

The Impact of a Team Approach and Effective Communication in the Management of Patients with Highly Complex Presentations

Author: Nicky Mills, Clinical Specialist Physiotherapist, Dr Ruth Green, Consultant Respiratory Physician.

Sponsor: Julie Smith, Chief Nurse Date: Thursday 1st October 2015

paper E

Executive Summary

This patient story describes the experience of a patient attending for care and treatment at the Glenfield Hospital respiratory medical and physiotherapy services. This paper illustrates how services responded to the individual needs of this patient to enhance care.

Experience of Care

This patient story describes the experience of a patient who has rare complex respiratory problems requiring different management approaches and combination of treatments, not needed by other patients. In addition, their visual impairment necessitated a highly individualised programme. With such a complex condition, and potentially catastrophic outcomes, the consultant and physiotherapist problem solved, sought advice and opinions from other specialist colleagues, which aided the development of an innovative approach with an optimum positive outcome.

Through perseverance, innovative physiotherapy management and exercise, and a collaborative multi-disciplinary approach, the patient is now in control of their symptoms with a significantly improved quality of life. The confidence this patient has gained, through this approach, has enabled them to train as a fitness coach and they now want to promote and support other people with chronic health problems to exercise. This patient would like their story to be shared to highlight how individualised intervention, open communication and a team approach is highly beneficial for overall health and quality of life.

Recommendations

- To continue to raise the importance of physiotherapy and exercise for patients, particularly with respiratory conditions
- Promote the use of home visits to ensure an individualised exercise programme meets the needs of complex patients and to continue on discharge from hospital to reduce further admissions.

Conclusion

Open communication was extremely important, so that all team members were aware of the complex interventions at every stage. Ensuring that the patient was central to a fully informed decision making process, gave them control and empowerment to take the lead in managing their condition. Presentation of such a complex case at respiratory meetings, including a talk by the patient, has enabled the respiratory team to learn from innovative approaches which have enhanced the overall patient experience.

The Trust Board is asked to:

- Receive and listen to the patient's story
- Support the improvements instigated in response to this feedback.

For Reference

Edit as appropriate:

1. The following objectives were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Yes
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Yes
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	YES
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	No

2. This matter relates to the following governance initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related Patient and Public Involvement actions taken, or to be taken: The Trust Board

Patient Story consists of feedback from a patient directly about their experience of care. In response to this feedback the trust identifies how best practice will be disseminated across the organisation.

4. Results of any Equality Impact Assessment, relating to this matter: No equality issues identified as part of this patient story

5. Scheduled date for the next paper on this topic: November 2015

6. Executive Summaries should not exceed 1 page. The paper does comply

7. Papers should not exceed 7 pages. The paper does comply