

Milton Keynes
University Hospital
NHS Foundation Trust

HUG IN A BAG

Milton Keynes University Hospital
@MKHospital

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THE PROJECT

A pack to provide **practical** and **emotional** support for women attending the emergency department experiencing miscarriage/threatened miscarriage in early pregnancy



Contents

Pads

Knickers

Wipes

Tissues

Information Leaflet



INITIATIVE AIMS

Aim is to directly improve patient experience by:

Promoting hygiene



Maintaining dignity



Providing comfort



Providing reassurance



Informed care





IMPACT ON A LARGE SCALE



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1 in 4 pregnancies end in miscarriage



250,000

miscarriages in the UK
each year



29%

feel cared
for emotionally



Significant patient
group



45%

did **not** feel well
informed about what
was happening



50,000

inpatient admissions



INFORMED BY PATIENT EXPERIENCE



Experiences as a newly qualified emergency nurse

Recognised a gap in the provision of holistic, compassionate care and open communication



Feedback from patients

PALS had been involved with women who were unhappy with their experiences of miscarriage in the Emergency Department.



PRODUCT OF EFFECTIVE COLLABORATION



Milton Keynes
University Hospital
NHS Foundation Trust

Newly
Qualified
Nurse

Practice
Development

Patient
Experience

Patients



Emergency
Department
Staff

PALS / Complaints

Early Pregnancy
Assessment Unit

Communications



PATIENT EXPERIENCE AT THE HEART

PALS
Patient Advice and Liaison Service

Focus groups



“it has given me goose bumps.....genius idea”

“the concept of a hug is exactly what the hug in a bag does for you”

“it makes the woman feel that the hospital are there for them...it counteracts the fear...pretty amazing”



TRANSFERABILITY

Transitional across departments



Ward

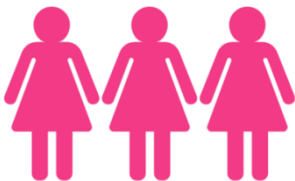


Emergency
Department



Early Pregnancy
Assessment Unit

Adaptable across patient groups



Adaptable across Trusts nationwide





DISSEMINATION

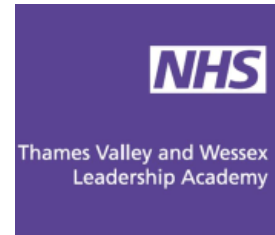
Regional and national championing



NHS Fab
Changes Day



OSEM
Conference



NHS Thames
Valley
Leadership
Awards 2017



Nursing Times
Awards 2017