

Keeping You In The Loop

Derby Teaching Hospitals
NHS Foundation Trust



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Rationale – why did we want to improve communication and continuity of care?

Some patients and carers were telling us they didn't feel they had enough information about their care:

“More feedback could be supplied to the patient to keep him/her up to speed with progress and to keep them "in the loop" and limit the stress of feeling abandoned and not part of the process.”

Your Views Matter (Trust internal survey) results 2017:

- 96% say communication and information is 'mainly good'
- 97% say discharge is 'mainly good'

However, other data tells us we could improve

Complaints figures 2017:

- 87 regarding communication
- 46 regarding discharge

Concerns figures 2017:

- 508 regarding communication
- 219 regarding discharge

National A&E survey 2016 results:

- 10% did not feel they were given enough information and 8% said they had no information at all
- 6% did not feel involved in their care

National Inpatient Survey 2016 results:

- 23% did not feel involved in decisions about their care

Improving patient experience and communication is part of ED's 'SAFECARE' initiative. 'SAFECARE' stands for:

S – Sepsis

A – Analgesia

F – First seen/Time to be Seen

E – Entrust/handover

C – Consultant review – RCEM standards

A – Admission time

R – Review by senior clinician

E – (Patient) experience

Rapid Improvement Guide to:

The SAFER Patient Flow Bundle

Patients should be routinely involved and aware of the progress they are making. Patients (and/or their next of kin) should be able to answer these questions:



1. What is wrong with me or what are you trying to exclude?
2. What have we agreed will be done and when to 'sort me out'?
3. What do I need to achieve to get me home?
4. Assuming my recovery is 'ideal' and there is no unnecessary waiting, when should I expect to go home?



***simplified to
3 questions***

All members of ward / departmental teams should be able to discuss and explain the EDD. Simple patient information cards can help by clearly stating what is going to happen to patients today and tomorrow.






Baseline data

Baseline staff (n=52) and patient (n=196) surveys on the '3 questions'

Do you know why you are here today?		Response Percent	Response Total
1	Yes		97.45% 191
2	No		2.55% 5

Do you know what is happening to you next and when?		Response Percent	Response Total
1	Yes		73.98% 145
2	No		26.02% 51

Do you know when you can leave here?		Response Percent	Response Total
1	Yes		53.57% 105
2	No		46.43% 91

In an average day, how much time do you spend repeating information to different people (e.g. the patient, then different relatives/ visitors)?		Response Percent	Response Total
1	n/a		7.69% 4
2	0 - 10 mins		13.46% 7
3	10 - 20 mins		26.92% 14
4	20 - 30 mins		13.46% 7
5	30 mins +		38.46% 20

What did we do?

We designed two communication tools:

- ED Information Card
 - My Hospital Journey Booklet
- (Both branded 'Keeping You In The Loop')

Both tools were designed by health professionals and patient representatives

Both tools were trialled late in 2017:

- ED Information Card trialled in Majors
- My Hospital Journey Booklet piloted on 4 wards

The Emergency Department

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Hospital Number: _____

I have been seen by: _____ @ _____

I am now waiting for:

- X-Ray
- CT Scan/Other Scan
- Blood Results
- Further Review _____
- Other _____

The plan is that I will:

- I will probably stay in hospital
- I will probably go home

I can eat: Yes No

I can drink: Yes No

Please see _____
For your current waiting times.

Please ask if you need any further painkillers or are due any of your usual medication.
Please see the notice board for additional information regarding nearest facilities, opening times etc.

We'll keep you informed about developments in your care, so you always know what is going on.

Taking pride in caring

KEEPING YOU IN THE Loop

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My Hospital Journey Booklet

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Patient ID: _____ Today's Date: _____



Why am I here today? _____



What is happening to me next and when? _____



When can I leave here? _____

Completed by: _____ Role: _____

Learned lessons



- Staff time to complete the tools
- Timing of when to trial – full beds and other projects!
- Not every patient wants a lot of detail – needs to be tailored to them (and some won't want it at all). Avoid jargon and technical language – save that for patient notes!

ED Information Card

- Patients said they found it useful because it's simple
- Relatives found the ED Information Card helpful to avoid having to ask staff questions
- Volunteers found the ED Information Card useful for specific qs like 'Can I get the patient something to drink?' without having to ask staff

My Hospital Journey Booklet results:

- Patients continued to have a high understanding of why they were in hospital (99%, compared to 97% baseline)
- **Big improvements** were seen on the other 2 questions:
 - **96%** felt they were kept up to date with what was happening next (**compared to 74% baseline**)
 - **96%** felt they were kept up to date about when they would likely be discharged (**compared to 74% baseline**)

Next steps



- Working on amendments to booklet (e.g. page for carer comms, posters instead of booklets)
- Recent complaints around being discharged before ‘back to baseline’. Add additional question: “How well do I need to be to leave?”
- Exploring potential for an app/electronic version of booklet
- Introduction to ED Information Card for doctors local induction
- Continuing to monitor patient feedback on communication and information

**Thank you for
listening!**

Any questions?

