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**NHS**  
*England*

## SEVEN DAY SERVICES CASE STUDY

MAY 2015

Lancashire Teaching Hospitals NHS Foundation Trust

# A seven day integrated nutrition service

### AT A GLANCE:

- Lancashire Teaching Hospitals NHS Foundation Trust has implemented a nurse-led, seven day nutrition service for individuals at risk of malnutrition and potentially requiring nutrition support.
- Patients now have improved access to nutrition services and can be assessed and treated seven days a week, as well as being able to access 'one stop' clinics for support and trouble shooting.
- As a result, patients are able to be discharged earlier, lengths of stay have reduced and admissions avoided for 99% of patients seen.

### How the improvements were made

A divisional review to transform services using QIPP principles looked at strategies to improve patient experience and nutrition service efficiency. The initial focus was to explore how admissions could be avoided for patients with blocked feeding devices. Once admitted these patients could wait several days before being seen by a consultant gastroenterologist, their route of feeding re-established and discharged home.

Both inpatient and outpatient nutrition services were re-designed by speech and language therapists, dieticians and nurses. The redesigned service aimed to provide better care and treatment for patients in hospital with early support and rapid access to clinics following discharge for advice, trouble shooting and day care to prevent further admissions.

The new service team required practitioners to have a range of 'expert' clinical skills and to be confident in autonomous decision making. Given this was a new role for members of the nursing team, a programme of staff development including support, close working and mentorship was designed.

The service was initially launched as a five day service. Following a service review and patient interviews, a consensus was reached that patients needed access to experts who knew them and their devices across the whole week, so the service was expanded to seven days.

**Lancashire Teaching Hospitals NHS Foundation Trust's Integrated Nutrition Team works across Royal Preston Hospital and Chorley District General Hospital.** The team originally comprised of a Consultant Nurse at 8c, a Lead Nurse at 8a, one x Band 7 whole time equivalent (WTE) and 3 x WTE Band 6 practitioners. An additional uplift of two x WTE Band 6 staff and 1.6 x WTE Band 3 staff was provided to enable a substantive seven day service.

For advice and support on seven day services,  
contact us at: [england.si-7ds-support@nhs.net](mailto:england.si-7ds-support@nhs.net)

‘Developing a seven day service was the right thing to do for our patients, a Monday to Friday service for these complex patients just doesn’t work for them’.

The service was also expanded to allow for further developments to support patient care, such as streamlined direct new referrals, providing IV electrolyte monitoring and day case replacement for high risk patients.

**“ Well if I go to A&E, they just look and say TOP TIPS ‘what’s that?’, we don’t know. Well it’s just not good enough. Now my wife can ring up and say something’s wrong with the PEG, can we see someone? “Yes, no problem, come down in 10 to 15 minutes, then we are seen straight away.”**

**59 year old man who experienced the service prior to the improvements.**

## What was achieved?

- Rapid access to a nutrition nursing team is now available from 8am – 6pm seven days a week
- Daily ward rounds for complex patients and out of hours regimes for patients requiring feeding
- Home provision and support for patients receiving parenteral nutrition
- Dedicated helpline for patients and staff seven days a week
- Provision of a single point of access for patients who are artificially fed, who can receive day care treatment and support from specialist teams
- The service has recently been awarded ‘highly commended’ in the trust’s quality awards.

## What was the impact?

- Supported early discharge and reduced length of stay for patients with difficult feeding routes and high risk condition, with access to early follow up should problems occur
- Admission avoidance for patients who now have access to a seven day service, including ‘one stop’ clinics for assessment and treatment in one visit – avoiding admission in 99% of over 1000 patients seen in clinic in 2014
- Provision of expert nutritional assessment and advice to clinical teams within 24 hours of referral – 4,325 inpatients seen in 2014 over seven days
- Pioneering trust wide use of Nasal Bridle with a 30% increase in patients who go on to normal eating again
- PEG mortality rates have reduced from >25% in 2005 to 4%.

**“ I was quite fearful of the treatment I would have leading up to my ileostomy reversal. They saved my life as I didn’t feel I had a life at that point. The treatment I have had is unique and I feel I have made a friend of all the girls” .**

**Full interview available on:**

[www.youtube.com/watch?v=iHxE9gW1u6s](http://www.youtube.com/watch?v=iHxE9gW1u6s)

## TOP TIPS

- Create your model based on what the patient needs, not what the organisation or staff can provide
- Use a structured approach to redesign services
- Use patient stories – both good and bad to demonstrate how far you have come and direction of travel
- Collect data on your impact as services change. You need to describe exactly what you have achieved
- Find some good allies – for instance staff in emergency departments and GPs who can support the development as they are often the default position out of hours.

## Contact

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