

Why listening to patients matters; a collaborative approach to service improvement

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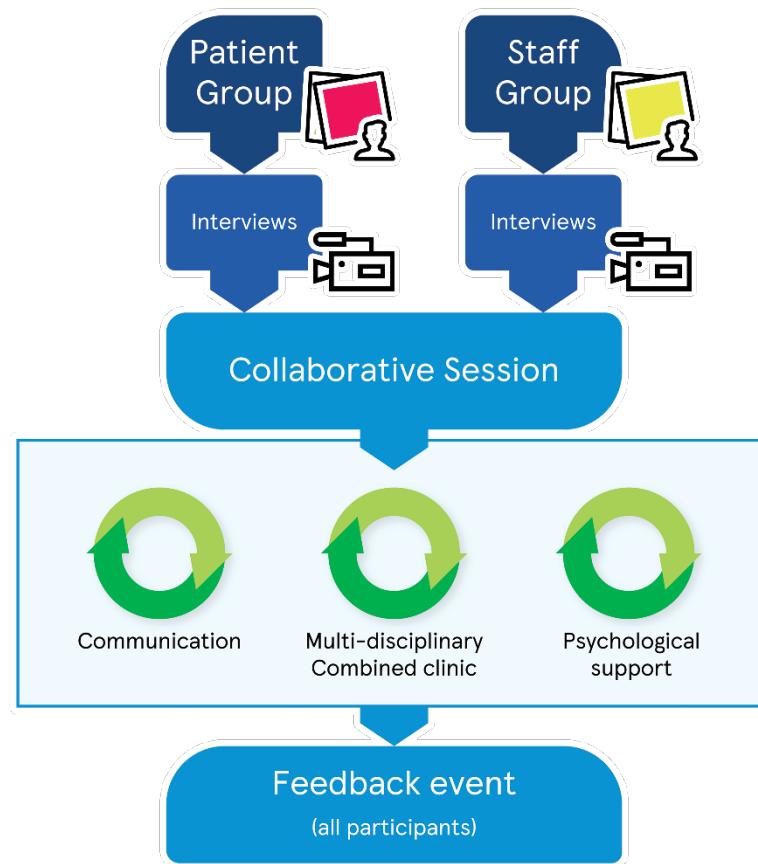


Why?

“Could you just email me?”

- *Increasing awareness that our current service did not meet the needs of our service users*
 - Altered communication
 - (Over)reliance on telephone
- *Barriers to a total communication approach*
- *Caldicott requirements*

How?

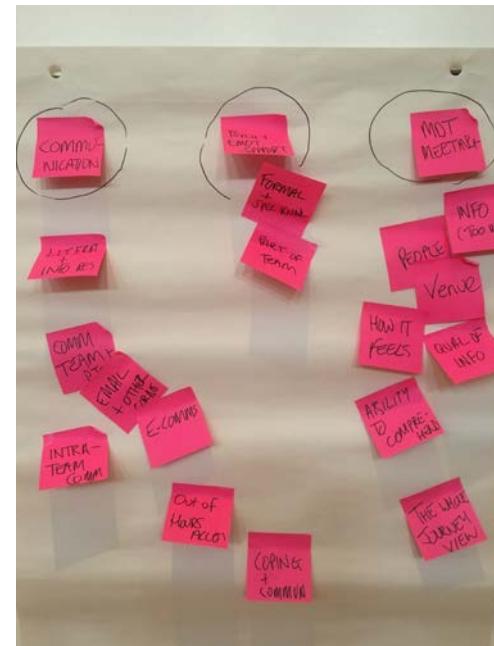
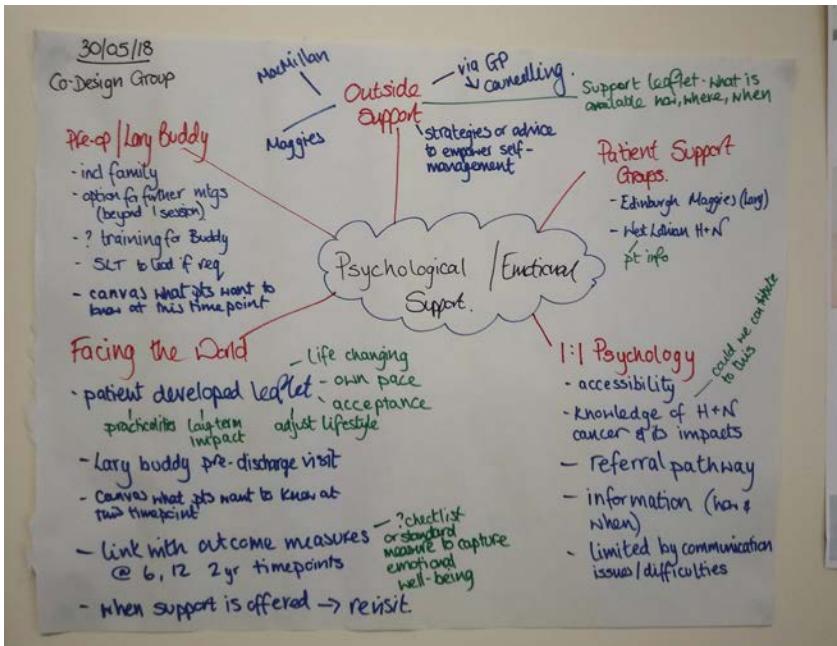
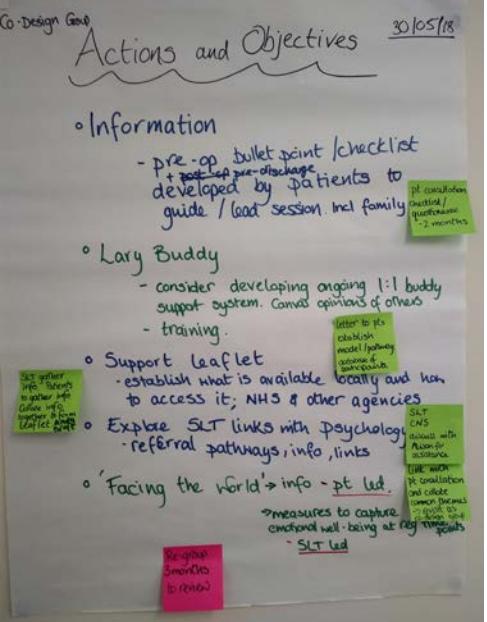
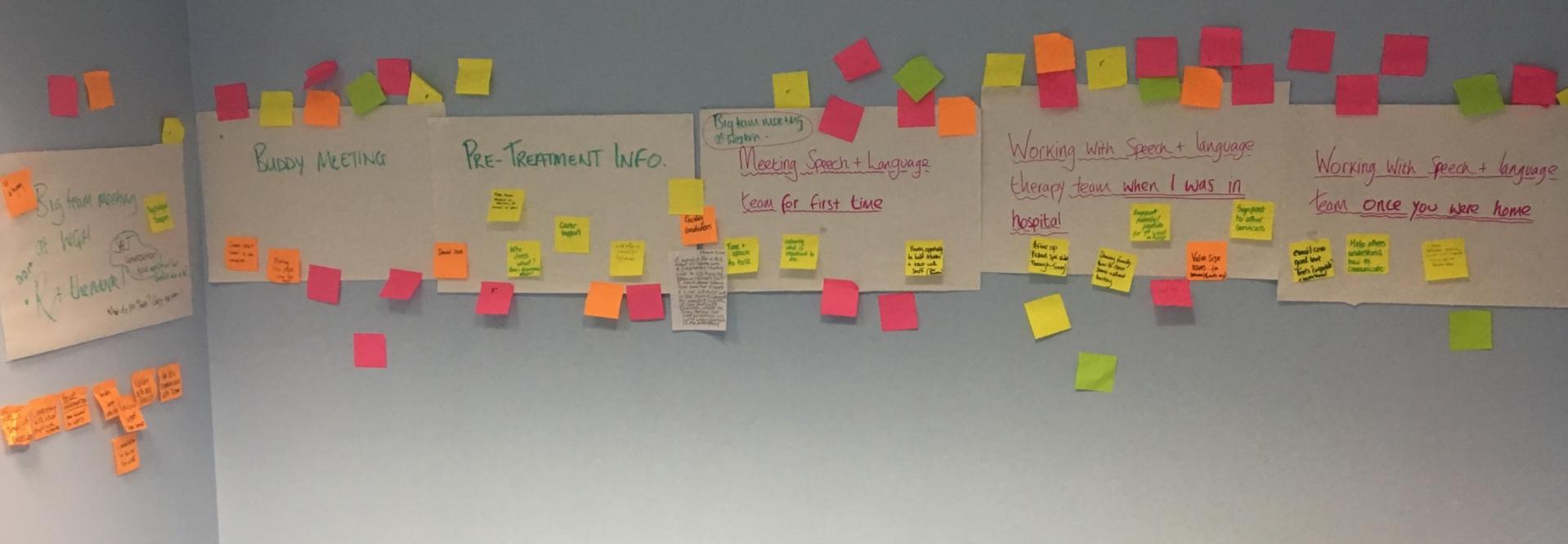


Experience Based Co-Design (EBCD) Model



Overall Aim

- *Improve the Speech and Language Therapy service and patient journey for Laryngectomy patients in collaboration with patients and families.*





Output

- *Regular collaborative working group meetings*
- *Prioritised activity backlog*

Patient Information

- Update handouts
- checklists
- Support directory

Communication

- Lary Buddy
- email and text
- Emergency care refresher

Sharing with others

- Psychological support
- Electronic notes
- HNA tool

Plan-Do-Study-Act cycle of change



Lessons Learned

- *Value of collaboration*
- *Remain patient-centred*
- *Evolving nature*
- *Responsibility to share feedback*
- *Access support*
- *Challenging but hugely worthwhile*



Next Steps

- *Finish*
- *Plan-Study-Do-Act*
- *Celebration event, Spring 2019*
- *Tackle backlog items*
- *Broaden scope*
- *Share experiences and learning*