

Critical Care Outreach Team in Focus: Evaluating Service Quality from Staff Perspective

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Introduction

Critical care outreach teams (CCOT) support ward staff and prevent patient deterioration across majority of Trusts. However, **its impact on clinical outcomes remains inconclusive**, necessitating an alternative evaluation such as assessing the service quality (SQ) from staff perspectives.

Objective

The aim of the study is to **evaluate the quality of CCOT support** from the perspective of the medical and nursing staff using SERVQUAL model as a framework

Method

A concurrent embedded mixed-methods design that utilised an online questionnaire with Likert scale questions, comments and suggestions has been employed. The study was conducted across two sites of an NHS Trust, with purposive sampling of 300 staff (68 respondents, 22.6% response rate). Data were analysed using SPSS (quantitative) and content analysis (qualitative).

Results

Overall, CCOT provides quality service based on the ratings received. Both sites scored high for importance (mean: 4.51–4.78), patient safety enhancement (4.51–4.74), and likelihood of recommendation (4.59–4.81). Sutton staff rated CCOT significantly higher than Chelsea in importance, satisfaction, and clinical practice improvement ($p < 0.05$). Nurses reported greater satisfaction than doctors, particularly in feeling supported ($p = 0.037$). Qualitative themes highlighted strengths (responsiveness, expertise) and areas for improvement (communication training, night staffing, and education for ward teams).

Conclusion

CCOT is **meeting the needs of the stakeholders and the organisation** though perceptions varied by site and profession. This study underscores the importance of assessing SQ to ensure that CCOT satisfies staff needs and organizational goals.

Mean ratings by location	Chelsea	Sutton	p-value
Importance	4.51	4.78	0.025
Overall satisfaction	4.15	4.48	0.036
Improves my clinical practice	3.95	4.52	0.002
Likelihood of recommending	4.59	4.81	0.041

Mean ratings from Chelsea by profession	Chelsea	Sutton	p-value
Supported by CCOT	3.67	4.37	0.037

Other SQ Dimensions – without statistical significance
Overall responsiveness
Timeliness
Adequately addressing concerns
Professionalism
Clinical and situational management
Enhances patient care and safety
Prevents patient deterioration