

# PENNA Awards

# **hello** my name is...

**Mobile Patient Information and Support  
Rounds**

**Janice Brown**

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**University Hospitals of Leicester NHS Trust**



**Twitter @JaniceBrown9  
@Leic\_hospital**

One team shared values



# Patient information and Support Rounds

## Project Group

Carolyn Fox OBE – Chief Nurse and Executive Sponsor

Heather Leatham – Assistant Chief Nurse

Jane Pickard – Macmillan Lead Cancer Nurse

Janice Brown – Macmillan Deputy Lead Cancer Nurse

Andy Palmer – Oncology Matron

Angela Sheldon – Macmillan Information and Support Officer

Jean Smith – Patient Representative

Joyce Tallis - UHL Survey Volunteer

One team shared values



# Mobile Information and Support Rounds :- A project

- To improve opportunities for in-patients to discuss their worries and fears on one of the oncology wards by introducing Information and Support Round. A pilot study initially.
- The UHL NHS Trust National Cancer Patient Experience Survey Results 2018 demonstrated that only 48% of our patients felt they had the opportunity to discuss their worries and fears with staff when they were an inpatient, compared to the national average score of 53%
- The inpatients surveyed during April, May and June 2017 were predominantly cared for on the oncology and haematology wards.



# Project objectives

- To improve opportunities for in-patients to speak to staff regarding their worries and fears.
- Improve patients overall experience while in hospital and may address other questions relating to information and support overall.
- Engage the ward team to join the weekly rounds to improve their knowledge of the concerns that their patients have, and how to access the information and support available for patients.



# Patient Information and Support Rounds ..Why?



One team shared values



# Why?

**Cancer patients who receive good information, who are spoken to with sensitivity, who feel that they are being heard and involved in decisions and are supported with the consequences of treatment are more likely to assess the quality of their care experience favourably.**

[www.macmillan.org.uk/documents/aboutus/commissioners/patientexperiencesurvey](http://www.macmillan.org.uk/documents/aboutus/commissioners/patientexperiencesurvey)

**Information and support provision raises awareness of available financial, practical and emotional support and in turn improves people's ability to recover and self-manage living with cancer, which in turn can reduce the use of statutory services.**

[www.macmillan.org.uk/impactbriefs](http://www.macmillan.org.uk/impactbriefs)

One team shared values



# How?

- Explored the NCPES data and local Patient Experience data for any themes
- Agree weekly Information and Support Rounds on a 19 bedded Oncology Ward  
( Weekly as average length of stay is 5 days)
- Trolley Information agreed based on most popular information requested from the Macmillan Information and Support Centre and top concerns identified by patients on completion of their electronic Holistic Needs Assessments
- The Oncology Matron and a Macmillan Patient Information and Support Officer introduce themselves to the patients to provide them with the opportunity to elicit their worries and fears. The patients may help themselves to a range of information and resources from the trolley
- Post-ward round patients complete a survey supported by a volunteer, to enable us to measure the effectiveness of the round.

One team shared values



# Bridges and Blockers

## Bridges

- Staff engagement and curiosity
- Prompt patient referral to services post round
- Improved patient experience by enabling a conversation
- Learning opportunity to focus on what matters most for our patients
- Encourages patients and their families to engage in conversations

## Blockers

- Changes to ward patient cohort e.g. medical patients
- Staff availability to sustain the rounds due to competing priorities
- Patient unwell to give feedback via IPAD survey
- Staff feeling competent to ask questions and resourced to provide a timely response
- Language barriers

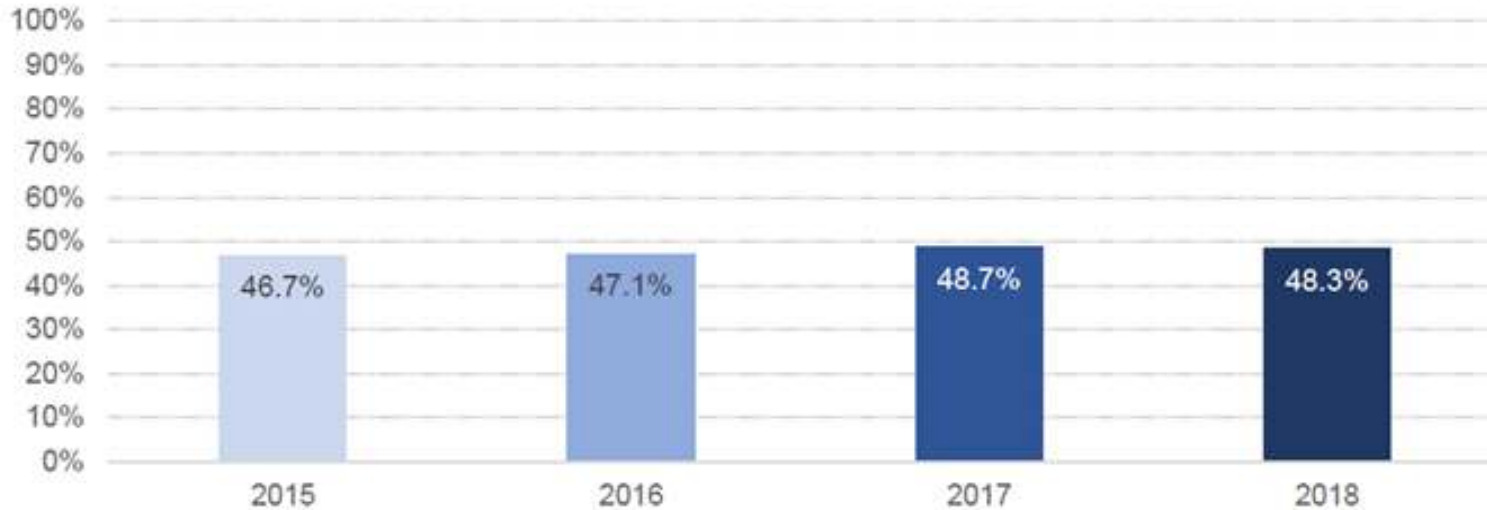
One team shared values





# Data

Q35 Patient was able to discuss worries or fears with staff during visit



One team shared values



# Data

- Patient Baseline survey to find top concerns
- Number of patients seen to date 120
- Patient Questionnaire survey Post ward round
- Staff surveys
- SPC Chart
- PDSA cycles x5

One team shared values



# Coproduction and Engagement

**“No say about me without me”**

- Patient representative
- Survey Volunteer
- Patient Experience Committee
- EMCA Personalised Care and Cancer Steering Group
- Cancer Nurse Specialist / AHP Forum
- Social Media
- Macmillan Information and Support Centre Newsletter
- Cancer Conference Poster
- Patient Story in progress

One team shared values



# What we know so far.....

## Did it help having the Information and Support

### Team to talk to?

YES

Managed to discuss problems that I had

Nice to have someone to talk to

Pleased to speak to someone who can help

Got a lot of information that I didn't know was available

Explained things to me and very informative

I really needed to speak about my problems

NO

I already had most of the leaflets

Didn't help as I had already had information

Didn't help as I had cancer 2 years ago

Had cancer previously so already well informed

One team shared values



# The trolley effect.....

## Was the information trolley useful?

YES

Given written information which then allowed me to make an appointment for the hair loss service

I can read the information at my own pace

Good to have leaflets to read

Gave me time to digest the information

Helps having information in black and white

NO

Didn't want any

Already got too much paperwork

Rather talk about it than read about it

Didn't need any leaflets

One team shared values



# Sustainability and Roll Out

- Staff availability to deliver the Information and Support Rounds / link to other rounds and involve ward staff.
- Continue Patient survey; collect evidence.
- Aim to continue with implementation and process until March 2020 and evaluate before rollout to other wards



# Success

- Positive feedback from patients and staff
- Supported by Trust as a new innovation
- Responses demonstrate achieved objectives and ultimately the aim with NCPES 2021

“PEOPLE DON'T  
BUY *what* YOU DO,  
THEY BUY *Why*  
YOU DO IT”

