

Better to Know: The Patient Experience Bulletin
February 2010

ATTENTION SERVICE AND WARD MANAGERS!!!

Are you looking for an innovative way of exploring patient's experiences of health services?

Theatre Modo presents: SICK www.theatremodo.com

A playful, powerful and poignant clown show exploring the experience of being hospitalised. SICK follows a patient through the absurdities of imposed routines, and unexplained procedures revealing her darkest thoughts and her wildest imaginings as medication, boredom, and illness give wings to her flights of fancy. Personally inspired and developed in collaboration with NHS and patient groups.

Director: Martin Danziger
Performer: Suzie Ferguson

Designer: Brian Hartley
Musical Director: Marcus Britton

The play is entertaining, educational and useful to health care professionals, patients and people interested in improving the services we provide.

To find out more and to arrange a one-hour performance in your area please contact Debbie Schofield, Patient Experience Project Lead at Debbie.schofield@ggc.scot.nhs.uk or phone 0141 201 4727.

National Better Together Programme Visit

In December 09, the patient experience team met with Carol Sinclair, Programme Director and Michelle Millar, Project Manager to discuss progress and present their portfolio of work. The national team were pleased with the progress to date and are keen to include the West of Scotland's toolkit and information on the national programme's website.

Staff, Patient and Carer Recruitment

The recruitment of staff, patients and carers is underway in three projects in the following services:

- The Macmillan Day Case Unit which is the outpatient chemotherapy unit at the Beatson West of Scotland Cancer Centre began in January
- The colorectal oncology clinic at Crosshouse Hospital in NHS Ayrshire & Arran began in February
- The lung cancer clinics at Wishaw General Hospital, Hairmyres Hospital and Monklands Hospital in NHS Lanarkshire began in February.

The recruitment process will be completed by the end of February for these projects, and experiences will continue to be gathered using interviews, discussions and story writing

tools until the middle of March. A total of 110 patients, carers and staff have signed up at time of going to press.

Actions from the Better to Ask report on local consultation of the national bowel screening DVD

Uzma Aslam, Patient Experience Health Improvement Senior Officer, presented the findings and recommendations from this study to the Greater Glasgow and Clyde bowel screening communications group. The group agreed the following actions:

- Changes to the bowel screening programme resources and protocols to be raised with national bowel screening group
- Education and awareness raising of primary care and community health professionals to be discussed further with Bowel Cancer UK..
- Discuss bowel screening for 50-74 year old people with a range of community groups, e.g Men's Health Scotland, prison service, pharmacy outreach to minority ethnic groups.

Claire Scott, Health Improvement Senior for cancer in NHS Greater Glasgow & Clyde will oversee the implementation and monitoring of the recommendations and actions.

Recent developments with the pilot project

NHS Ayrshire & Arran:

- 12 patients, 2 carers and 5 health care professionals have signed up to take part in the colorectal cancer clinic project. This recruitment was conducted in partnership with Shoana Connell, Macmillan Patient & Public Involvement Officer (Cancer)
- A project to evaluate the information GP practices and District Nursing teams receive when their patients undergo cancer treatment will begin in March 2010.
- A project has begun at station 15 and level 3 – the chemotherapy units in Ayr Hospital and Crosshouse Hospital.

NHS Forth Valley:

- 3 patients have signed up to give their experience of the nurse and pharmacy led chemotherapy service in Falkirk District General Hospital.
- The patient experience team will be working with the cancer board to identify local priorities for experience projects beginning in April 2010.

NHS Lanarkshire:

- Recruitment has commenced in partnership with Mhairi Simpson, Nurse Consultant Cancer Care in the lung cancer clinics on the 3 hospital sites: Wishaw General, Hairmyres & Monklands.
- A bowel screening project has been identified and is in the planning stage at present.

NHS Greater Glasgow & Clyde:

- A bowel screening project has been identified and is now being planned.
- An initial meeting with Noelle Edwards, Chemotherapy Unit Manager at Inverclyde Royal Infirmary has taken place to discuss the repatriation of patients from the Beatson West of Scotland Cancer Centre. Noelle is currently pulling together a project team to agree a project design.
- The designs are being finalised for two bowel projects: access to colonoscopy and the bowel cancer surgical pathway. Each project will include data collection from 3 hospital sites across NHS GGC. Debbie has visited the colonoscopy services at

Inverclyde Royal, Gartnavel General & Victoria Ambulatory Care Hospitals. A further 3 visits to surgical wards will take place throughout March in preparation for data collection.

Voxur Session

VOXUR is a self-contained, fully portable videobooth which allows organisations to set their own questions in video in any language (including sign language) and record people's answers. The equipment is developed and available from Glasgow-based company 55 Degrees allows production of podcasts and short films. For further information on Voxur please visit <http://www.voxur.com/>

The patient experience team arranged a demonstration session of Voxur, in December 2009. Patient Focus and Public Involvement workers from NHS GGC, Ayrshire & Arran and WoSCAN were invited.

If you would like a copy of the issues and responses from the day then please contact the Patient Experience Team.



If you would like any further information on the **Better Together Cancer Pilot** or put forward an article please do not hesitate to contact:

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