

Patient Experience of the Trust Falls Programme

Author: Jane Newstead, Clinical Team Leader Sponsor: Julie Smith, Chief Nurse paper E

Executive Summary

This patient story focuses upon the positive experience of care delivered by the therapy team within the Falls Prevention Programme. A patient and his wife wish to share with the Trust Board how, following a number of episodes of ill health he was referred to this programme.

The patient shares that the Falls Prevention Programme improved mobility and greater self-confidence. Both he and his wife explain how the programme was well led and has enabled them to network with other people in the same position and generally has greatly improved their overall wellbeing.

Patient Experience

This patient story will be shared via a video link. The main points raised are:

- Comprehensive Medical History – manage own treatment/medication well
- Excellent Experience of Physiotherapy service at the Leicester Royal Infirmary
- Thorough assessment at the Falls Clinic – subsequent orthopaedic treatment
- Excellent Falls Prevention Programme.

The main element of care that the patient wished to highlight was their experience with the Falls Prevention Programme.

Trust Falls Prevention Programme

This programme is delivered each week in the large gymnasium at the Leicester General Hospital. The programme is aimed at patients who have fallen and delivered by the Physiotherapy and Occupational Therapy team.

The patient felt that their experience of the Falls Prevention Programme was an 'absolute joy'. The patient initially received a comprehensive medical assessment within the outpatients department and was then referred onto the specialist Falls Prevention Programme. Within this programme the patient received 11 interventions each of two hours, these interventions all had 60 minutes of strength, balance, flexibility exercises and training, and 60 minutes of advice and education regarding medication, continence, diet and nutrition.

Conclusion

This patient has now completed the Falls Prevention Programme and feels this has improved his confidence and mobility. Also the programme has improved strength and balance, improving the patient's ability to get up from the floor and increased physical stamina which in turn has resulted in no further falls.

The patient felt the programme was comprehensive and well run, but delivered within a positive, cheerful atmosphere using humour often to engage with the participants and the programme has also helped the patient and his wife meet other participants who are in similar situations

Input Sought

The Trust Board is asked to:

- Receive and listen to the patient's story
- Support the on-going delivery of this Falls Prevention Programme

For Reference

Edit as appropriate:

1. The following objectives were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Not applicable
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Not applicable
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following governance initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related Patient and Public Involvement actions taken, or to be taken:

Patient Story consists of feedback from a patient directly about their experience of care. In response to this feedback the trust identifies how best practice will be disseminated across the organisation.

4. Results of any Equality Impact Assessment, relating to this matter:

No equality issues identified as part of this patient story

5. Scheduled date for the next paper on this topic: February 2016

6. Executive Summaries should not exceed 1 page. My paper does comply

7. Papers should not exceed 7 pages. My paper does comply