

Future Hospitals Programme – Frailty Care Pathway

The Aim

As one of six Trusts nationally taking part in the RCP Future Hospitals programme, the ELHT transformational programme aims to deliver Safe, Personal and Effective care for frail older patients closer to home where safe and appropriate. This incorporates comprehensive patient assessment, with care planning and case management, rapid inpatient assessment by the frailty team if required, safe and effective patient discharge, with improved transfer of care information. This involves integrated community teams working in localities and neighbourhoods in partnership with primary, community and social care together with mental health services, with leadership and outreach from Medicine for Older People Consultant team.

Our aim is to increase patient and carers satisfaction with the care received via the Frailty pathway by March 2017.

How will we achieve this?

We would like to learn more about how the experience of receiving treatment and care looks like through your eyes, by listening to your stories and experiences. Your experiences will then be used to identify areas for improvement and action planning. At all times your information will remain anonymous.

How can I get involved?

You can help by sharing with us your recent experience of using our services. If you would like to be involved or have any questions about this project then please contact **Melissa Almond**, Senior Patient Experience Facilitator, by telephone on **01254 734087** or by email at melissa.almond@elht.nhs.uk

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Date:

Dear

East Lancashire Hospitals NHS Trust are currently working with patients, carers and staff to increase patient and carers satisfaction with the care received via the Frailty pathway.

We are currently focussing on understanding through your eyes the experiences of care received by frail older people admitted to hospital and using our services.

As part of this work we would like to hear about your personal experience of receiving care from our Trust. We predict that it will take no more than 1 hour of your time.

We have enclosed a leaflet to give some further information about the project.

We would be extremely grateful for your assistance / feedback and input into this project.

If you are interested in sharing your experience as part of this project or have any questions about it please contact me on 01254 734087 or by email melissa.almond@elht.nhs.uk

Yours sincerely

Melissa Almond
Senior Patient Experience Facilitator
East Lancashire Hospitals NHS Trust