

Patient Experience Network National Awards 2015

Erika Frohlick

Supported Discharge Co-ordinator/Specialist Stroke Nurse



Who am I?

- Hungarian nurse, started nurse training at age of 15, worked on neurosurgical intensive department in Debrecen-falls, gunshots, car accident, tumour and stroke
- Worked in a medical ward in Germany
- Worked on community rehab, got my BA degree at Thames Valley University and continence link nurse
- Worked at Frimley Park as a stroke co-ordinator and sister on Stroke rehab unit
- Now work at CSH Surrey as a Stroke Specialist Nurse/ Supported Discharge Co-ordinator.

What do I do now?

- Helped to outline the service
- Attend white board meetings at the acute ward, helping identify appropriate clients for our service
- Visit patients at home within 24 hours after discharge, with a follow up every 2 weeks in the first 3 months if needed
- Look for visual field loss, mood changes and carer strain index
- Final review after 6 months
- Query matters with consultants, refer patients back to their GP or refer patients to their GP for other medical conditions identified at my review
- Handle queries related to medication and discharge
- Review matters 1:1
- Internal data collection, collate service questionnaires for quality
- SSNAP National audit

Why workshops?

- It was obvious that patients (and their families/carers) did not understand what had happened to them and why (due to workload on the ward, consultants and nurses were not able to thoroughly explain what had happened). It was obvious that patients needed to be educated
- Providing a 1 hour session to 10 patients is more effective and efficient than 10x 1:1 reviews. I cover the full package of secondary prevention education.



The difference I make



“I felt lost when I was discharged and you were my rock.”

Following the workshops, this client managed to recognise that she was having a second stroke and managed to get help on time.





Workshop education



- Common symptoms
- Epilepsy after stroke
- TIA, Infarct, Bleed and Dissection
- Risk factors: High cholesterol, High blood pressure, Heart disease-AF, Stress, Smoking, Obesity, Alcohol
- Secondary prevention: hydration, bladder and bowel management
- Dietitian session on diet and nutrition
- Psychological and cognitive problems, including depression and fatigue, and the importance of promoting integration with family friends and the wider community
- Physiotherapy guidance
- Occupational therapy guidance
- Signposting to local groups and social opportunities to help reduce isolation and help people connect within their local communities. For example, I provide details for Dyscover, a local charity providing long-term support and opportunities for people with aphasia and their families. I also signpost to national groups (eg Stroke Association) for further support and information.

- Initial concerns about patient confidentiality were overcome: informal questions and answers open up a broader discussion
- The workshop format allows participants to ask questions about their condition and also hear questions from others (either new questions or questions they forget to ask, so they learn from each other)
- I enhance this experience by having stroke survivors who are further along their recovery to come and talk about their experiences. I question them as much as they question me and give a voice to carers. It helps everyone to look for options for help
- The benefit of hearing people discuss their concerns are that others: feel less isolated, feel more supported, have a better insight into their condition, have their concerns about recurrence addressed and know where to go for more help.



Thank you



- CSH Surrey Community Neuro Rehabilitation Teams
- Admin and reception, for arranging the patients to get to the workshops, booking transport, printing out the materials, setting up the room
- Thank you for my manager's encouragement and support
- Thank you for the OT, PT, Psychologist and Dietitian input and presentations
- Thank you for the stroke support worker, helping patients to fill in financial forms, blue badge form and introducing patients to stroke clubs.