

Keeping Patients Connected in a Pandemic

Communicating Effectively with Patients & Families



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Where it all began.....



How would you feel?



Families were left worried and anxious, we needed to find ways they could connect with their loved ones especially for those patients who could not use or did not have a mobile phone /tablet



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We went back to our
roots....what did we do in
the past?
We sent letters!



Straight away we set up a dedicated email:-
letterstolovedones@mkuh.nhs.uk

We let families know through social media, the trust's
website and we asked staff to spread the word

Letters and photographs soon came
in.....each and every letter touched our
hearts and souls



We got to know which patients were celebrating birthdays

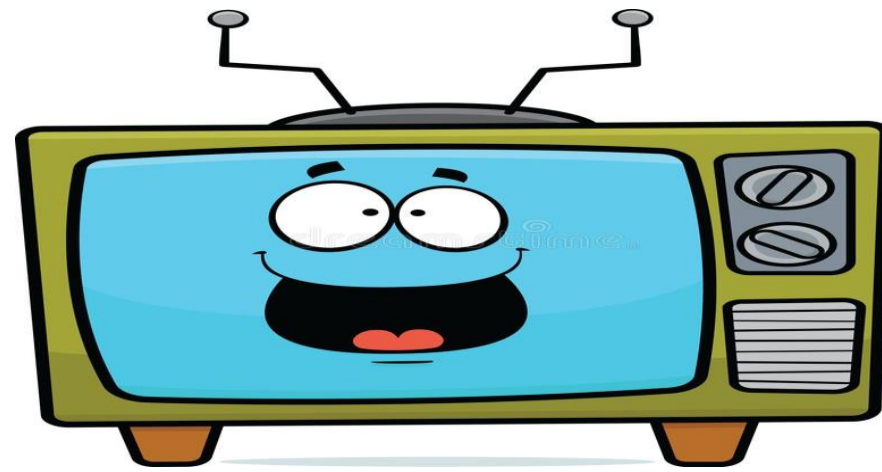


This gentleman became quite a star keep listening to find out more.....

Our patients without family did not get forgotten



Our claim to fame!



- Ross Kemp from ITV was given access to MKUH (ensuring all safety measures were in place) to report from the front line the devastating effects of covid
- Letters to loved ones featured on the show
- The gentleman in the previous slide agreed to meet Ross to receive his letter
- The family now treasure the recording they have as the gentleman passed away before he could be discharged home

Relatives Line

Tracey and Jacqui – the nurses who run the Relatives line for the majority of time and came to know our families well





Bag drop off



True collaboration

- Our volunteers and security staff worked together to set up a bag drop off service in the main reception area and worked together to deliver bags to patients

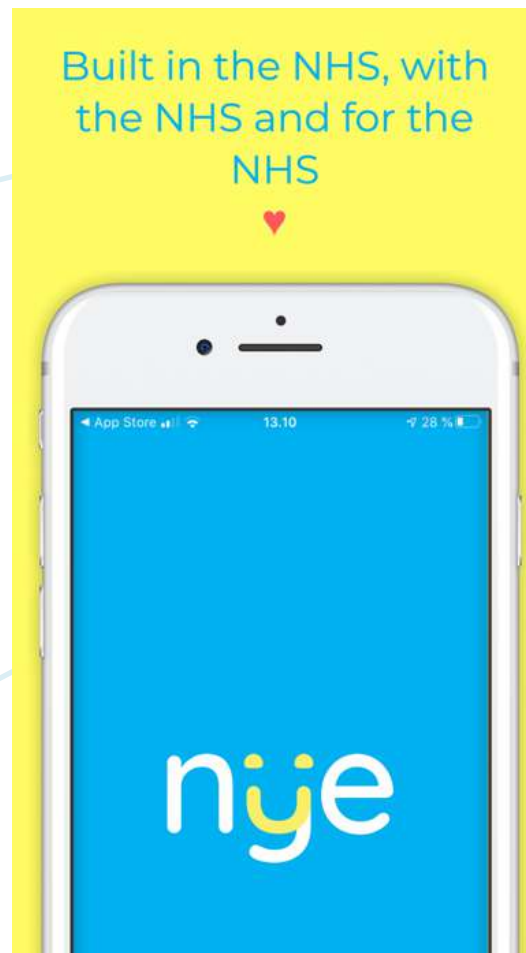


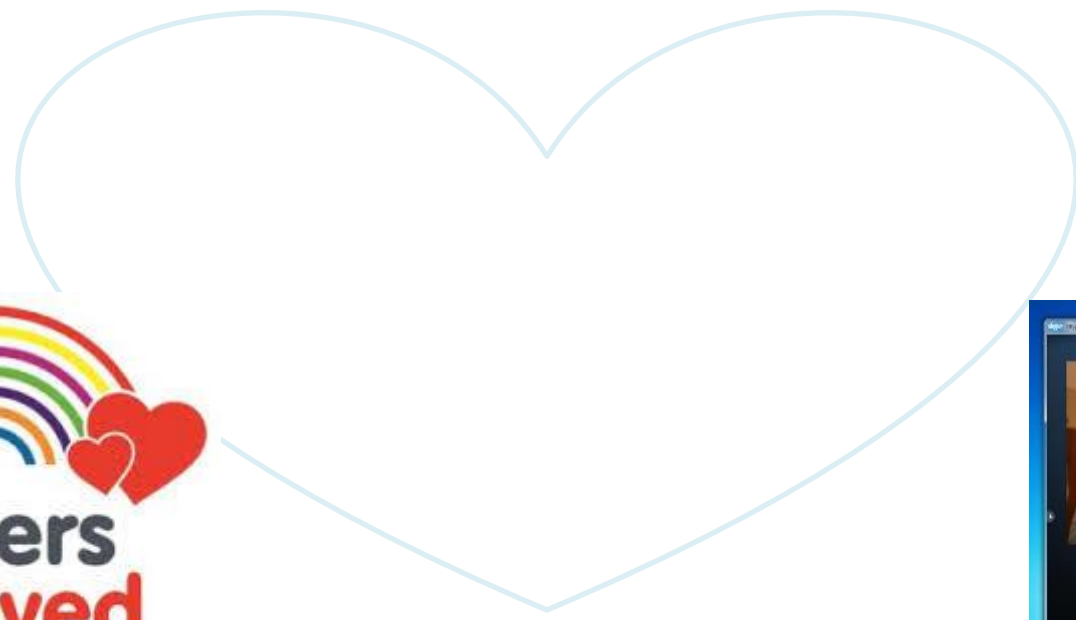


When sadly our patients passed away, their relatives could not collect their belongings from the ward, as normal.

Our patient experience team worked collaboratively with the Bereavement team, Volunteers team and Security team to safely collect patient's belongings from the wards and respectively pack and list the belongings for families to collect from a place where they felt safe

Technology







Any questions please?