


East Lancashire Hospitals NHS Trust – Frailty Pathway flowchart
(to be used as a prompt sheet for patient interviews)


Prior to admission to hospital



How did you feel prior to your admission to hospital?

- What was it that prompted your admission to hospital?
- Who arranged your admission to hospital?
- How long did you wait to be admitted?
- How did you travel to hospital – i.e. ambulance / family / friends?
- How did you feel?


Arrival at Hospital



What was your experience of arriving at hospital?

- Were you taken to the Emergency Department or did you go straight to the AMU?
- How quickly were you seen following your arrival?
- Who did you see initially?
- Did you understand why you had been admitted to hospital?
- What happened following your arrival – what tests and investigations were carried out?
- If you were admitted to ED, how long were you in the department before you were admitted to the AMU?

Hospital Admission




What was your experience of being in hospital / what was your care like?

- Were you admitted to a medical ward from the AMU?
- Did you know which nurse was looking after you?
- Were you introduced to your nurse at every shift change?
- Was your diagnosis discussed with you?
- Did someone explain what this diagnosis will mean for you? (changes in lifestyle / future support)
- Were you given an explanation of the reason for any tests / investigations that were carried out?
- Were you given the outcome of these?
- Did you feel involved in decisions about your care / treatment?
- Were you given the opportunity to ask questions?
- Did you feel valued and listened to by the staff?
- Overall, were you treated with care and compassion, respect and dignity by staff?

- Did you feel able to raise any concerns with the staff?
- Were any concerns dealt with in a timely manner and dealt with appropriately?
- If you were given medication, was it explained to you what it was for and any side effects?


Discharge Arrangements



What was the process for discharge like?

- Were you kept informed of the plans for discharge home?
- Were you informed what would happen when you went home – follow – up appointments / referrals / community support?
- On the day of discharge, how long did it take from being told you could go home to leaving the ward?
- Were you discharged to your own home?
- How were you taken home – i.e. ambulance / family / friends?

Support on Discharge



What arrangements were put in place for support on discharge?

- Which services were you referred to for support following discharge – i.e. District Nurses / Integrated Discharge Team / Intensive Home Support Service?
- How often were you / are you seen?
- What was / is the care like?
- Do you did you feel involved in decisions about your care?
- Do you / Did you feel valued and listened to by the staff?
- Overall, were you / are you treated with care and compassion, respect and dignity by staff?
- Did you / do you feel able to ask questions / raise any concerns with the staff?
- Were any concerns dealt with in a timely manner and dealt with appropriately?