

Improving the Patient Experience on the King's Stroke Unit

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Background

The NHS inpatient survey is a nationally driven scheme & thus applied across all wards regardless of their use.

As a specialised stroke unit with a particular focus on rehabilitation a lot of these questions are

- a) Not applicable to us
- b) Not highlighting where we can improve as a unit

Aims

- S – 1. Aim to improve the feedback we get from our patients
- 2. Aim to use this feedback to better improve the patient experience

M- We will measure the first aim by sampling the MDT and surveying % satisfaction over the new feedback we got.

We will measure the second aim by using the same questionnaire after changes are implemented to see if our scores improve.

- A – Thoroughly achievable with following input 1. Whole MDT input
- 2. Use of stroke volunteers to help fill in survey

R – Small –scale aiming for n: 25-30, with small tweaks to improve our service.

Timeframe – Two months for first cycle and two months for second cycle

Methodology

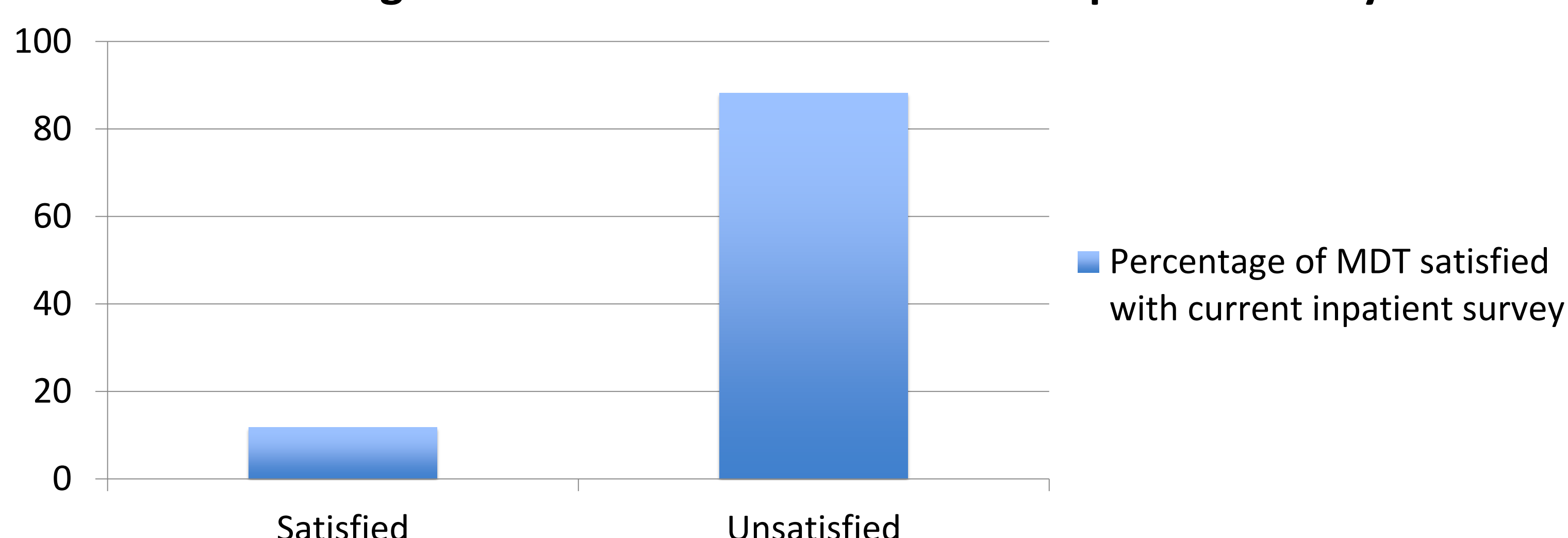
-Organised an MDT meeting where views on current survey were officially recorded.

-Subsequently with every speciality represented (physio, OT, SALT, doctors, nurses, neurophysio) we collated important questions from each speciality and then I rationalised these into a survey which we circulated in another discussion forum to ensure all specialties were happy and fairly represented.

- Our stroke volunteers helped patients fill in answers to remove bias
- PDSA 1 – testing the MDT's satisfactions with the inpatient survey with regards to feedback
- PDSA 2 – As a result of the changes implemented from the survey ascertain if survey feedback has improved.

Results

Percentage of MDT satisfied with current inpatient survey



First Change

1. Was your diagnosis clearly explained?

Strongly Agree Strongly disagree Agree I didn't want an explanation Disagree

2. Did you feel involved in your medical decisions?

Strongly Agree Strongly disagree Agree I didn't want to be involved Disagree

4. Did you feel you got enough therapy?

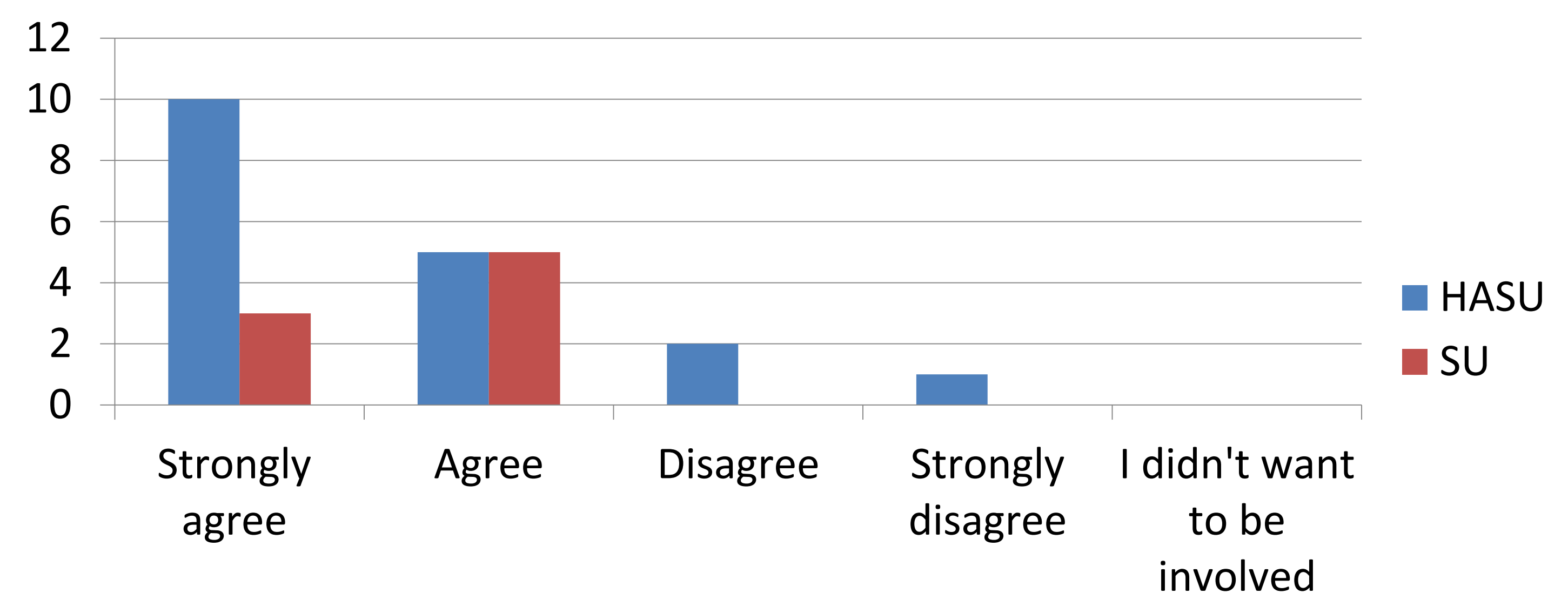
Too much Enough
Wanted more
Not applicable

5. Were the goals set by the team clear to you?

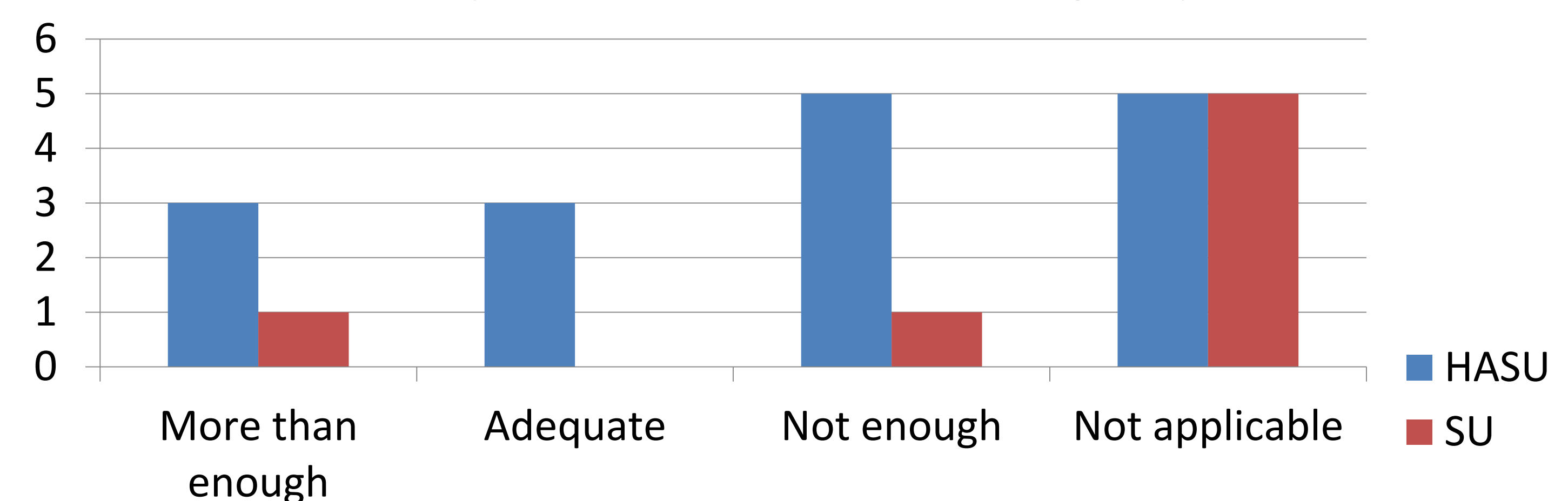
Completely Mostly Some Not at all N/A

Survey Results

Was your diagnosis clearly explained?



Did you feel you were given information about community services that you could access after leaving hospital?



Difference Made

We have devised a folder to go in each patients bed with an outline of their personalised goals and information about their particular type of stroke (ischaemic vs haemorrhagic) and which area has been affected. In addition this folder contains useful numbers of contacts for each MDT domain in the community as well as personalised information about the level of support and care it is expected they will require upon discharge.

Next Steps

Resurvey the patients to see if our folder intervention has had any recordable benefit.

Recommendations

1. For specialised units it is useful to get your own feedback as generic patient surveys often do not reflect the work you do.
2. We will to share our findings with other stroke units to improve care on a larger scale.

