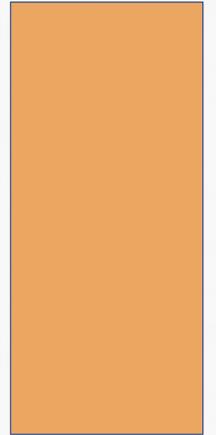


CHC PROFESSIONAL NURSE MEETING

PATIENT STORIES



CONTEXT

- Role of the commissioner
- Patient Stories to NHS Vale of York CCG's Quality and Patient Experience Committee
- Hearing the patient voice about CHC
- Action

WHY IS IT IMPORTANT?

- As with all service contracts, commissioners are responsible for monitoring quality, access and patient experience within the context of provider performance.
- This is particularly important in relation to CHC as ultimate responsibility for arranging and monitoring the services required to meet the needs of those who qualify for NHS continuing healthcare rests with the CCG.

PATIENT STORIES

- As part of commitment to ensuring the patient, carer and public voice is heard within the organisation, we present a patient story as a regular item at the start of each Quality and Patient Experience Committee (QPEC).
- Within the 2017-18 year we heard a patient story from a parent carer, a family member of a resident of a care home who was part of the continuing healthcare assessment and the voice of child in care.
- As part of our commitment to listen to the patient stories we need to be able to describe the 'so what'?

WHAT ARE WE HEARING?

- Healthwatch report (2017) had highlighted that a greater level of understanding was required about how stressful the continuing healthcare assessment process was for both the person and their family
- Information given by some CHC staff can be misleading
- Relatives are not encouraged to be part of the care planning process
- Psychological care needs are not always met by teams who predominantly care of those with physical needs
- Hospital and Care Home staff often struggle to care for people with complex needs
- Care Home and Hospital staff don't understand CHC processes
- CHC assessments seem to be more about the funding than collaborating with professionals to deliver appropriate levels of quality of care

EFFECTIVE COMMUNICATION

- Improves patient satisfaction
- Decreased patient emotional stress
- Improves adherence/compliance
- Improves health outcomes
- Reduces medical errors and malpractice
- Improves physician (nurse!) satisfaction

WHAT NEXT?

- Perception?
- How?
- Support?
- Action?
- Feedback to QPEC – how?