

# Exploring Patient Experience

As you enter this session, put yourself in the position of a patient or carer at each of these points in the care process

Liaison psychiatry  
assessment in  
Accident and  
Emergency

On a medical ward  
with delirium or  
dementia

On a medical ward  
with mental health  
needs

Being at home after  
discharge from A&E  
or a medical ward

**Before finding your seat, go to each flip chart and add your experience or perceived experience.**

**Use single words to describe your emotions; how does each part of this journey feel?**



# FROM faculty report to action: Making the 'Framework for Routine Outcome Measurement in Liaison Psychiatry' happen

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# Learning Objectives

- **Consider the patient perspective and the meaning this imparts to routinely measuring outcomes and experience**
- **Identify necessary factors for successful implementation and how to overcome potential barriers**
- **Plan how to ‘close the loop’, ensuring that feedback and outcomes are used to drive change and improvement in clinical services**
- **Contribute to the development of a best practice framework which can be used within your own services**



# FROM-LP – Four Domains

1  
2  
3  
4

	CASE TYPE	
MEASUREMENT		
	SINGLE CONTACT	SERIES OF CONTACTS
PROCESS:	1) Response time 2) IRAC	1) Response/waiting time 2) IRAC
OUTCOMES (clinician-rated)	3) CGI-I	3) CGI-I (at beginning and end of series of contacts)
OUTCOMES (patient-rated)		4) CORE-10 (at beginning and end of series of contacts)
PATIENT SATISFACTION	4) Patient satisfaction scale 5) Friends and family test	5) Patient satisfaction scale 6) Friends and family test
REFERRER SATISFACTION	6) Referrer satisfaction scale (as a regular survey if frequent referrers)	7) Referrer satisfaction scale (as a regular survey if frequent referrers)

RCPsych  
FR/LP/02  
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2015



# 1 Process Measures

## IRAC: Identify and rate the aim of the contact

Specify the main aim of the contact (tick one box)		Was this achieved?	
Assessment and diagnosis/formulation	<input type="checkbox"/>	Fully achieved	<input type="checkbox"/>
Providing guidance/advice	<input type="checkbox"/>	Partially achieved	<input type="checkbox"/>
Signposting/referring on	<input type="checkbox"/>	Not achieved	<input type="checkbox"/>
Assessment and management of risk	<input type="checkbox"/>		
Assessment of mental capacity	<input type="checkbox"/>		
Assessment re: Mental Health Act	<input type="checkbox"/>		
Medication management	<input type="checkbox"/>		
Management of disturbed behaviour	<input type="checkbox"/>		
Brief psychological interventions	<input type="checkbox"/>		
Treatment (other)	<input type="checkbox"/>		



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# 2 Clinician-Rated Outcome Measure

## Clinical Global Impression Scale

Improvement Scale	
Very much improved	<input type="checkbox"/>
Much improved	<input type="checkbox"/>
Minimally improved	<input type="checkbox"/>
No change	<input type="checkbox"/>
Minimally worse	<input type="checkbox"/>
Much worse	<input type="checkbox"/>
Very much worse	<input type="checkbox"/>





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Much worse	<input type="checkbox"/>
Very much worse	<input type="checkbox"/>



# 4 Referrer Feedback

- Meetings with staff groups
- Online survey



# The Reality of Introducing FROM-LP - a true story



# 3 Patient & Carer Experience

- Emotional mapping exercise



# 3 Patient & Carer Experience

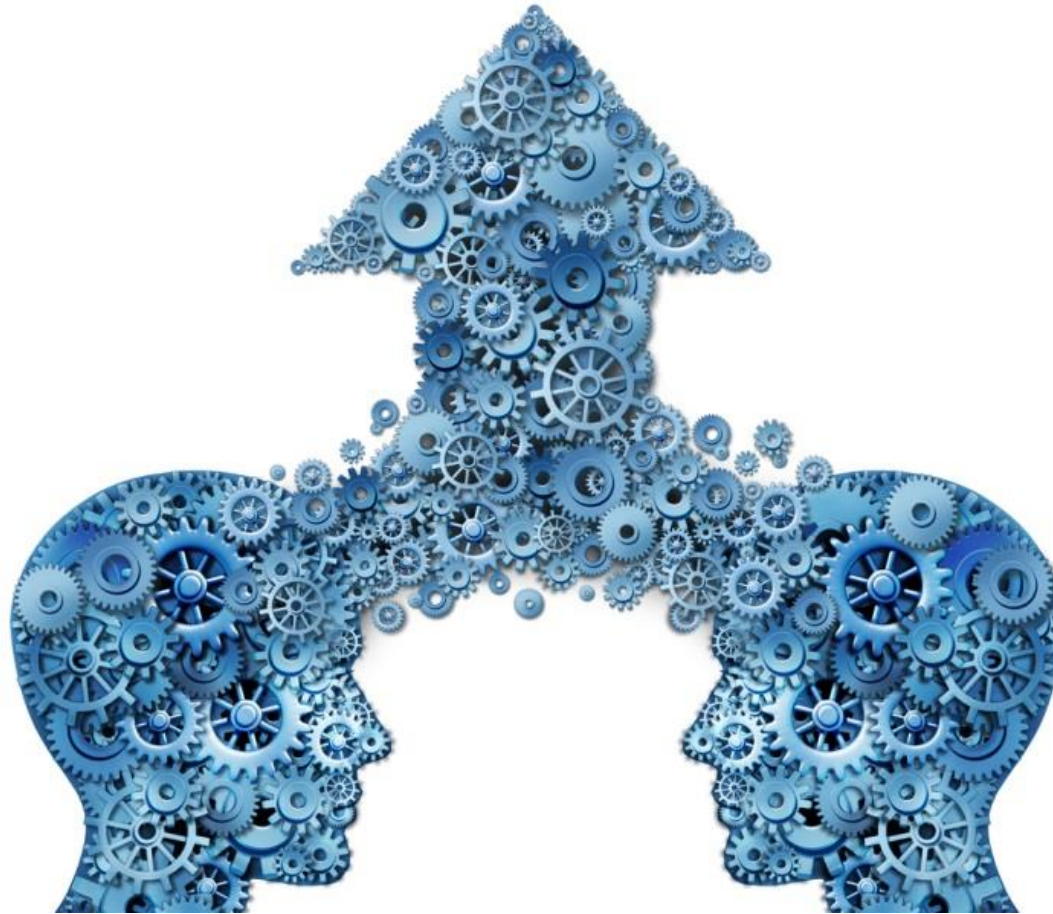


# Developing shared aim

- **What would you need in place to be able to routinely use FROM-LP?**
  - **As a group, discuss and refine a wish list**
  - **Try to sit where you don't already know people**
  - **After 10 mins present back to room**

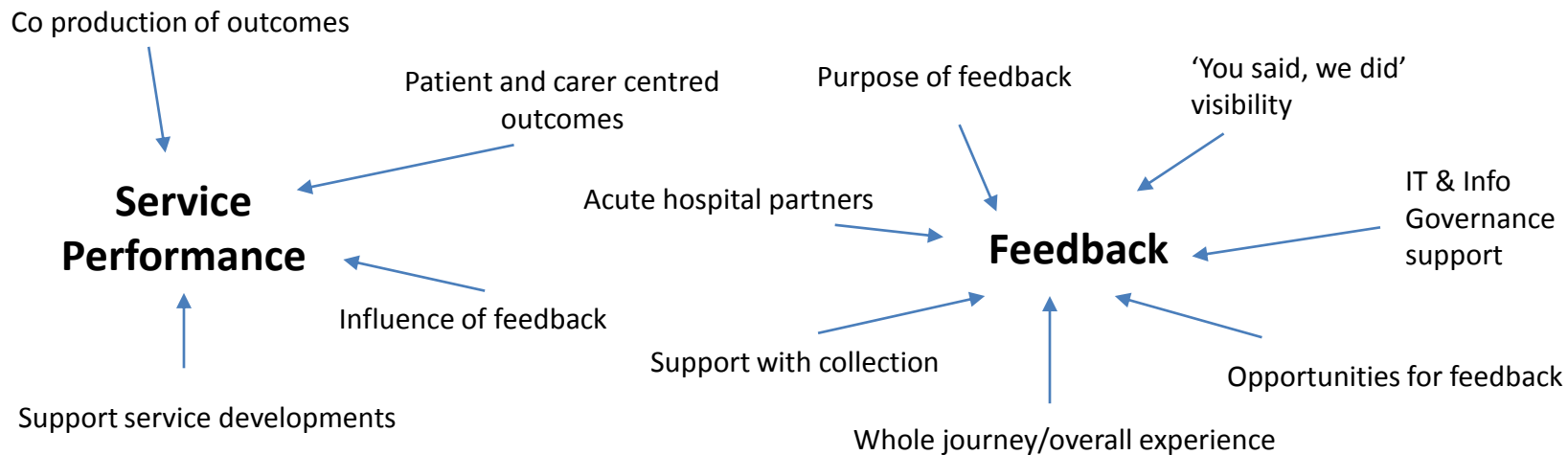
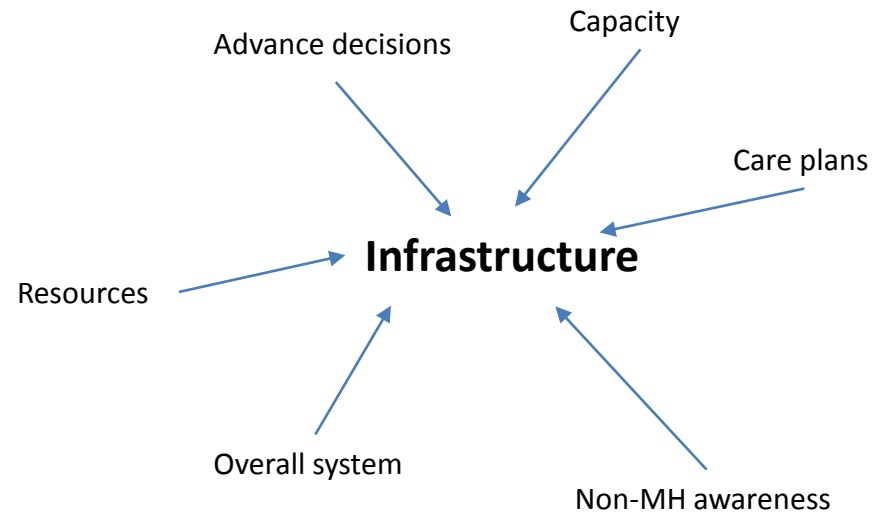
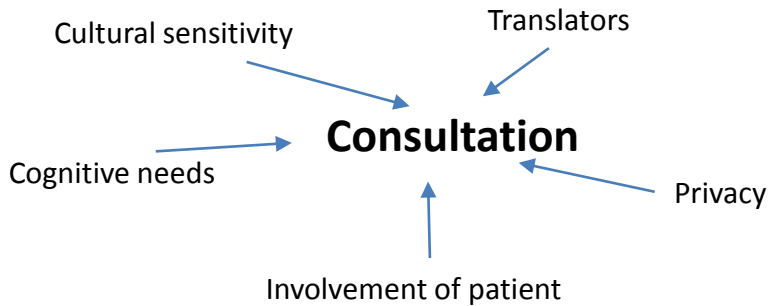


# Feedback from discussion



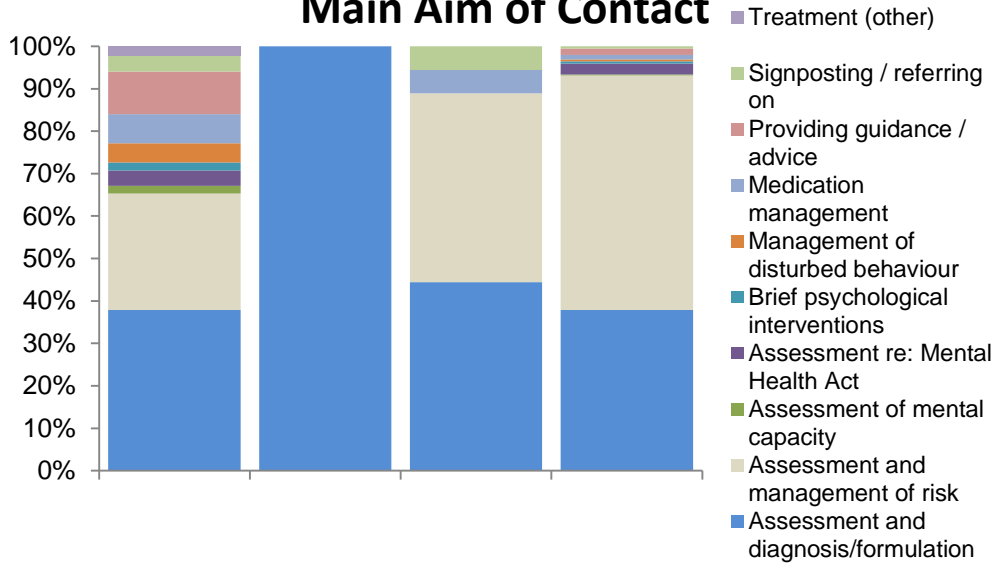


# The CNWL List:

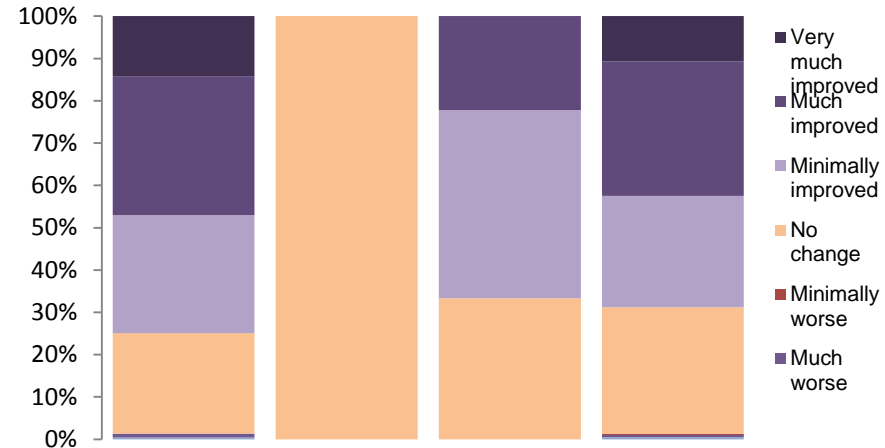




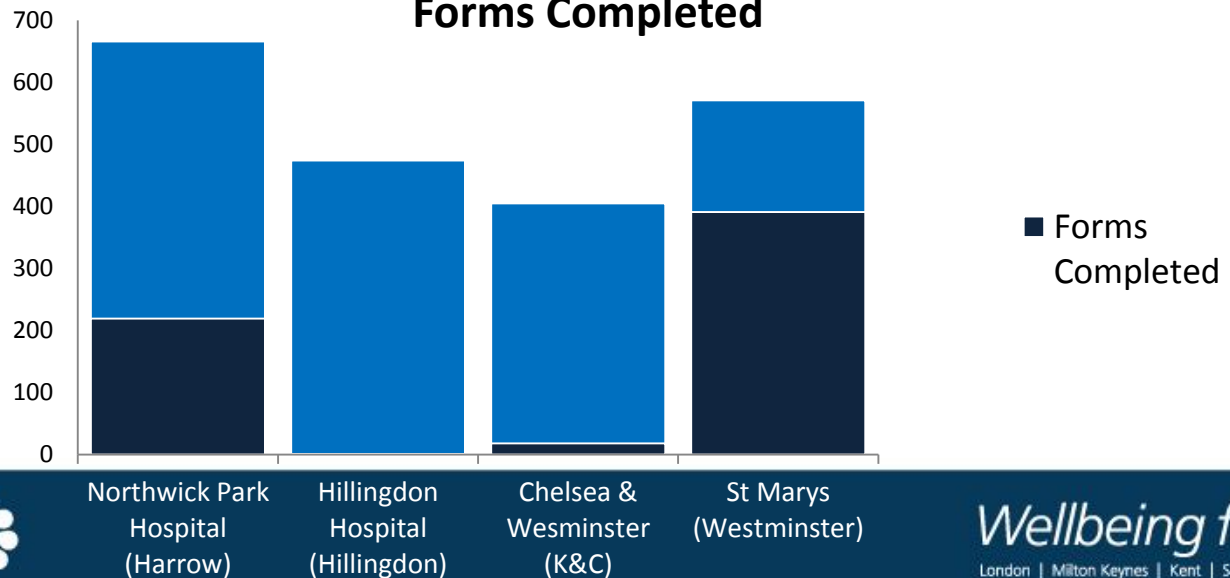
### Main Aim of Contact



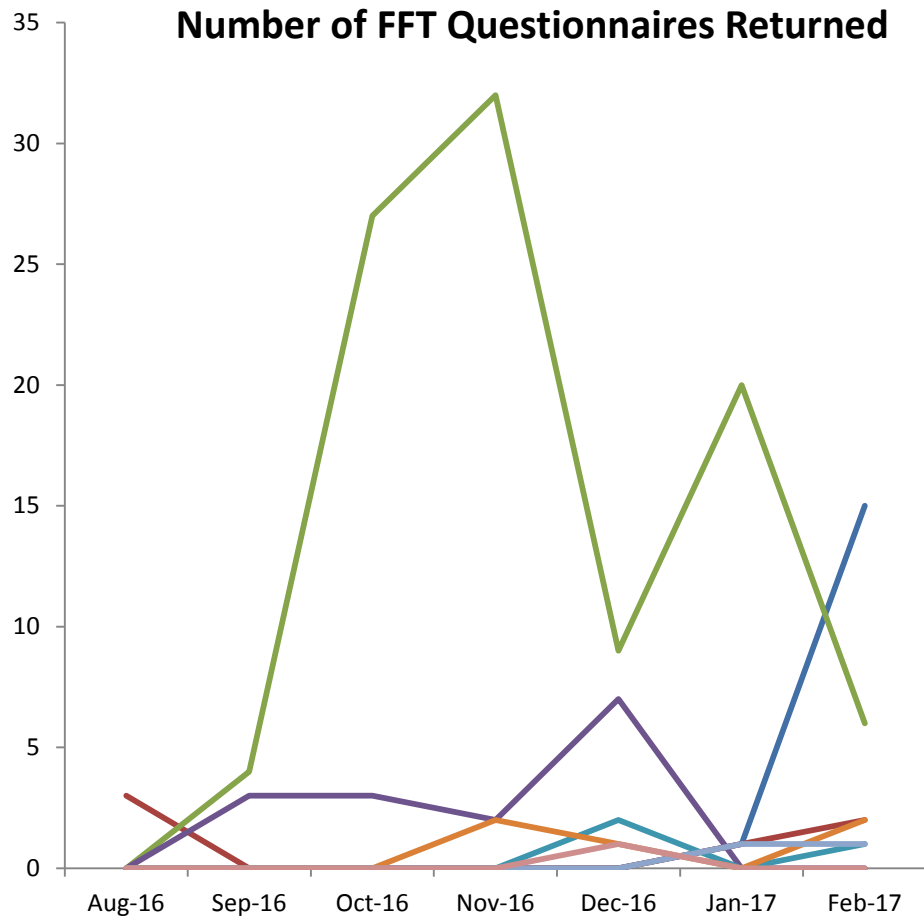
### Clinical Global Impression - Improvement



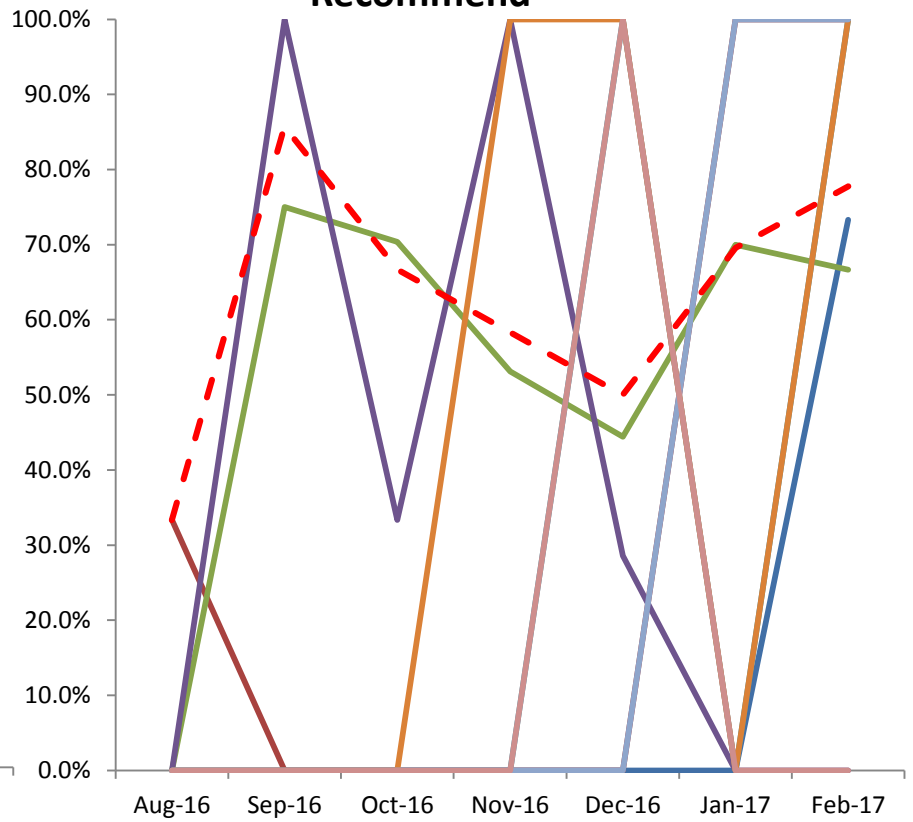
### Forms Completed



### Number of FFT Questionnaires Returned



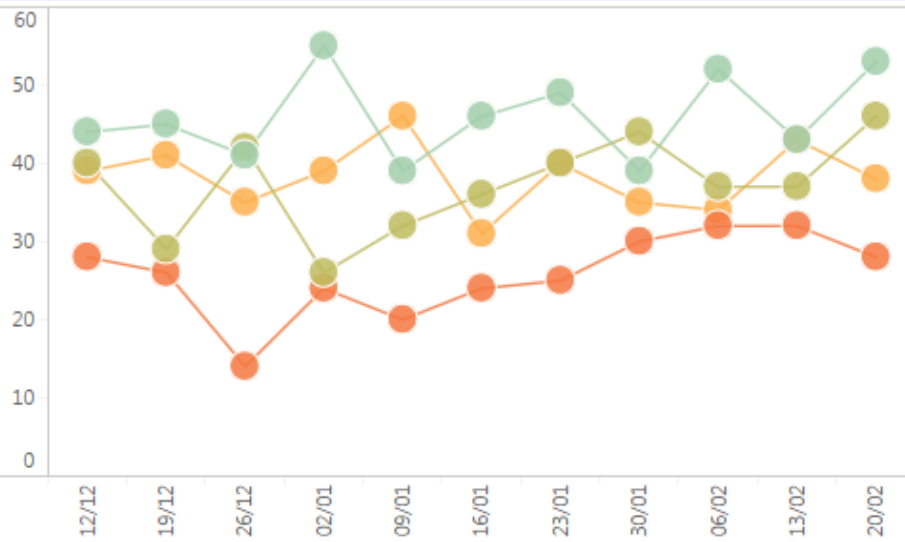
### Central and North West London Percentage "Extremely Likely" to Recommend



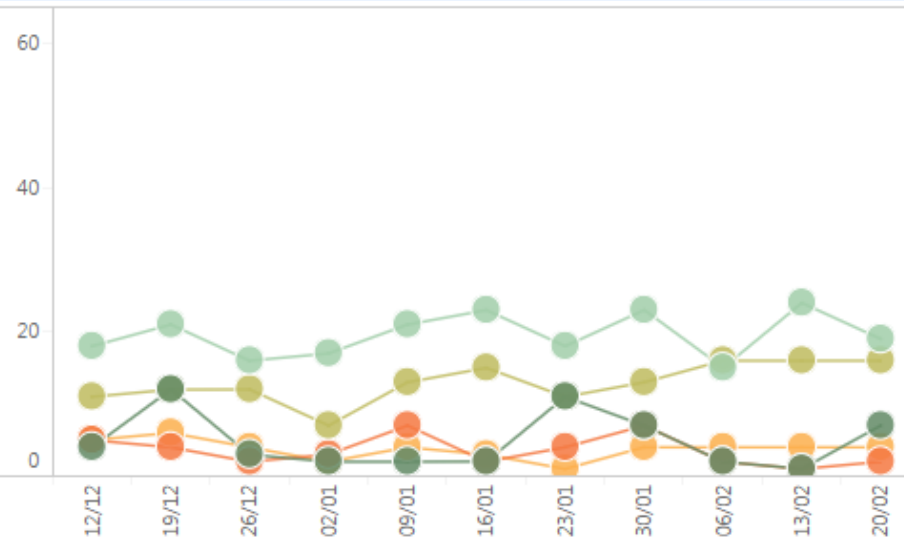
What is the main reason for your answer?	What could we do better?
Very nice to talk to	Explain service
I was given help time and support	They could have come sooner to help
Friendly, professional and sympathetic	Less prejudice
Having somebody I don't know to talk honestly to and trust	Communicate: Speak to us like human beings! Don't care you do want we say even when you know were digging our graves.
Ben is incredibility helpful and kind - We need more like him	Less waiting time
Profesionality of the nhs team (human) perspn appraoch of some members of the staff	Again it's more about time and the help being there. People that admit they need help don't want to hear it will then take 2/3 is what allows people to change their mind.
The team have been great, understanding and helpful	I feel I could have been advised how to attain more Temazepam in order to begin tapering off
I believe if someone really needs help they should get it	It made me feel a bit better though
Most of my friends and family are living in China, it is too far awayto get help form here	Layman's info and information re treatment procedures and transfers
Because the representative were very attentive, listining to my problemwithout judgement or assumption.	By having someone with me when I'm down
They are prepered to listen and investigate	There was a small glitch with an ASTI appointment which meant I had to wait an extra week but I understand these things happen
Dr M the best doctor and helped me to sort all my troubles by her support and farers for therapies	<b>Any other comments?</b>
I am capable with the right help	You tell us nothing" Liaison - Is that a joke? You never liaise or discussed matter with us candidly sharing what so difficult about talking face to face person to patient. Risk / benefit of taking the course of action we were taking.
Very nice and professional. Psych doctor who listened and did a lot more than last psych doctor/nurse	I am so grateful for this service, i have had such efficient and effective care, and have been given my life back



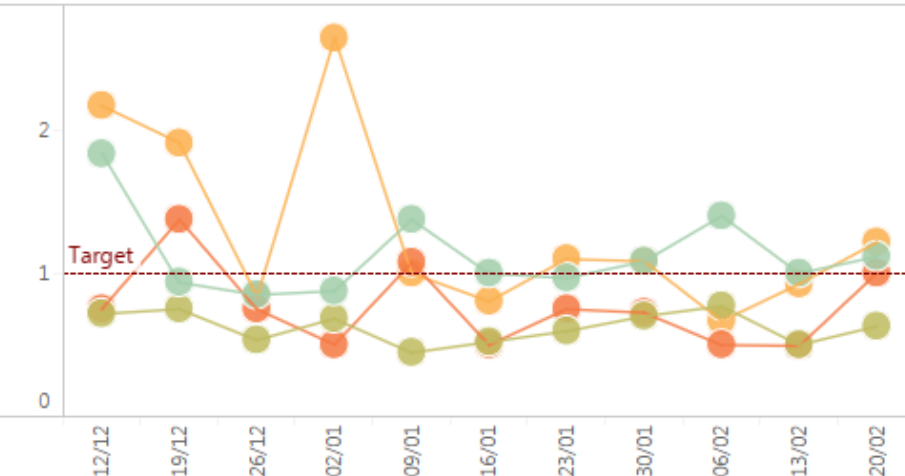
## Referral Volume - A&E



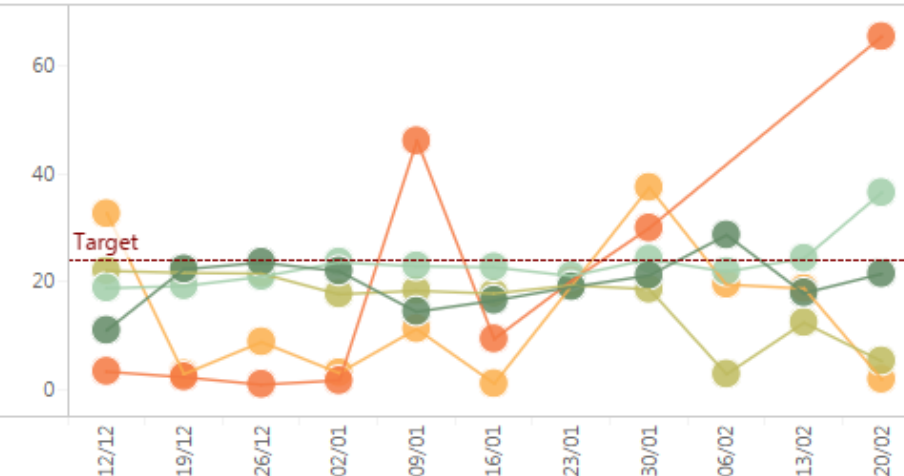
## Referral Volume - Wards



## Waiting Times in Hours - Emergency (75th Percentile)



## Waiting Times in Hours - Wards (75th Percentile)



# Discussion

- Your approach to **FROM-LP**
- Follow-up survey



# Questions/Comments

