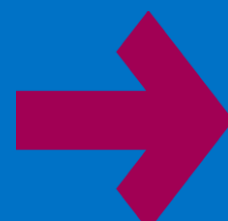


Cardiac patient workshop: Pre-read material

Tuesday 20th June, 5 – 7pm
Check in arrival at 4.45pm

Please note that there is an extended version with detail of interventions, which is also attached.



Overview

Specialised services are provided in relatively small number of hospitals and are usually accessed by comparatively small numbers of patients. They tend to be provided in large hospitals by teams of highly trained, experienced staff and there are often strong links with research. Some cardiac services are categorised as 'specialised services' where as other cardiac services are not.

A programme of work is underway across south London, Kent, Surrey and Sussex which is focused on making specialised services sustainable into future years. The number of people requiring specialised clinical services is growing very quickly and, although funding is also increasing, we need to provide care more effectively than we do now, to ensure that we provide patients with the level of care they require in future years. The aim of the programme is to ensure that the way that specialised services are provided across south London in future years delivers the best patient experience, quality of care possible and value for money possible.

Improving how cardiac services are provided in south London is a focus of this programme. Specialist cardiac clinical staff from across south London attended a workshop in February 2017 to provide their ideas on where improvements could be made. Numerous opportunities for improvement, or 'interventions' as they will sometimes be referred to, were identified by the cardiac clinicians at the workshop. We have arranged this upcoming workshop for cardiac patients so that we can hear what you think about the ideas that came out of the clinical workshop. We want to know whether you think the proposed interventions would benefit patients. We also want to know whether you have any other feedback or comments relating to each intervention. Your feedback will be used to help shape how this programme of work moves forward.

There are ten proposed interventions for cardiac services and a summary of these interventions can be found within this pack. This is the information that we would particularly like you to focus on during the pre-read. There is a glossary in the appendices of the longer document which provides a definition for words or terms that attendees are less likely to be familiar with.

Our discussions with clinical staff who work in cardiac services across south London (mainly doctors and nurses) strongly suggest that the proposed interventions will be beneficial for patients.

In addition to this, discussions with the British Heart Foundation highlight that some of the opportunities that were identified in the workshop align with improvement work that is underway in other parts of the country. The early discussions that have taken place with the British Heart Foundation provide assurance and validation that the opportunities that have been identified are similar to opportunities that have been identified elsewhere in the country.

At the cardiac patient workshop we would like to hear what you think about the opportunities for improvement (or “interventions”) that cardiac clinical staff have proposed. We would particularly like you to consider the following points for each proposed intervention:

1. Whether you think intervention would benefit patients (when considering both patient experience as well as quality of care received)

2. Whether you have any other feedback or comments relating to each intervention (e.g. to highlight any areas that you think could be explored further)

Information about the proposed interventions are provided in summary form on the next page, and a more detailed version is also attached (please note that we do not expect you to have read the detail, but we wanted to make it available).

Your feedback will be used to help shape how this programme of work moves forward.

On the day of the workshop please report to the main reception at Skipton House at 16.45pm. You will be collected from this point and shown to the room. You will be asked to sign in.

The workshop will follow the structure below:

- Attendees will be asked to introduce themselves (name, whether you are an existing cardiac patient, have previously received cardiac services and whether you attend a Heart Support group).
- We will provide a verbal overview of the programme and the stage of the programme that we are at currently
- We will then provide verbal descriptions of each proposed intervention, one by one. After each intervention description we will do our best to answer any clarifying questions you might have about the interventions (this will be done as a whole workshop activity).
- Representatives from the British Heart Foundation will present some examples of other work they are supporting, which relates to the proposed interventions.
- Then we will split attendees into smaller groups (approximately 6 people per group) and each group will have a ‘facilitator’ who will be a member of the programme team. We will ask you to feedback any comments you have about each proposed interventions to the individuals in your group. We will ask you to particularly focus on what you think the impact will be for patients. Somebody from the programme team will write down this feedback so that it can be remembered and considered further after the workshop finishes.
- So that we know whether or not we are collecting feedback from people who are representative of typical cardiac service users, at the workshop on 20th June we will ask attendees to share their demographic information with us upon registration at the event. This is optional.

Whether you need to bring anything with you to the workshop:

Sandwiches, tea, coffee, fruit juice and water will be provided at the workshop but if you would like to bring additional refreshments with you then please feel free.

Please bring any travel receipts that you would like to claim the money back for. Any train or bus tickets must be standard class.

Summary of the proposed interventions

Below is a summary of all ten proposed intervention for cardiac services. The following pages go into further detail about each intervention.

No.	Cardiac interventions
1	Improve multi-disciplinary team (MDT) working by better utilising technology for meetings, creating protocols for MDT meetings which are in line with best practice, and then monitoring compliance with these protocols.
2	Provide consistent cardiac services across the south London hospitals, so that patients across the area receive a consistent service/ experience which is in line with best practice. This includes optimal pathways from start to end (patient to GP, role of local and specialist hospitals, and follow up care/rehabilitation and discharge).
3	Expand the current inter-hospital transfer system that exists in south London to include all hospitals and all cardiac surgery services. Also, resolve current issues in the system, for example the regarding the patient selection process.
4	Improve the system for getting patients back to their local District General Hospitals (DGHs) after they have received the care they needed at the specialist (tertiary) centres.
5	Create a shared daily and weekly staffing rota across hospitals in south London, to support the delivery of appropriate cardiac services. This will result in one hospital offering certain cardiac treatments on a given day and week.
6	Improve the way healthcare for valve disease is provided across south London.
7	Improve patient experience during the end of life period, and avoid unnecessary treatment.
8	Enhance IT systems to support improved data sharing across south London hospitals.
9	Improve the support provided to patients who have been discharged from hospital after receiving heart services (such as rehabilitation)
10	Introduce collective purchasing (i.e. join up procurement) across south London hospitals where beneficial to do so.

Should we decide to proceed with each of these interventions, we acknowledge that change will not be easy. There are challenges involved with successfully implementing each of the proposed interventions and many additional individuals (including clinicians) within the health system will need to be involved in discussions to help shape the way forward.