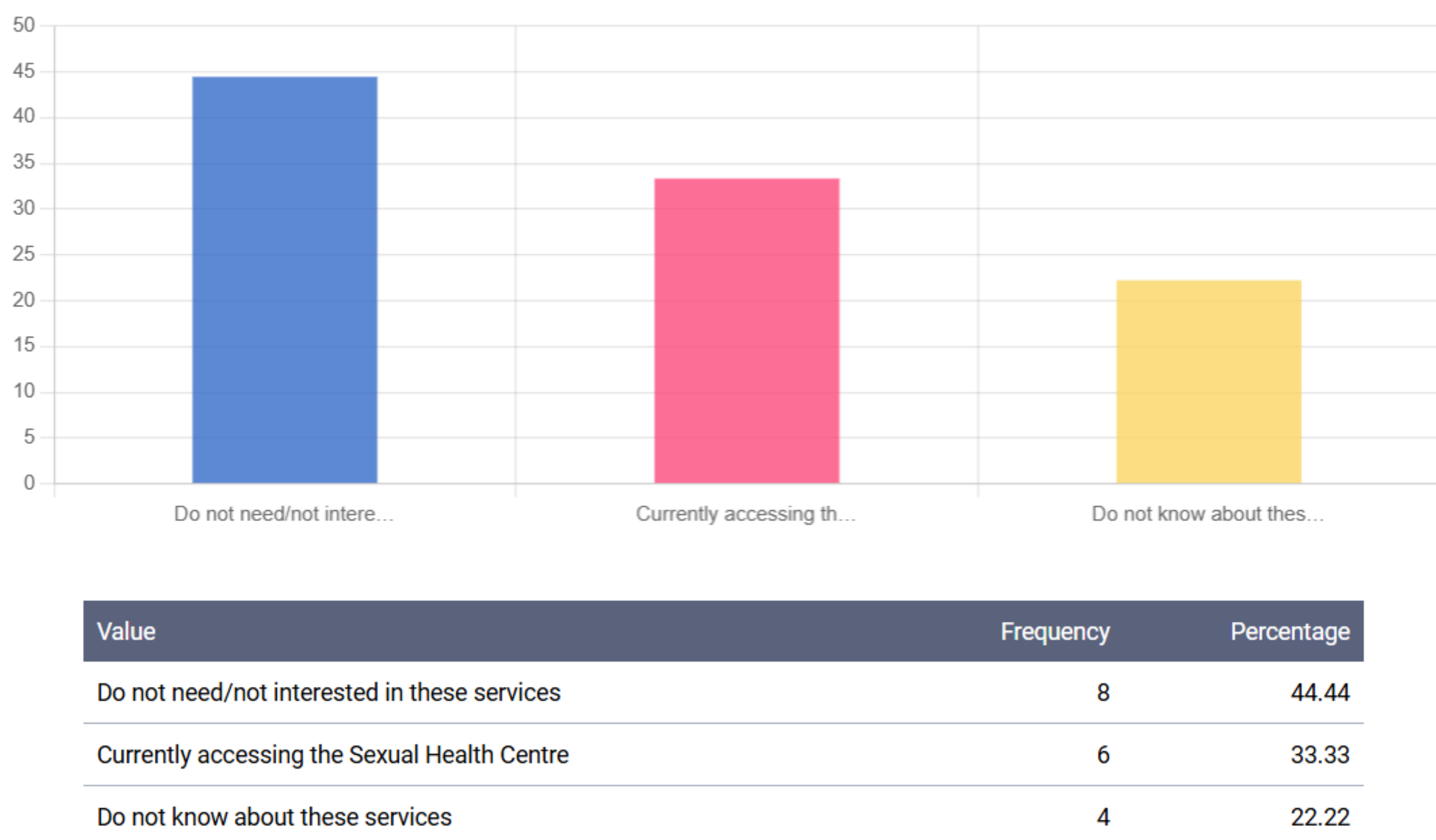
6.3. For people living with HIV: how would you rate the availability of HIV-related resources and support at the clinic?
TYPE: SELECT_ONE. 18 out of 18 respondents answered this question. (0 were without data.)



Results

- Respondents reported high overall satisfaction with the ID OPD service.
- Positive themes included strong clinician–patient communication with 17 of 18 respondents feeling they had enough time to discuss results and all respondents feeling they had sufficient privacy.
- 14 respondents also felt they had a strong say in decisions concerning treatment.
- Areas of improvement identified: increased seating and waiting times.
- 4 of 18 respondents noted not being aware of the Sexual Health Centre services - suggesting another area of improvement as regards patient awareness and education.
- Most feedback related to positive service experiences
- Some participants reported prior negative experiences, with 2 respondents noting having previously experienced stigma within CUH.

6.4. For people living with HIV: Are you aware of the supports available the Sexual Health Centre?
TYPE: SELECT_ONE. 18 out of 18 respondents answered this question. (0 were without data.)



Conclusion

- PLWH attending the CUH ID OPD report satisfaction
 - particularly in communication and confidentiality
- These findings support the quality of the OPD services in CUH services
- Patient feedback identified key areas for improvement
- Notably, experiences of stigma within CUH was a concerning finding
 - Highlighting a need for further education and advocacy, for which services like Fast Track Cities serves an essential role.
- Continued evaluation of patient perspectives will be important in guiding service development and ensuring high-quality, inclusive HIV care, with the survey still ongoing.

Methods

- A cross-sectional, anonymous survey was conducted among PLWH attending the CUH ID OPD.
- Survey developed in collaboration with Fast-Track Cities partners
- Included: Quantitative & Qualitative questions
- Assessing:
 - satisfaction with services
 - accessibility
 - communication
 - confidentiality
 - stigma
 - overall care experience
- To date, 18 participants have completed the survey. Quantitative responses were summarised using simple counts and percentages, and free-text responses were reviewed to identify common themes

3.4. For people living with HIV: have you ever experienced any discrimination at CUH due to your HIV status?
TYPE: SELECT_ONE. 18 out of 18 respondents answered this question. (0 were without data.)

