

Agenda Item: 5.6	
Healthwatch Telford and Wrekin Board Meeting	
Date of meeting:	06 July 2016
Title:	Discharge Pilot Report
Author:	Kate Ballinger
For Decision	
Executive Summary:	<ul style="list-style-type: none"> •
Financial Implications:	None specifically
Equality and Diversity:	None specifically
Public Engagement:	None specifically
Legal Impact:	None specifically
Recommendations:	<ul style="list-style-type: none"> • Healthwatch Telford and Wrekin board are recommended to adopt this report

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Report Author: Kate Ballinger, Chief Officer HWTW



Is there a need to consider inclusion in the Corporate Risk Register?

No

Discharge Pilot Report





Acknowledgements

Healthwatch Telford and Wrekin would like to thank the following for their support in producing this report:

Staff and patients Ward 17 PRH

Staff and patients Ward 16 PRH

Healthwatch Telford and Wrekin volunteers

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Background and Introduction

Bed blocking in the Shrewsbury and Telford Hospital NHS Trust is seen as a major obstacle to patient flow, and concerns have been raised by members of Healthwatch Telford and Wrekin (HWTW) in relation to patient experience at the end of a hospital stay.

In early 2015, HWTW produced a leaflet titled “Care at Home” in which patients were asked to share their experience of discharge and home based care packages. Despite distributing these at engagement events and through Adult Social Care, Shropshire Community Trust and local care providers, no feedback was received.

In January 2016 HWTW were made aware of concerns about patient experience during the discharge process from local hospitals by the Chair of the Telford & Wrekin Health Scrutiny Committee and the Healthwatch Telford and Wrekin member of both local Health Scrutiny Committee and the Joint Health Overview and Scrutiny Committee (covering both Telford and Shropshire).

HWTW undertook this pilot study to establish the most effective way of gathering patient feedback.

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Methodology

Authorised E&V representatives visit wards at PRH to identify patients. Patients/carers asked to sign "Consent to Contact" form and left with printed information about the pilot and confirmation of ability to opt out at any time.

Patient Discharged

Patient/Carer contacted by HWTW to discuss project, confirm participation and arrange visit if appropriate.

Authorised volunteer or staff member visits patient/carer at their home to complete survey and gather feedback.

Copies of forms and survey are contained in Appendices.

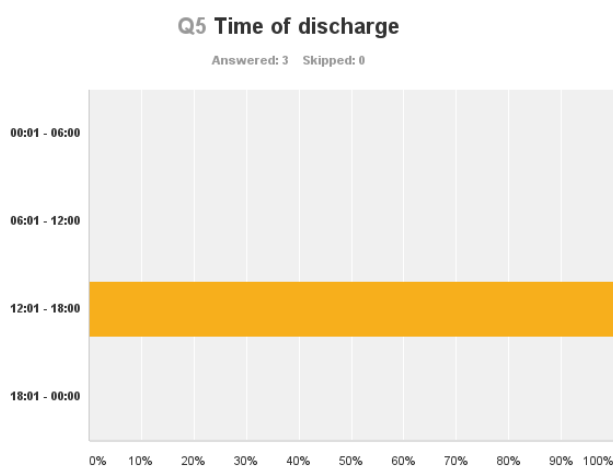


Summary of Results

During the pilot, one visit to Princess Royal Hospital was undertaken and a total of 6 patients gave their consent to be contacted following discharge. Of these, 3 patients agreed to a home visit. This is a higher number than expected and thanks must be given to HWTW Authorised Representatives who took care to ensure understanding of the pilot during the initial visits.

Because of the low number of responses, it is difficult to draw conclusions from the results but points of interest are shown below:

Time of Discharge



Although all patients identified 12:00 - 18:00 as their time of discharge, all had left their beds before this in order to allow other patients to take up residence.

One of the patients spoken to had left their bed in the early morning and spent most of the day sitting in the patients' lounge waiting to be collected by patient transport.

Inclusion in Discharge planning

This was an issue. Only one of the patients spoken to felt that they had been listened to, while all reported that their family/carers had been better included.

Care Plans

Only one of the patients spoken to had a care plan that they were aware of. This had been explained to them and their family/carers but they were not given a copy of it when they left the hospital. This patient was discharged home with a care package.



Understanding

We asked patients if they understood why they were in hospital. The responses received indicated that patients either did or did not, there was no partial understanding. Some of this was because of condition upon admission, but as the patient's capacity to understand returned, no-one was available to explain the situation.

Comfort & Dignity

Although they had left their beds, all patients felt comfortable while waiting for transport.

We asked patients if they felt they were treated with dignity and respect while they were in hospital and the average response was 5.67/10. All patients spoken to gave examples of being made to feel cared for while they were in hospital and these views were echoed by the family/carers present.

Ongoing Needs

We asked about equipment, access to clinical therapies and support at home. All patients felt that their ongoing needs were being met satisfactorily.

Demography

All patients were over 65

One male, two female

All discharged home, one with care

All white



Recommendations

1. Healthwatch Telford and Wrekin should undertake regular engagement work around hospital discharge.
2. A monthly programme of hospital visits should be undertaken by the E&V team and managed as part of E&V activity.
3. Follow up visits should be carried out by appropriate team members, including staff when available, and questionnaire results uploaded to Survey Monkey.
4. A review of materials used in the survey be undertaken by Chief Officer and project volunteers.
5. Chief Officer to liaise with SaTH about particular issues and produce reports on a quarterly basis.
6. Discharge Reports to be included in future HWTW Board meetings as an Item for Information.

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Appendices

Consent to Contact after Discharge

Name	
Address	
Postcode	
Contact Number	
Email	
Next of kin	
Address	
Contact Number	
Mobile	
Email	
Ward	
Expected date of discharge	

I hereby consent to Healthwatch Telford and Wrekin contacting me in approximately 2 weeks to discuss my discharge from hospital.

I understand that I am not obliged to speak to Healthwatch Telford and Wrekin when they call, and that I can withdraw my consent at any time.

Signed:

Date:



Discharge Survey 2016

1.	Are you completing this questionnaire on behalf of:	Yourself		Someone Else	
2.	Where were you discharged from?	Hospital		Ward	
3.	Discharge date	Length of stay			
4.	Discharge time	00:01 -06:00	06:01 - 12:00	12:01 - 18:00	18:01- 00:00
5.	Were there any delays in your discharge?				
6.	Did you have a care plan?				
7.	Was your care plan explained to you?				
8.	Were you given a copy of your care plan when leaving hospital?				
9.	Where were you discharged to?	Home	Home with Support	Discharge bed	Residential home



Please ask the patient to rate the following from 1-10, where 1 is “Not at all” and 10 is “Completely”

10.	Did you understand why you were in hospital?	Score	
11.	Was your discharge discussed with you while you were a patient?	Score	
12.	Did you feel part of the discharge planning?	Score	
13.	Did you feel that your family/carers were part of the discharge planning?	Score	
14.	Did you feel listened to?	Score	
15.	Were you moved from your Ward bed before you were discharged?	Yes	No
16.	Did you understand what was happening to you?	Score	
16.	Did you feel well enough / ready to leave hospital?	Score	



17.	While you were waiting to be discharged, were your surroundings comfortable?	Score	
18.	How well was your medication explained to you?	Score	
19.	Were your medicines delivered to the ward in time	Score	
20.	Did you feel you were treated with dignity and respect?	Score	
21.	Were you happy with the arrangements for your transfer from hospital?	Score	
22.	Do you feel your ongoing support needs are being met in terms of medical care?	Score	
23.	Do you feel your ongoing support needs are being met in terms of equipment?	Score	
24.	Do you feel your ongoing support needs are being met in terms of access to therapies?	Score	



25.	Do you feel your ongoing support needs are being met in terms of help at home?	Score			
About you					
26.	Are you:	Male	Female	Trans	Prefer not to say
27	How old are you?	0 - 18	19 - 65	66+	
28.	How would you describe yourself?	White	Asian or Asian British	Black or Black British	
	Mixed Heritage	Chinese	Other	Prefer not to say	