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NCEPOD

Emergency Admissions:

The patient perspective



listening to patients,
speaking up for change

Over view of NCEPOD recommendations

- Initial assessment
- Consultant monitoring
- Supervised training and support
- 24 access to diagnostic imaging etc
- Appropriate specialty inpatient admission
- Rigorous protocols for handover procedures
- Clear physiological monitoring plans

The Role of the PA

Listening to patients and speaking up for change

- The PA initiated the consumer voice in healthcare over 40 years ago
- We offer an opportunity for patients to share their experiences of healthcare
- We use the evidence from patients to lobby for service improvement
- We are committed to ensuring that patients get the right information at the right time, working towards the “Informed Patient”
- We provide an independent and informed voice for and to patients with a high media profile
- PA is trusted by patients



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Our current activities

- Patient Rights
- Patient Safety
- Access to Quality Services
- Our Helpline
- Choice
- Policy, advocacy and campaigns
- Infection Control - *“I thank The Patients Association for the pressure they put on us to keep improving standards. Long may they continue”* Sir Ian Curruthers – Acting Chief Executive of NHS, May 2006
- Improved Patient Care
- Access to appropriate treatments - postcode lottery



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- ❖ The Patients Association is a registered charity which aims to be a voice for patients.
- ❖ High media profile which enables us to ensure the voice of patients is heard on a whole range of health issues.
- ❖ Proactive through campaigning on key issues in the media, with MPs and with senior NHS officials.
- ❖ Active around the need for cleaner hospitals, single sex wards
- ❖ Currently working on the management of pain and renal services in primary care.
- ❖ Other work includes patient information, issues around access to treatments and our major campaign; Healthcare acquired infections.

Our Helpline

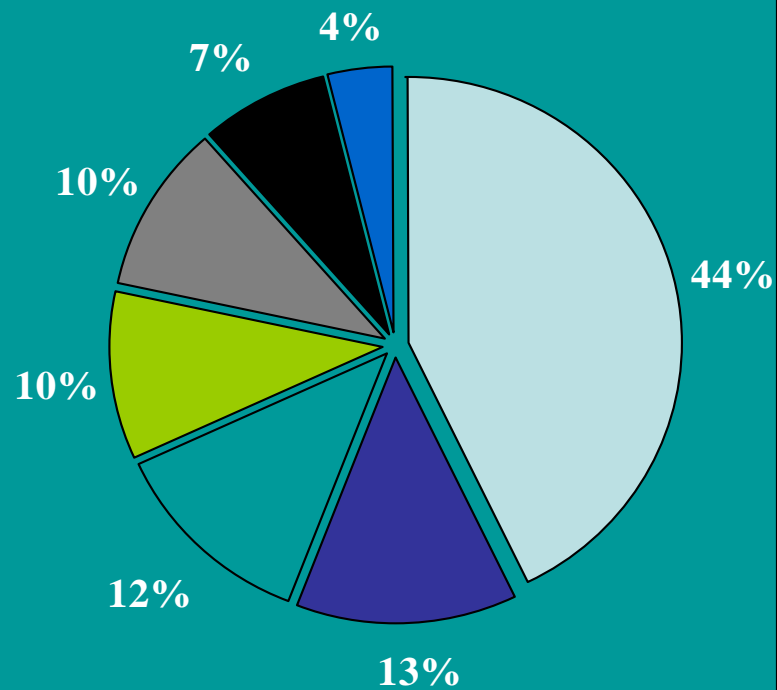
- 7,000 enquiries a year
- Staffed by volunteers
- Subsidised phone number
- Setting our priorities
- Providing an evidence base
- Informing policy
- Recent Review of Helpline



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Nature of calls to Helpline

Snapshot Survey March-May 2006



- Dirty Hospitals/ MRSA issues 363
- Wrong diagnosis/treatment 109
- Cancelled surgery 104
- Waiting for appointment to see consultant 88
- GP refusal to refer 87
- Access to medical records 62
- Struck-off GP list 34



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- **Communication issues:** Many of the issues which patients raised appeared to arise from being given inadequate information or poor explanations from doctors. Much distress and anxiety could be alleviated by better quality communication and information. Listening and being aware of the patient as a whole person may be as important as conveying information. There may be many reasons why this is lacking – clinicians are hard pressed to find the time to talk to patients or their relatives, there may be a lack of communication skills, or a culture which does not give high priority to effective communication with anxious patients. Failures of communication between individual staff members, departments, hospitals, and between hospitals and community staff.

A young disabled man was admitted as an emergency from his care home with a respiratory problem. Need for admission was queried by the admitting team. The care home informed his family that he would probably just be admitted overnight. The next day they were informed by the hospital that he had died. The family wanted is an honest and open enquiry into what happened.

‘The most human of all factors is the humanity of the patient. The very nature of the emergency takes from them what they might want most in their illness – to understand what is going on, to be given explanations and to be able to retain some choice, some control, and some vestige of self determination.’

P9 Emergency Admissions: A journey in the right direction? (2007) NCEPOD

Management Structure

- **President:** Claire Rayner 'leading from the front'
- **Vice Presidents:**
 - Baroness Masham of Ilton
 - Lynn Faulds Wood
 - Dr Phil Hammond
 - Angela Rippon
- **Chair:** Anthony Halperin
- **Trustee Board:** Extensive skills mix mirroring the patient pathway
- **Volunteers:** 10 – 12 running the Helpline
- **Staff:** Policy, Communications, Finance and Administration



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Partnership working

Principles:

- Long term relationships
- Shared commitments and priorities:
 - A selective 2-way approach
- Platform for project work
- Open-ness and ongoing review



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Examples of partnerships

In-House

- Infection Control nurses were surveyed to identify concerns around the cleanliness of endoscopes
- PA collated the report and launched it at the House of Commons
- Media coverage was extensive, led by Claire Rayner, including Guardian, Daily Mail and BBC Breakfast News, GMTV, Sky News and several radio stations.



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Achievements

- Retained independence from Government
- Put HAIs on the policy map
- Initiated two significant Summits on safer healthcare
- Organised the first Patients Association Awards
- Embedded importance of privacy and dignity – provision of single sex wards is now accepted within NHS practice



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Achievements

- Sole representative from UK in developing the European Charter of Patient Rights
- Key contributor to current acceptance of a 'patient-led' NHS
- Now receiving over 50 media calls a week – the first point of contact for the “patient take”
- Receiving 7,000 enquiries a year from those who have 'nowhere else to go' in the system



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Achievements

- Represented patients on influential bodies including:
 - NICE Interventions and Procedures Advisory Board
 - Better Hospital Food Panel
 - National Cleaning Standards Review Board
 - Cabinet Office Taskforce on reducing the burdens of bureaucracy
 - NHS Direct
 - Nursing and Midwifery Council
 - Extensive work with the Healthcare Commission



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Future Priorities

- 2007-2008: Building on, and broadening current priority on HAIs:
- Patient safety (including hospital build and the environment)
- Patient information and understanding risk
- Patient nutrition
- Patient rights
- National Patients Day 2008
- Care of the elderly
- Medical Records
- NICE decisions



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National Patients Day 2008

- Putting the patient at the heart of the system
- A review of patient rights in the UK
- The demanding patient and the view from the consulting room
- “No time to talk? ...Nurses, patients, and patients’ rights”
- From Disaster to Safe Haven - How we tackled MRSA: the American experience
- How Patients Make Choices
- Friend or Foe? The Drug Makers: the role of the Pharmaceutical Industry
- How Mrs Watts Made History
- Who is travelling where for health care, and why?
- Why the EU is taking an interest, and what may happen next?
- The proposed European Patients Rights Charter
- Patients’ Rights – Why we must sit up and take notice



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Publications

Here is a full list of our reports and booklets. Click on the publication you are interested in for options to download or to buy online from our publishers.

[A Guide to Living Wills](#)

[Funding your Healthcare](#)

[How to obtain access to your medical records](#)

[Infection Control – Is It Only Skin Deep?](#)

[Infection Control and Medical Device Decontamination – A survey of Strategic Health Authorities](#)

[Infection Control and Medical Devices](#)

Patient Rights in Europe and the UK

Patient Voice magazine

The 100 day Challenge Report

The Public Perception of Patients' Rights Within The UK NHS

The Simple Guides

Tracking and tracing of medical Instruments

You and your dentist

You and your doctor

Campaigns

The Patients Association is focussing its work on the following areas of concern:

Care of older patients

Clean health service environments and control of infections

Dentistry

Primary care services

Trust in medicines

Counterfeit Medicines

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‘Action without vision is merely dreaming. Vision without action is just passing the time of day. Put the two together and you can change the world’

Nelson Mandela