

Cardiology and Respiratory Service

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Overview

Building on Phase 1 of the 'out of hospital' community nursing service, specialist clinical and therapy services for frail elderly and people with long term conditions will be re-commissioned to strengthen community provision and improve patient interventions. This will reduce the need to use acute care, reduce the number of secondary care attendances and admissions, prevent 'bounce back' into secondary care following attendance or discharge and ensure the best possible quality patient experience.



Vision:

Ensure vertical and horizontal integration of nursing and therapy services.

Ensure seamless pathways of care are in place between community, primary care and secondary care.

Improve patient experience and health outcomes, reduce duplication.

Quantify and reduce the levels of spend in acute care. Develop and strengthen community care.

What we did

6 – 8 week engagement carried out

Survey – The survey was available electronically and on paper. It was also available for people to complete face to face if needed and over the phone. In total 160 surveys were completed:

Cardiology = 97

Respiratory = 63

The team attended a wide range of cardiology and respiratory sessions across St Helens to talk to patient and carers

Existing meetings and events – We also went to lots of meetings and events which were already happening to talk about this work.



EVENTS



You Said – We did – Cardiology

All comments, questions and concerns from the engagement work was collated and fed back to the lead commissioner. A couple of common themes are identified below:

You Said

Enhanced access to a Consultant Cardiologist

You wanted more clinics / appointments outside of normal working hours.

We Did

Improved rapid access to specialist secondary care support where appropriate to avoid non-elective admission

Additional out of hours provision to enable patients who work full time to access services throughout their patient journey. This includes some weekend and evening provision of clinics and classes.

You Said – We did – Respiratory

All comments, questions and concerns from the engagement work was collated and fed back to the lead commissioner. A couple of common themes are identified below:

You Said

We Did

Improve access to Community
Respiratory services

Develop a creative and innovative pathway
that is clear and simple for an excellent
patient journey.

One combined seamless service,
reducing referral fatigue

Created a single Community Respiratory
Service

Appendix 1 – Events and meetings attended

Cardiology sessions

Newton Hospital
Healthy Hearts Group
Four Acre Clinic
Deafness Resource Centre x 2
Rainhill Clinic
Christ Church
Holy Cross Church
Sidac Sutton
YMCA x 3 – Morning , afternoon and evening
Netwon Methodist Church x 2
Fingerpost
Newton Hospital

Respiratory

St Helens Hospital
Oxygen Clinic and COPD Team
Holy Cross Church
Lowe House
St Helens Hospital
Newton Hospital x 2

