

## Background

### Problem:

- patients with advanced chronic obstructive pulmonary disease (COPD) have difficulty reporting their support needs to clinicians, undermining delivery of person-centred care

### Possible solution:

- Support Needs Approach for Patients (SNAP): a new intervention to enable patients to express needs and start person-centred conversations with clinicians
- SNAP is underpinned by an evidence-based tool to help patients consider and express their support needs to clinicians

### Aim

- To develop the SNAP tool, suitable for use in clinical practice

## Methods

### Two stage qualitative study

#### Stage 1: Identification of domains of support need in advanced COPD via:

- rapid review of literature
- analysis of qualitative data from the Living with Breathlessness Study (n=20 purposively sampled patients with advanced COPD)
- focus groups (n=3) with patients with advanced COPD

#### Stage 2: Development of SNAP tool:

- formulation of identified domains of need into questions (tool items)
- review and refinement of draft tool in stakeholder workshops (n=5; with patients, community respiratory team, and primary care practices) to establish acceptability and suitability for clinical practice

## Results

### The developed SNAP tool is:

- provided by the clinician, but completed by the patient
- asks patients to consider whether they need more support in relation to 16 broad areas (domains) of support need

### Stakeholders:

- described the range of evidence-based domains of support need as **comprehensive**, and the layout as **patient-friendly**
- broadly endorsed SNAP tool and approach, but concerned about number of domains, time required within the consultation, and meeting patient expectations – issues for testing in a future study

I do think it's a good idea because when you go in (*to an appointment*) for your ten minutes you're worried and then you might forget what you came for in the first place. So if that was ticked off that would give you a [*reminder*]

(Patient)

### Extract from draft SNAP tool showing some example items (Farquhar, Gardener & Ewing: July 2016)

#### How are you?

We would like to know what support you need. Please tick the box that best represents your needs now, for each statement below.

Do you need more support with...	No	A little more	Quite a bit more
.. understanding your illness			
.. getting out and about			
.. having a healthier lifestyle (e.g. keeping active or eating well)			
...			
.....			

It's just the patient being in charge of what they want to do, you know... It's not about us, it's about the patient

(Community Respiratory Team members)

I think it works nicely because we're trying to encourage patients to self-manage so it kind of supports that.

I think it's very good ... when you are looking through the list and you sort out what really is your main concern

(Patient)

We send out invitations for COPD annual reviews anyway, written invitations; it would be very easy to say, "Please could you have a look at the enclosed [...] and bring it with you because it will help us solve problems."

(GP)

I think you'd find a problem with the doctor having enough time to give you any of this help and go through the questions, because they're looking at their watch .....

(Patient)

If you're getting them to fill this in they (*the patients*) will then have certain expectations as to what you're actually able to achieve and their expectations may be higher than our facilities ... to actually facilitate that change

(GP)

## Conclusions

- The SNAP tool has potential to help patients with advanced COPD identify and express their support needs to clinicians in order to enable delivery of person-centred care
- The developed SNAP tool will be validated, then piloted within a person-centred approach for identifying and responding to patient-identified support needs (SNAP)