

# Patient Experience Survey for CDAS Service users in Hospitals

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## Background

People who use drugs (PWUD) have increased exposure to drug-related harms and are more likely to be admitted to hospital.

There are significant hindrances to accessing and receiving fair care. Past research has shown that PWUD have poor access to healthcare and that their management was substandard compare to non-drug users

## Aim

To explore and monitor experience of hospital care provided to patients of Stoke Community Drug and Alcohol Services (CDAS) and Edward Myers Unit (EMU; an inpatient addiction unit).

## Method

The sample was collected from patients who attended face-face clinics at CDAS and patients living in Stoke-On-Trent who were admitted to the Edward Myers Unit  
The cohort of patients from CDAS included new presentations or restart Opioid Substitution Treatment (OST) clinics and people known to the alcohol team at CDAS

## Results

### Participant characteristics

#### Gender

Female 20 (27%)  
Male 53 (70%)  
Prefer not to say: 3 (3%)

#### Age

21-30: 5 (7%)  
31-40: 31 (41%)  
41-50: 28 (37%)  
51-60: 10 (13%)  
61:70: 2 (2%)

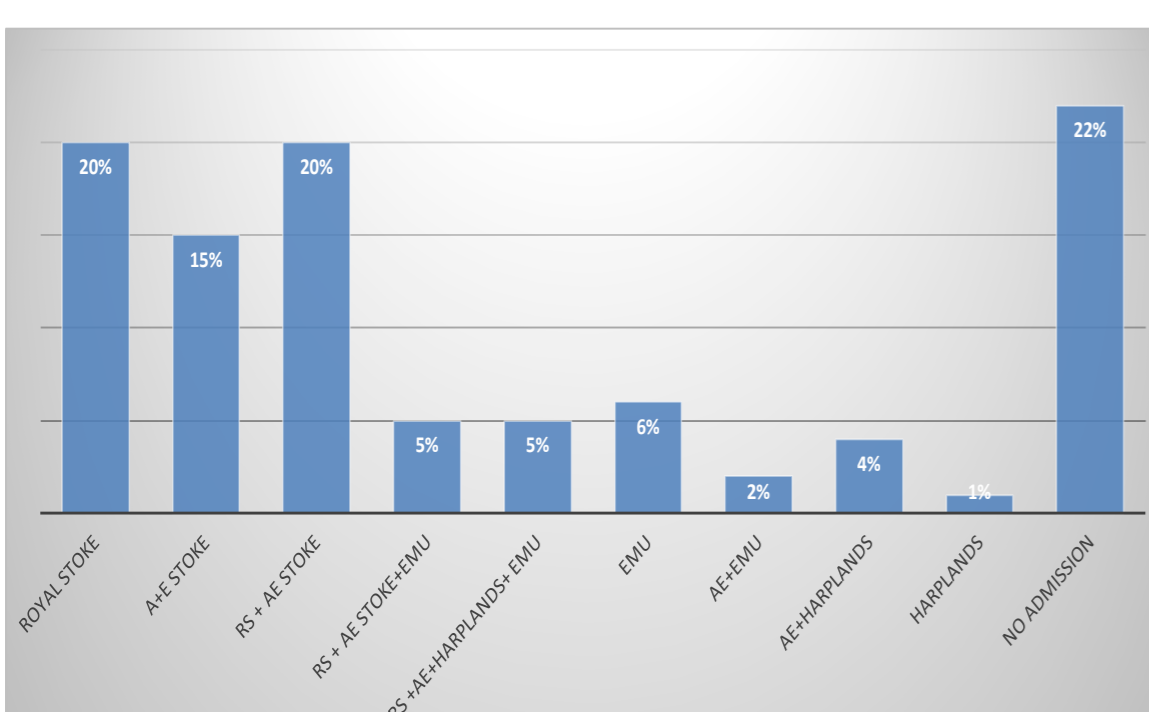
#### Ethnicity

- White British: 70 (93%)

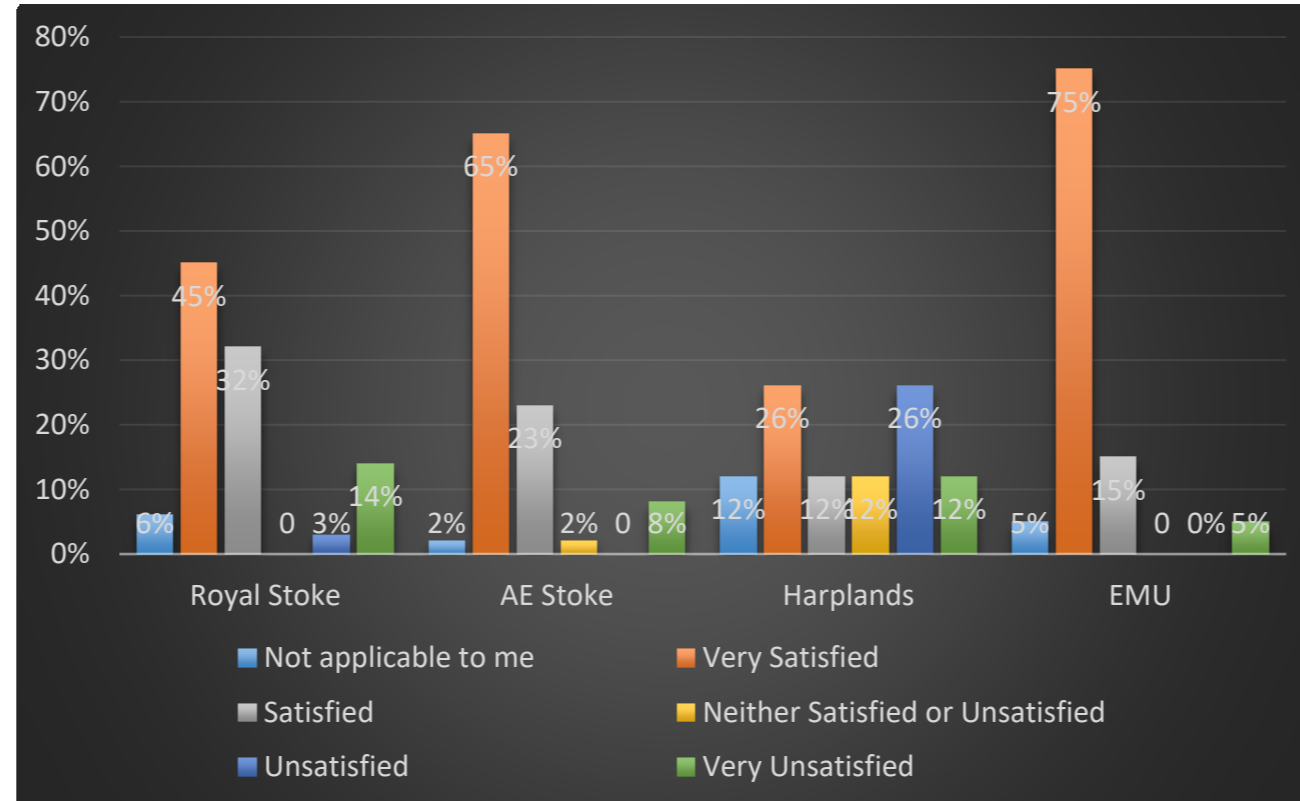
#### Most common substances used:

- Alcohol 28%
- Alcohol + Heroin 3%
- Heroin 17%
- Heroin+ Crack cocaine 9%
- Heroin + Monkey Dust 6%
- Heroin + Others (Benzodiazepines, Pregablin, Amphetamine, Cannabis) 18%
- Not mentioned 19%

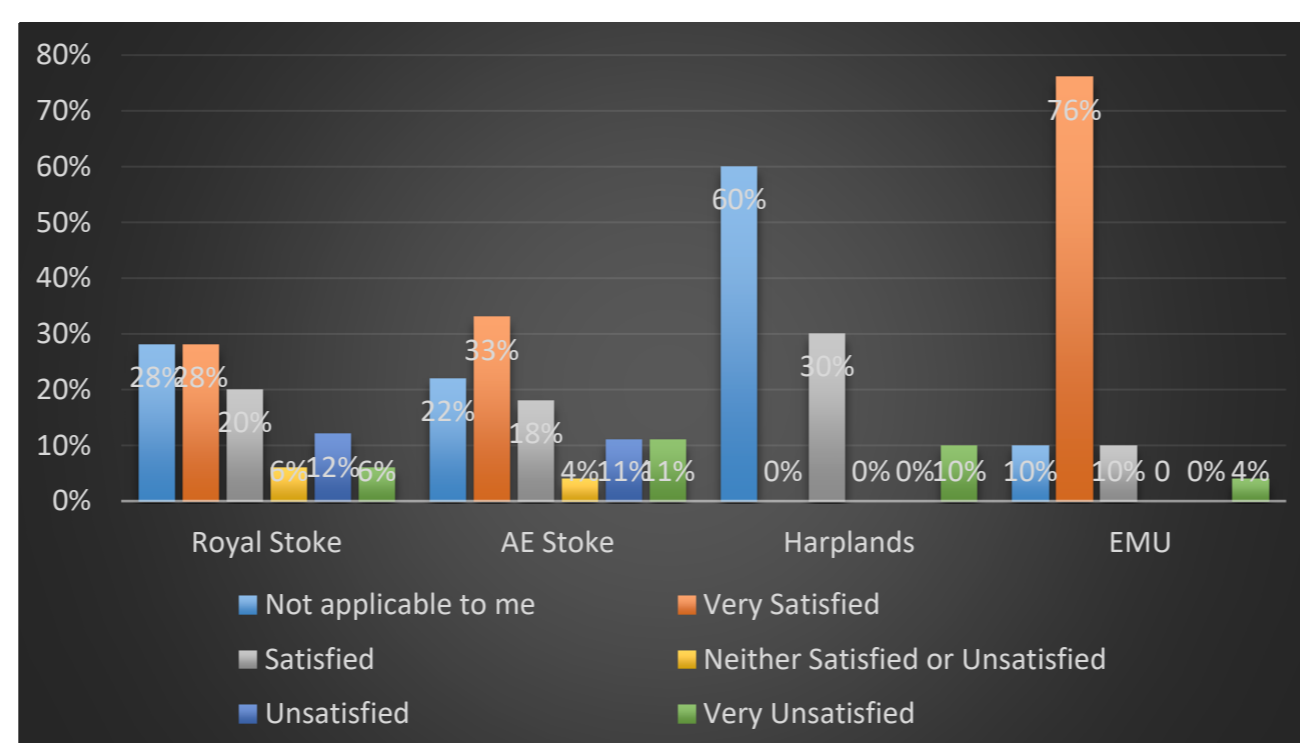
### Have you been in any of the listed hospitals in the last 12 months?



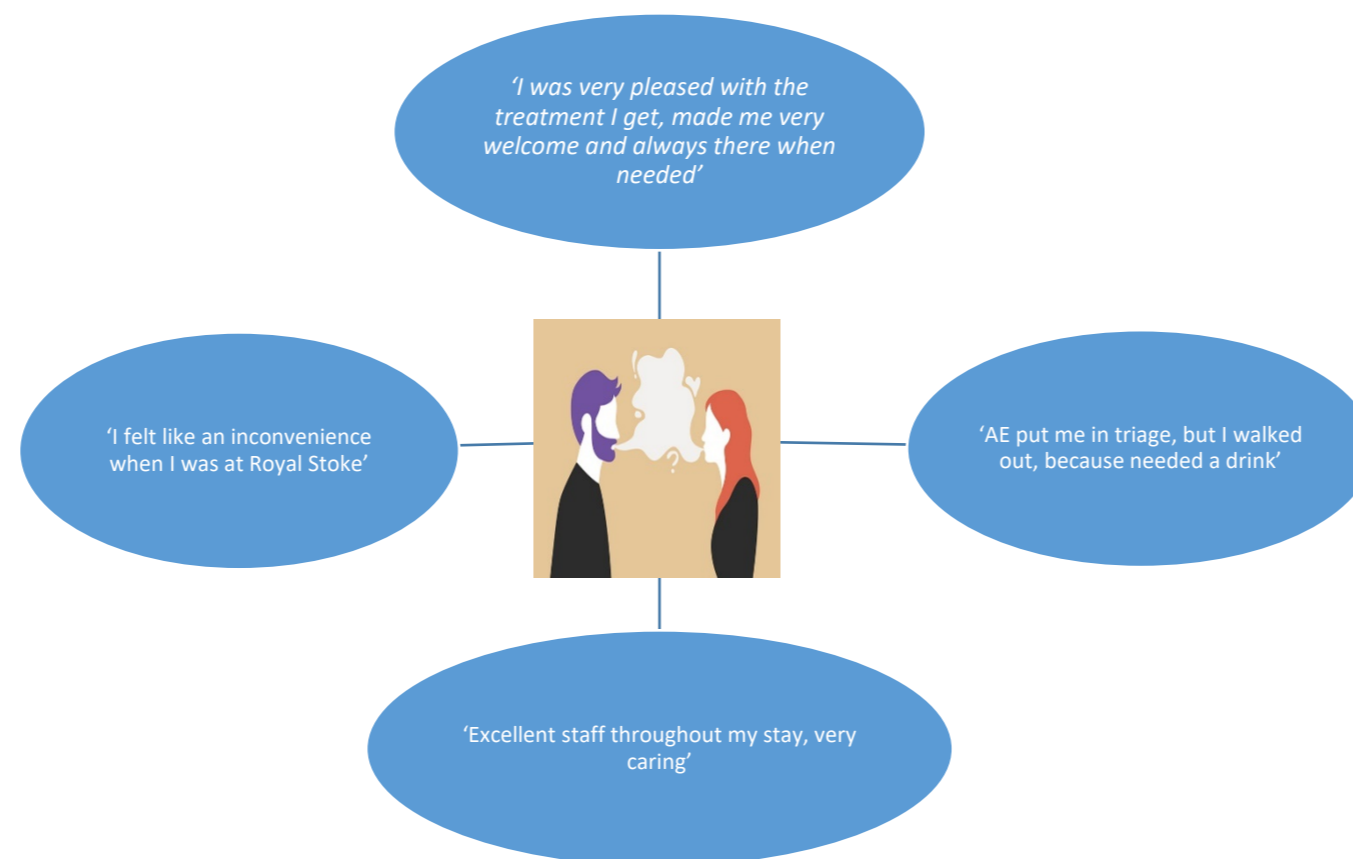
### Were you satisfied with your treatment?



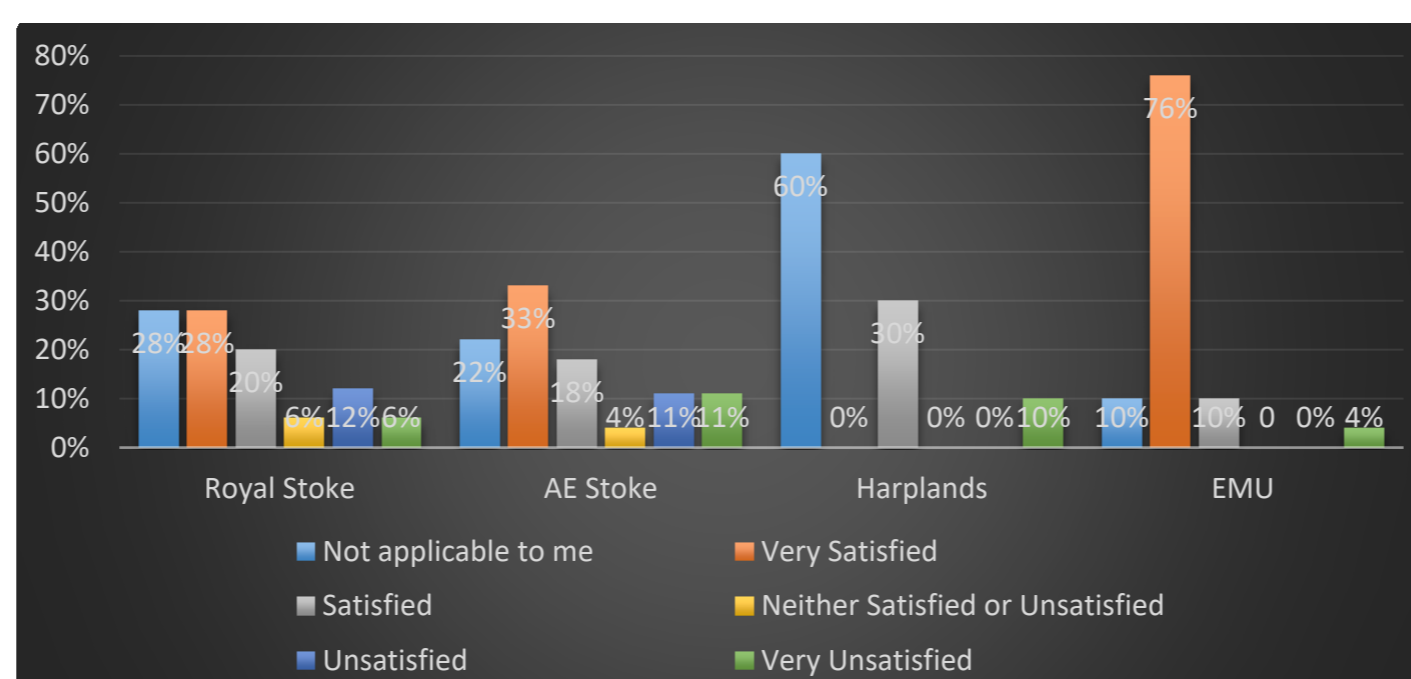
### If you had withdrawal symptoms were you satisfied with their management?



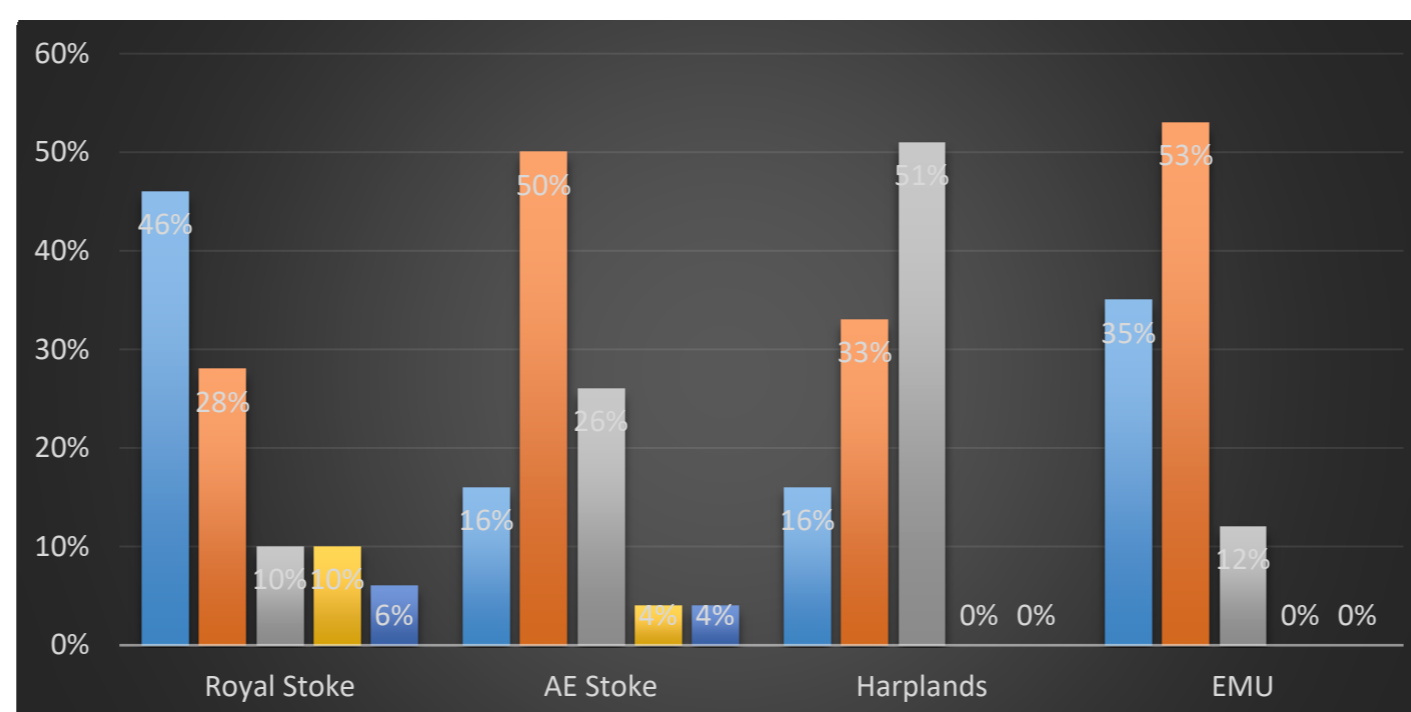
### Free text comments



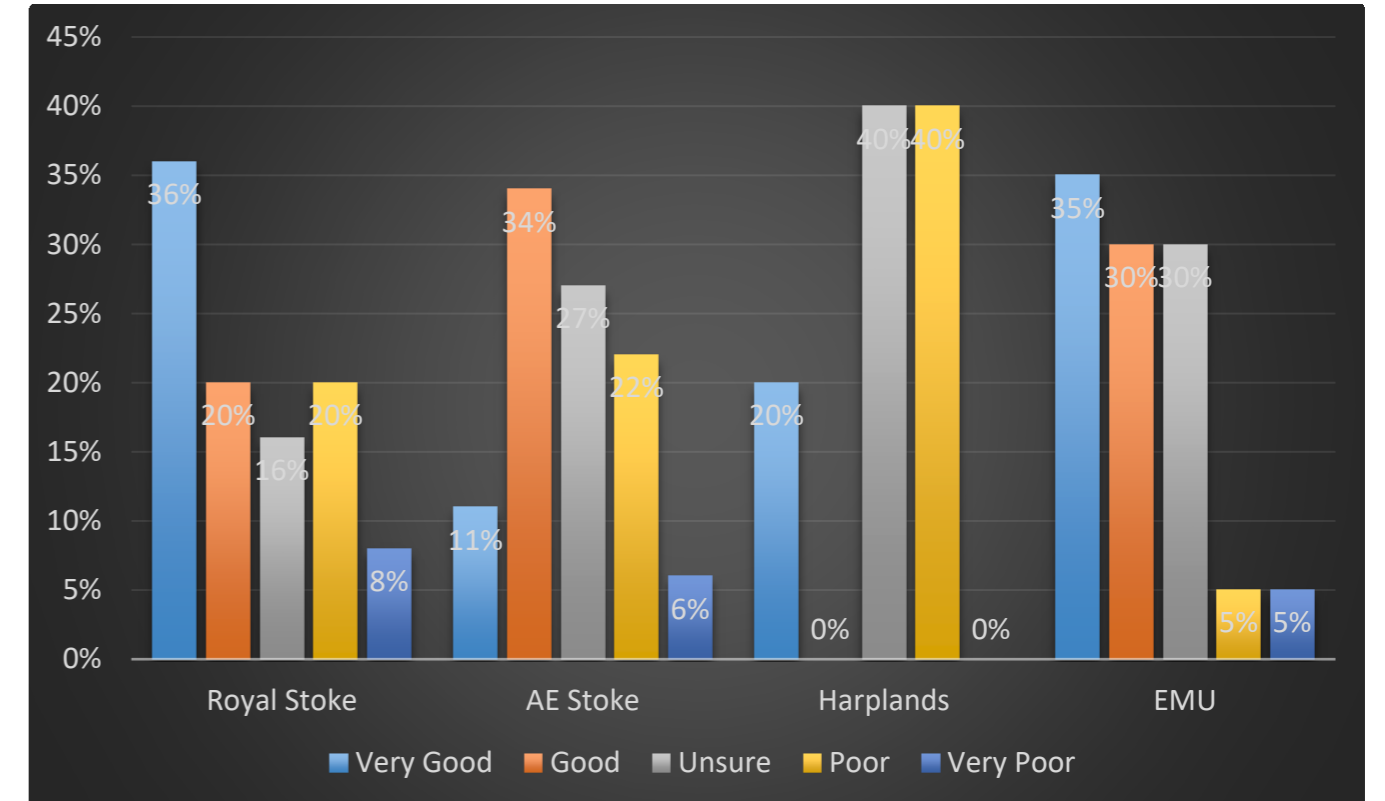
### If you had symptoms of pain were you satisfied with their management?



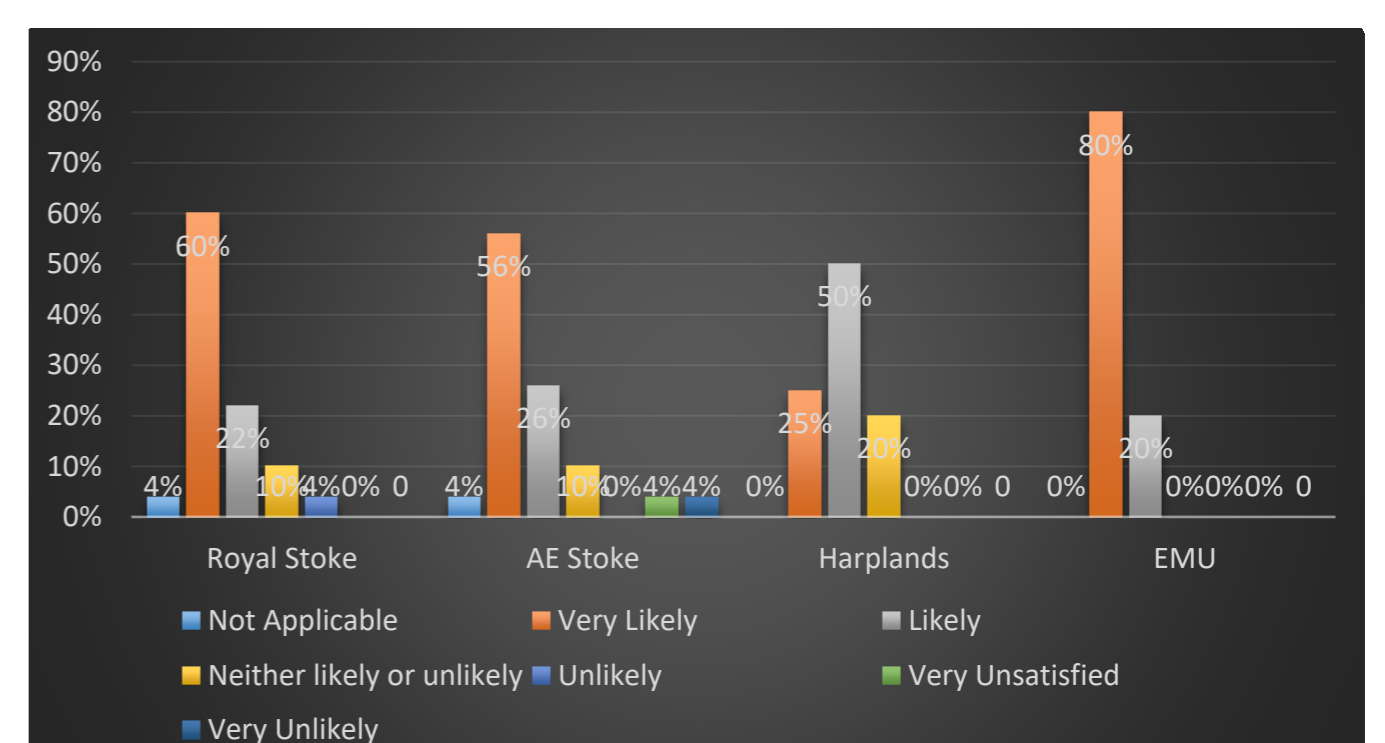
### How did you feel when discharged as compared to when you were admitted?



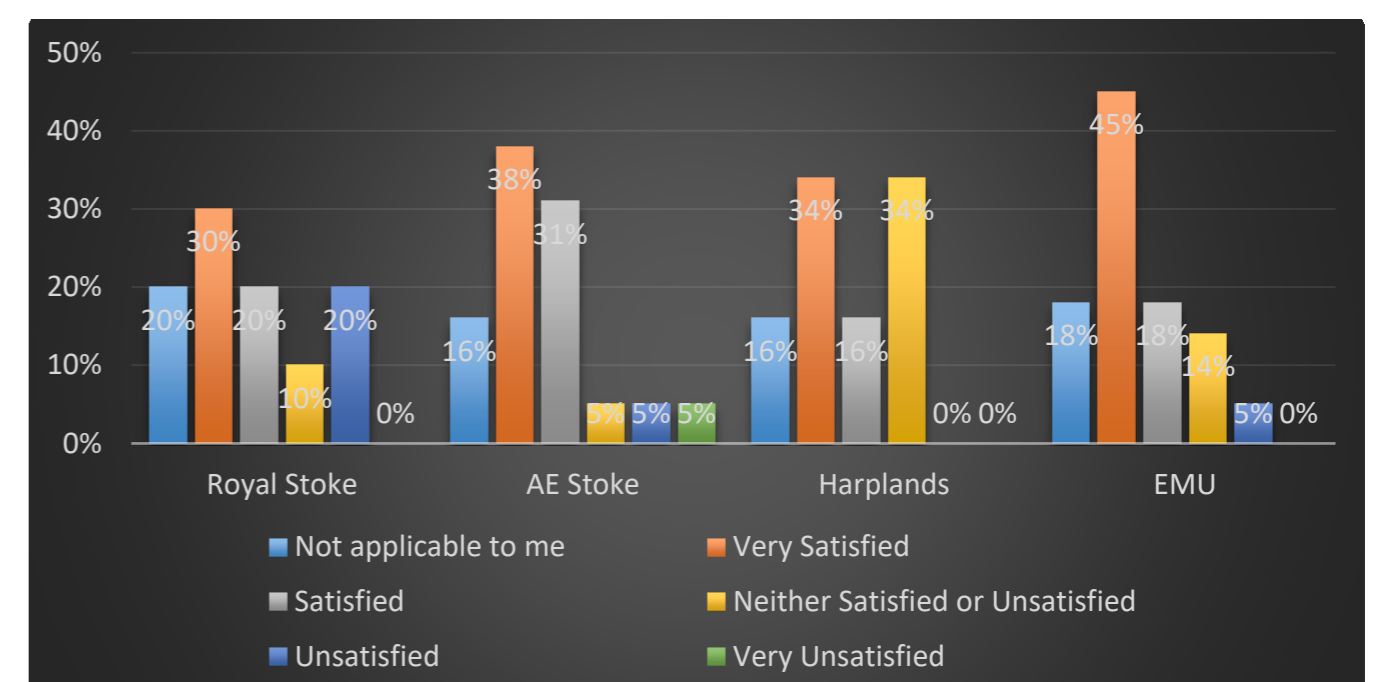
### How was the discharge plan?



### On the basis of your own experience in the hospitals, would you recommend them to your friends / families?



### If you had mental health problems were you satisfied with their management?



## Discussion

The audit showed potential clinicians' stigma and challenges with achieving access to treatment for;

- insufficient and unpredictable pain management
- Decisions to leave against medical advice
- Anxiety when seeking care in the future

This highlights the influence of drug use on the experience of hospital care and engagement in healthcare more broadly.

Not all experiences are, negative, and many PWUD do not report having had challenges and are appreciative of the treatment given.

## Conclusion

This project calls for greater attention and support for addiction service provision in emergency departments and hospital wards.