

# Keeping You In The Loop

Derby Teaching Hospitals   
NHS Foundation Trust



Nicki Nichols, Lead Nurse for Transformation  
Emily Tulk, Transformation Project Manager  
@DerbyHospitals



# 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

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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**

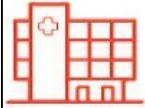
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# My Hospital Journey Booklet

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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?**

