

Using Insight for Improvement



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A focused initiative to ensure personalisation of care following the Covid pandemic.

Using insight work with the Yorkshire and Humber Improvement Academy to support review and reset

Presenters of our project are

- Penny Clifton
- Clinical Nurse Specialist for Cardiac Rehab , Deputy Team Leader

- Lesley Bond
- Specialist Cardiac Rehabilitation Physiotherapist

- We would like to thank the Improvement Academy for their kindness and permission to share the resources that we created together ...



Cardiac Rehabilitation Insights Project: Summary



Laura Proctor (physio by background) & Dr Claire Marsh (quality & safety researcher)



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Project aim

Gather and analyse staff and patient interview data from one cardiac rehabilitation **place** to support service development, and share learning with other **places**.



Who?

The Mid Yorkshire Cardiac Rehab service



Left Claire Varey , CNS , middle Kate Bullock , Team Leader CNS , right Penny Clifton , Deputy Team Leader CNS.



What? Open-ended interview style

To patients/carers:

- Overall how has your experience of the service been?
- What is most important to you about the service?
- Is there anything you would like to see happen differently?
- Any other comments?

To staff:

- How are you?
- How do you find working on the cardiac rehab team?
- Is there anything you would like to see happen differently?
- Any other comments?

Results: patient feedback

1	The lives of patients using this service have been turned upside down and the urgent reliance on people brings it into sharp focus.
2	Rescued', safe, embraced and given hope: the person-centred approach is a rare gem amidst current NHS care - like GOLD DUST.
3	Patients thoroughly enjoy the exercise sessions and for many, these are a pivotal part of their recovery
4	Many leave the service with a whole new outlook on life – transforming lifestyle and ready to move forward




Results: staff feedback

1	Staff know what they provide is crucial to patient recovery and wish other related professionals also acknowledged its value and impact.
2	Covid imposed a period of challenge, change and reflection
3	Reliance on the team working together as one unit
4	Looking ahead, the team are considering what needs to happen to ensure their high standards and values can remain.



What we have done with the feedback

- Presented to staff who appreciated this feedback enormously
 - Currently supporting team with a small number of development issues arising from feedback around support for new starters; improving engagement from of colleagues from other departments e.g. cardiology; enhancing communication processes in the team
 - Developed a story about a 'textbook team' for others to learn from
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Patients praise the success of the Mid-Yorkshire Cardiac Rehabilitation Service *here's their story...*

The Cardiac Rehab service provides a much needed positive response to patients' cardiac event and enables many to incorporate exercise – sometimes for the first time in their lives

I had and still do have anxiety about this but it's much better now because of the team and their reassurance.

Thanks to everyone at all the health institutions for being so kind.
I live on my own so had no one to help me.

Physically I'm ok now and the anxiety is improving as I am learning to process it all. I'm in a good place.



Had a great experience immediately – the Yorkshire team even rang me when I was still in Cornwall to make sure I was OK

The sessions gave me a kick start to doing more and I felt better.

I don't think I'd be back at work if it wasn't for them

'I can't put a price on how much of a lifestyle change this has enabled for me'.



The service provides as many mental and emotional benefits as it does physical – all of which the patients appreciate as they go through this major life changing event.

The Mid-Yorkshire Cardiac rehabilitations service consists of specialist nurses, physiotherapists, admin staff and managers and across Dewsbury District and Pinderfields Hospitals. They all play their part in getting patients to a more positive place

Their patients told us how they achieve this...

The staff were good at involving people and straight away any feelings of being daunted disappeared.

They gave me reassurance that I was on the right path and I felt they were professional, competent.

There wasn't much distinction between patients and staff (in a good way/power balanced) It was good.

Everyone was approachable and explained everything. I have been given lots of useful advice and support. around medication



They reacted to you as a person, it was personalised care and not treated in a block sort of way. They were considerate and looked at me.

At my walk test appointment the nurse asked me about all the things that really matter to me.

The physio made it a really good atmosphere and was outgoing and fun. I didn't feel intimidated as exercising can . .

They were so thorough and gave me the time I needed.

They established really good relationships with us all and I grew in confidence.

The staff give you confidence and this makes you feel safe.

The sessions were designed to keep us informed and allowed time for questions, maximising our knowledge so we could make choices to optimise our health.

Interviews with staff revealed that this team is...



It was extraordinary to come across this team given the frontline workload and associated stressors across the NHS which are at an unsustainable level, risking mass exodus and burn out. To recognise the outstanding patient care this service delivers to its patients, The Improvement Academy presented them with a Patient Experience Award, in addition to this their story is being shared, and their service recommendations are being made available for other teams to learn from.



This workforce emanated positive energy towards their managers, each other and their patients. We the Improvement Academy felt compelled to share their story which demonstrates the value of: A well-supported team, mutual respect between teams and managers, an ethos of looking out for each other and a focus on providing patient centred care that combines capability, professionalism and humanity. To find out more please contact Laura.Proctor@yhia.nhs.uk

Thank you for listening

We'd love to hear your
reflections

