

TRUST BOARD – 22nd December 2014

Patient Experience Story – Extended Opening Hours of Osborne Day Care

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DATE:	22 nd December 2014								
PURPOSE:	<p><u>Introduction</u> The Osborne Day Care is a busy day ward, caring for patients with haematological and malignant disorders requiring blood transfusion, chemotherapy, medical review, pheresis (including red cell/plasma exchange and stem cell harvest) bisphosphonate infusions and bone marrow aspirations.</p> <p>The Osborne Day Care Unit has embraced obtaining feedback from patients and confidently responds by ensuring service and care developments are in line with patient opinion.</p> <p>In 2011 a patient on four weekly blood transfusions had their care transferred to the Osborne Day Care from the children’s unit where a Saturday service was offered. This patient had always attended on a Saturday and therefore staff reviewed service provision and to ensure an equitable service was provided for all patients a four weekly Saturday service commenced. This service was initially covered by staff willing to work extra hours. To meet patient needs the service further expanded to offer permanent opening of Saturday Day care service weekly from October 2013</p> <p><u>Osborne Day Care Unit Friends & Family Test</u> In October 2014 the Friends and Family Test for the Osborne Day Case Unit was:</p> <table border="1"> <thead> <tr> <th>Promoters</th> <th>Passives</th> <th>Detractors</th> <th>FFT Score</th> </tr> </thead> <tbody> <tr> <td>97</td> <td>13</td> <td>1</td> <td>86.5</td> </tr> </tbody> </table> <p><u>Experience of Care in the Osborne Day Case Unit</u> Many patients are delighted with the availability of a weekly Saturday service, one patient story is captured on DVD regarding his experience of care when compared with travelling to Coventry for weekend blood transfusions but since Saturday Day care has been offered he has transferred his care back to this Trust.</p> <p>Since the Saturday service this patient may now work full time without taking further time off work, reduced travel time, financial cost, opportunity for family to visit him during admission time and he states “opening on a Saturday has had a dramatic effect on my life”. This patient also highlights how all the staff are caring and respectful.</p>	Promoters	Passives	Detractors	FFT Score	97	13	1	86.5
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	<p>This patient story also identifies improvements that could be made in the following areas:</p> <ul style="list-style-type: none"> • lack of blood machines causes longer waiting times • The need for extended hour's weekdays when blood tests are required. • To alleviate the boredom free Wi-Fi <p><u>Future Improvements</u> To continue to offer a service of excellence based on the needs of patients with on-going appraisal of patient feedback. Identify funding opportunities for more blood machines and extension of service opening times during week days.</p> <p><u>Recommendations:</u> The Trust Board is asked to:</p> <ul style="list-style-type: none"> • Receive and listen to the patient's story • Support the improvements instigated in response to this feedback.
PREVIOUSLY CONSIDERED BY:	N/A
Objective(s) to which issue relates *	<input checked="" type="checkbox"/> 1. Safe, high quality, patient-centred healthcare <input type="checkbox"/> 2. An effective, joined up emergency care system <input checked="" type="checkbox"/> 3. Responsive services which people choose to use (secondary, specialised and tertiary care) <input type="checkbox"/> 4. Integrated care in partnership with others (secondary, specialised and tertiary care) <input type="checkbox"/> 5. Enhanced reputation in research, innovation and clinical education <input checked="" type="checkbox"/> 6. Delivering services through a caring, professional, passionate and valued workforce <input type="checkbox"/> 7. A clinically and financially sustainable NHS Foundation Trust <input type="checkbox"/> 8. Enabled by excellent IM&T
Please explain any Patient and Public Involvement actions taken or to be taken in relation to this matter:	<p>This paper provides assurance that the Osborne Day Care are listening and acting upon patient feedback to improve patient's experience of care.</p> <p>Patients are encouraged to share their stories of care within the trust.</p>
Please explain the results of any Equality Impact assessment undertaken in relation to this matter:	This is an expansion of a present service and offers greater flexibility and equity of service provision
Strategic Risk Register/ Board Assurance Framework *	<input type="checkbox"/> Strategic Risk Register <input type="checkbox"/> Board Assurance Framework <input checked="" type="checkbox"/> Not Featured
ACTION REQUIRED * For decision <input type="checkbox"/> For assurance <input checked="" type="checkbox"/> For information <input checked="" type="checkbox"/>	

- ♦ We treat people how we would like to be treated
- ♦ We do what we say we are going to do
- ♦ We focus on what matters most
- ♦ We are one team and we are best when we work together
- ♦ We are passionate and creative in our work

* tick applicable box