

Good Experience from Start to Finish

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Executive Summary

Following an initial consultation with a respiratory physician, the patient was immediately seen in the thoracic outpatient clinic at Glenfield Hospital. Being able to see the patient so promptly speeds up the process and gives the patient a clear plan, helping to reduce any anxieties and concerns over the diagnosis.

This efficient process helped to alleviate both his and his partner's fears and worries and gave them both insight and understanding into the forthcoming surgery.

The patient wished to share his story, via a video recording, to "tell the good things" that happened within the thoracic department, from start to finish.

Patient Experience

Excellent communication from the start of their journey to the end

On meeting the Thoracic Consultant in clinic, both the patient and his partner were put at ease by his calm, expert approach. Adequate time was given to ask questions and discuss concerns as they were worried and frightened of the potential diagnosis. The Consultants verbal and non-verbal communication helped to reduce their anxieties, both were reassured.

After the consultation they spent time with the Thoracic Nurse Specialist who provided all the relevant information about the procedure, and what was planned following this, including discussion on the possible need for high dependency care after the surgery. The patient appreciated that time was taken for this to be explained.

On the ward post-surgery, both agreed that the communication pathways were always open. They were able to see the Consultant without making an appointment to update and inform them of the patient's progress. This helped ease concerns, and they thought this was 'brilliant'. Both continued to be well informed throughout the hospital stay.

Efficient patient centred care

All staff endeavoured to provide excellent patient centred care, and in doing so were able to identify and ease anxieties as soon as possible. Both written and verbal information are given including the Thoracic Nurse Specialist's contact number allowing patients to access the service with any questions or concerns. Out of hours the patients are advised to call ward 26. Investigations required prior to surgery are performed during the clinic visit which prevents the patient from having to return for an additional appointment.

Clearly, the efficient and timely process in clinic helped to relieve some of the stress of waiting and contributed to the patient having a positive experience.

Team work

This story highlights that the whole team whom the patient had contact with provided confidence and reassurance and that the patient was fully informed.

The small thoracic team always endeavour to treat people how they would wish to be treated. They aim to promote a friendly approachable atmosphere, where patients and their relatives feel at ease.

The whole team from the staff in clinic to the ward strive to provide a positive patient experience and have realised that effective communication is paramount in achieving this. This is facilitated by a monthly newsletter.

Conclusion

This patient was treated in an effective and compassionate way by all members of the team. Staff recognise that for some patients being admitted for surgery can be a stressful and difficult time for both the patient and their families. Being fully informed from start to finish of the process; helps to alleviate some of these worries. It is paramount for all of the team to be approachable, empathetic and sensitive for patients. Working in an efficient way can also reduce anxiety and worry for the patient and their family.

The team hold patient experience days to gain feedback on the thoracic department inviting previous patients and their families to help to prioritise and continually evolve and improve the thoracic service and the patient journey.

Input Sought

The Trust Board is asked to:

- Receive and listen to the patient's story.

For Reference

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

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| 5. Scheduled date for the next paper on this topic: | March 2016 |
| 6. Executive Summaries should not exceed 1 page. | The paper does comply |
| 7. Papers should not exceed 7 pages. | The paper does comply |