

## Cover Sheet

Trust Board Meeting in Public: Wednesday 9 March 2022

TB2022.016

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**Title:** Patient Story: FIT for Discharge. Frances, Irene, and Terry's story

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**Status:** For Discussion

**History:** A patient story is presented at every Trust Board

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**Board Lead:** Chief Nursing Officer

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**Authors:** Dr Adham Khalek, Emergency Department Lead  
Caroline Heason, Head of Patient Experience  
Tamsin Cater, Liaison Hub & Discharge Liaison Nurse Team  
Matron

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**Confidential:** No

**Key Purpose:** Assurance, Policy, Performance.

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## **Executive Summary**

1. This paper showcases the film developed by Dr Adham Khalek, clinical lead in the Trust's Emergency Department (ED).
2. The [animated film](#) follows the story of three fictional patients whose experiences are seen regularly within the Trust and in other hospitals across the country.
3. Adham developed the film to raise the profile and get the message across of straightforward and practical approaches to improve discharge for people who are vulnerable.
4. Conclusion: Adham has created an inspirational film to convey the importance of attending to the organisational detail surrounding discharge from hospital to maximise recovery, safety, and experience. A communications campaign will be developed to ensure all Trust staff and the public via social media and the Trust website are able to view this engaging and practical film.

## **Recommendations**

5. The Trust Board is asked to note and approve the contents of the paper.

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## Patient Story: FIT for Discharge. Frances, Irene, and Terry's story

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### 1. Purpose

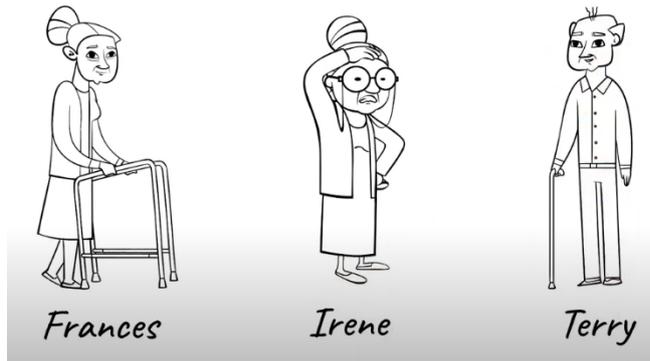
- 1.1. This paper showcases the film developed by Dr Adham Khalek, clinical lead in the Trust's Emergency Department (ED).
- 1.2. The animated film follows the story of three fictional patients whose experiences are seen regularly within the Trust and in other hospitals across the country.

### 2. Background

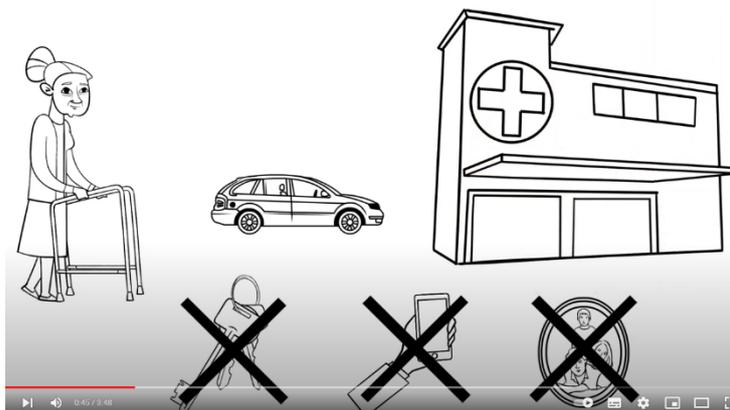
- 2.1. Dr Khalek is the clinical lead for the Trust's John Radcliffe Emergency Department (ED).
- 2.2. He wanted to highlight and share three practical messages about patient discharge from hospital across to staff and members of the public. To do this, he developed the animated film as an engaging way of communicating and teaching this important area of practice.
- 2.3. This film is focused on increasing awareness for discharge practice for patients on pathway 0 (see appendix 1.)
- 2.4. The Trust branding was removed to enable easier access for members of the public and for staff.

### 3. FIT for Discharge: Frances, Irene, and Terry's story

- 3.1. The [animated film](#) can be found on YouTube.
- 3.2. The film tells the stories of Frances, Irene, and Terry to illustrate the principles of good discharge. Adham describes all three patients having good care in hospital, but we let down by the administration of their discharge.



3.3. **Frances' story:** Frances is 85 years old. She is discharged home following going to hospital for chest pains. The hospital organised a pre-paid taxi for her who dropped her off at her door. When she got home, she realised she didn't have her front door keys, her mobile phone and no one had phoned her family to let them know she was on her way home. A concerned neighbour called an ambulance for her and she was brought back to hospital.



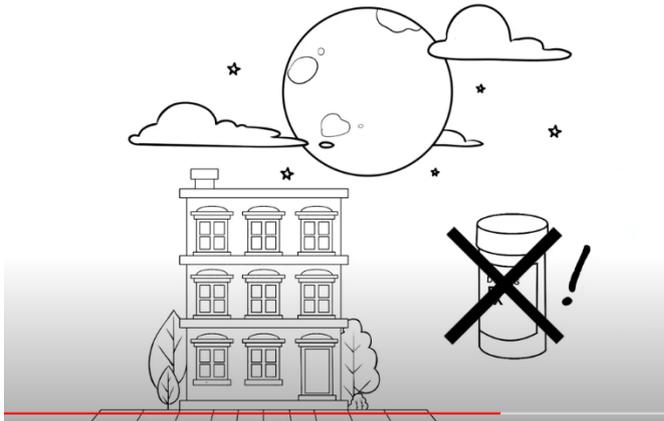
- 3.4. **Irene's story:** Irene is 90 years old and lives in a care home specialising in dementia care just around the corner from her family. Irene came to hospital after a head injury. In ED she received prompt assessment, a CT scan, wound closure, and a medication review and was discharged home within four hours. When she got home, Irene couldn't recall what happened and the care home staff had no written information regarding her assessments, they didn't know how to look after her wound and her DNACPR<sup>1</sup> form had not been returned with Irene. The care home made three phone calls were made to the hospital, ED, and the GP to try and sort things out for Irene. Ultimately resulting in a courier returned the documents and delivered a staple remover to Irene and her team.



- 3.5. **Terry's story:** Terry is described as fiercely independent and doesn't see age as a barrier to pursuing his interests. He attended ED at 8pm after cutting his foot gardening. He was seen at 11pm, given a x-ray, wound care and prescribed a course of antibiotics, and discharged home around 1 am. He told the staff he would make his own way home but wasn't asked how he would get home. He decided to walk the three miles to home. He was picked up two miles from home and driven home by a police officer. When Terry arrived home he realised he had left without his prescription.

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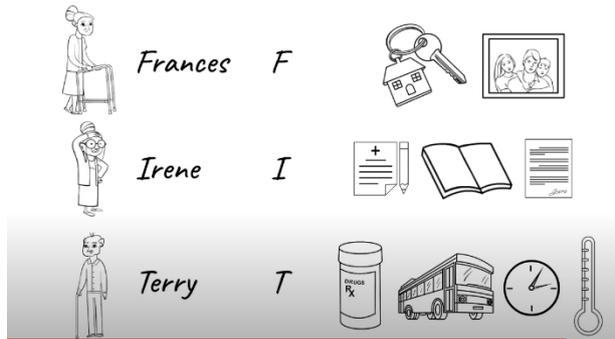
<sup>1</sup> [Do not attempt cardiopulmonary resuscitation \(DNACPR\) decisions - NHS \(www.nhs.uk\)](https://www.nhs.uk)



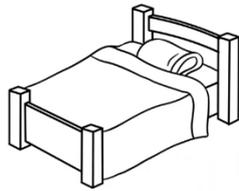
3.6. **FIT for Discharge:** Adham highlighted in the film that healthcare professionals should attend to some additional aspects when patients have finished their healthcare treatment to ensure that post discharge organisation is as good as healthcare by the bedside.

His recommendation is that Patients who are young, elderly, vulnerable or going home to a different care setting should be **FIT for Discharge**.

Remember Frances:	Think Front door key and Friends and Family to help.
Remember Irene:	Think written information and patient information and don't rely on memory
Remember Terry:	Think TTOs (medication), transport, time of discharge and temperature (patients in ED often don't leave hospital in their original clothes).



Adham confirms that the patients' homes and beds are often the place to maximise recovery how in our haste to facilitate that – we ignore the details for a good discharge.



*F - Front Door Key, Friends & Family*

*I - Information*

*T - TTOs, Transport, Time of Day & Temperature*

#### 4. Conclusion

- 4.1. Adham has created an inspirational film to convey the importance of attending to the organisational detail surrounding discharge from hospital to maximise recovery, safety and experience.
- 4.2. A communications campaign will be developed to ensure all Trust staff and the public via social media and the Trust website are able to view this engaging and practical film.

#### 5. Recommendations

- 5.1. The Trust Board is asked to note the contents of the paper.
- 5.2. The Trust Board is asked to consider the patient story alongside the context of the Urgent Care contents of the IPR.

Appendix 1: What pathway is your patient on?

### What pathway is your patient on?

