1. Background

Evidence suggests that improving the identification and management of patients with frailty can improve both patient and service outcomes. Work has been underway at Royal Hampshire County Hospital to develop an Acute Frailty Unit (AFU) which opened in 2017.

To aid future service redesign we are now seeking to use patient views.

2. Aim

To increase our understanding of the experience of patients using our services and improve patient satisfaction.

3. Methodology

We used the experience based design (EBD) approach (figure 2) to gain a better understanding of the patients journey through our frailty service.

Patient experiences were gathered using a survey designed for patients with confusion, by the Acute Frailty Network (Figure 3). A selection of patients, over 75, discharged from the AFU were surveyed.

4. Results

Emotional mapping (figure 4) has been used to understand the patient journey and emotional ‘touch points’ of 25 patients.

There was a greater level of negative emotions (32%) at the start of the patients journey which caused a lot of ‘anxiety’.

The most positive experiences related to dignity (88%). Patients often felt ‘reassured’ and ‘safe’ once things were explained to them during their assessment.

5. Change ideas

Based on what patients told us we have started work to........

Role redesign
- New activity roles to increase patient activity, prevent boredom & deconditioning.
- Clinical matron OT

Compassionate care is everyone’s job
- Senior consultant role modelling.
- Flattening the hierarchy in daily MDT
- Patient stories in the ‘Big Room’ every week

Environment redesign
- Secured funds for changes
- Remove nurses station
- Change colours to make areas less clinical
- Increase storage to remove clutter
- Reduce noise with soft close cupboards!

Improve meal time experience
- Staff training
- Protected meal time
- Pouring juice; no impossible cartons!

Keep patients better informed and connected to their care.
- Co-designing patient information leaflets

6. Learning

- The small details matter to patients
- Compassionate care is everyone’s job
- Let the patient complete the survey. Don’t try to interpret how they feel.