

Case Study: Providing comprehensive six month assessment service to patients at Chesterfield Royal Hospital

Challenge:

Increase the proportion of patients who receive a six month reviews.

Solution:

- Provided a nurse led service, integrated with Early Supported Discharge service
- Kept a diary of people discharged into home care or alternative care
- Did six month reviews as home visits if patients find it difficult to attend an outpatient clinic
- Offered reviews over the telephone
- Arranged phone call reminders and follow up calls for patients who do not attend their scheduled review
- Ensured close working with SSNAP audit co-ordinator to identify patients who are due a review
- Stroke consultants gave reminders to patients at the stroke clinic to encourage patients to attend their six month review

Impact:

Since the start of our ESD service the 6 month clinic reviews are better attended. All of the above processes help us at Chesterfield Royal achieve the best outcome for our 6 month follow up of stroke patients.

Over 98% of Chesterfield Royal's patients deemed applicable for a six month assessment receive one as reported by SSNAP from April 2016-March 2017.

The stroke pathway at Chesterfield Royal is outstanding. I wouldn't be where I am today without all the therapy and follow up assessment I have received. The amount of enthusiasm shown by the team really spurs you on. The team of familiar faces and the continuation of care throughout the stroke pathway at Chesterfield Royal Hospital is what makes it the wonderful, seamless service it is. The staff understand the length and breadth of the stroke journey, and their expertise and support is second to none. - Patient at Chesterfield Royal Hospital -

Top Tips

- Holding regular updates to share information with whole MDT team
- Regular reviews /monitoring of patients appointments to ensure compliance /appropriate use of clinic slots
- Close MDT working to ensure timely reviews of patients to comply with SSNAP data
- Keeping senior management teams updated and involved with service provision

This case study was submitted by Tina Potter stroke services matron and Donna Evans stroke services sister at Chesterfield Royal Hospital NHS Foundation Trust