



The Yorkshire Patient Experience Toolkit is a research-based approach for teams to work with patient experience feedback to improve services. It was developed in collaboration between the Yorkshire Quality & Safety Research Team, the Y&H Improvement Academy, hospital staff and patient volunteers.

Case study: Amputee Rehab Clinic, Bradford Royal Infirmary



This team consists of a senior physiotherapist, therapy assistants and occupational therapists. They are involved from the beginning of the patient's surgical journey initially seeing them on the ward post operatively and then later as an out-patient in the physiotherapy gym. The team wanted to work with PET because they felt that their patients' needs were complex (physical, social, psychological): they wanted to understand these needs better and respond accordingly.

In September 2018, two Improvement Academy staff along with a volunteer talked to 8 patients about their experiences of using the clinic, collated this information and shared it with the whole staff team.

What patients said:

The role and value of this team to their patients cannot be over stated. Patients said the amputee clinic are '**brilliant; caring; understanding; supportive; a life line**'. They said a number of things were particularly important to them:

The start of the process - getting to know the team and what rehab will involve

Goal setting & an 'end point' - tracking their own progress and milestones

Psychological needs - the importance of their support networks e.g. family/carer involvement, and talking to other amputees)

The clinic (and the transport to/fro) as a lifeline – would not know what to do without this clinic and amazed the staff can provide such a service within the limited space available (concerned for the staff).

What staff did:

- In consultation with patients, developed a patient information pack for patients following amputation, answering frequently asked questions and helping patients to mentally prepare for rehab.
- Formal goal-setting process involving 1:1 discussions with patients.
- A report was escalated to senior hospital managers on the need for a clinical rehabilitation space that is fit for purpose and safe.

Impacts:

- Patient information pack and goal-setting process now being tested (for review May 2019).
- Amputee clinic has been re-housed into a much larger space – a real boost for staff and patients.
- The positive experience of the team using QI techniques for patient experience has now been directed onto another improvement project around claudication.

For more information contact: Improvement Academy academy@yhia.nhs.uk