

Good patient experience in a high secure healthcare service

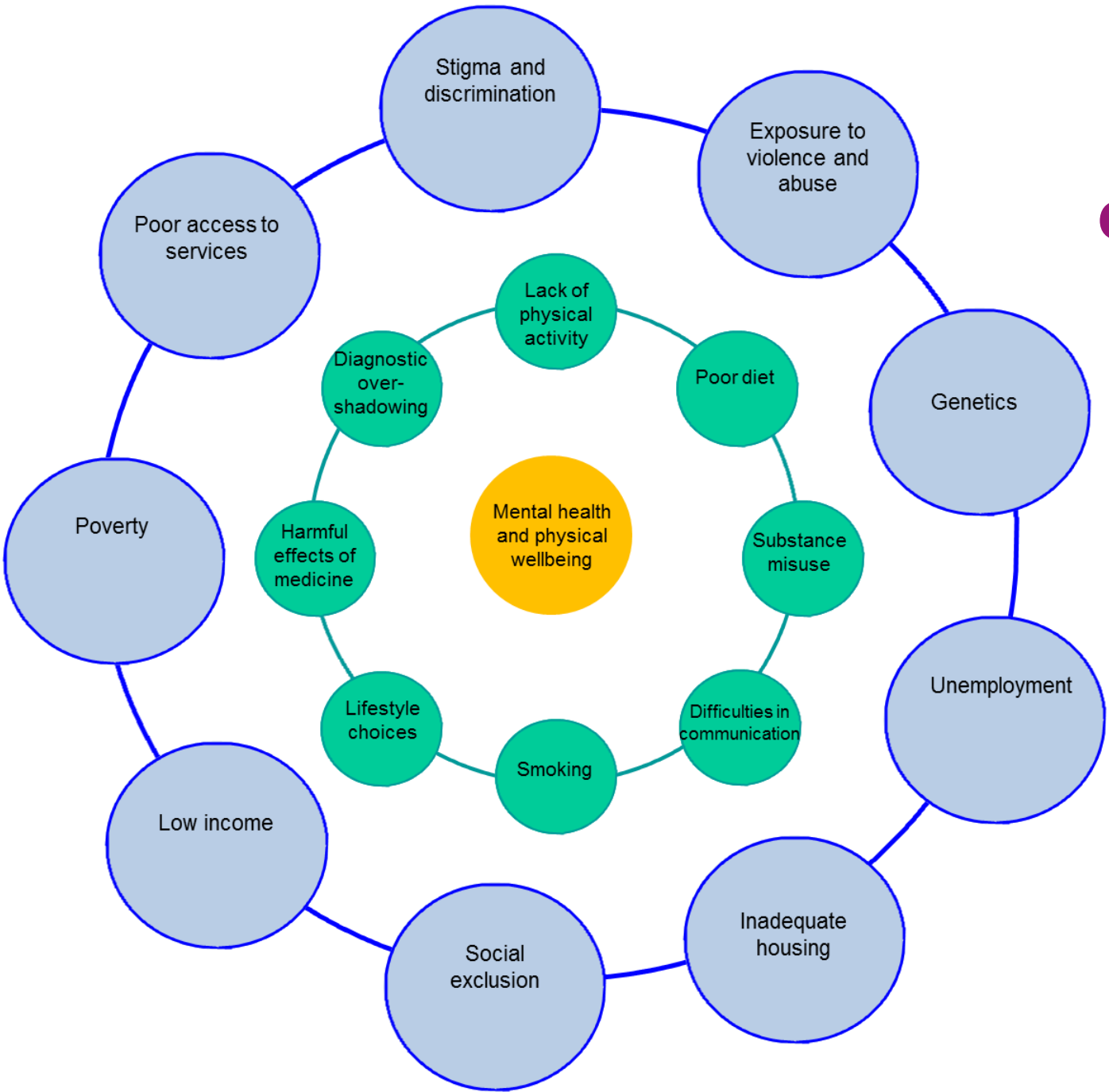
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Key issues

- Increasing & more complex care needs
- Poor Health Outcomes
- Person Centred & Coordinated Care
- House model

Dynamic elements affecting Health



Package of Care

- ↑ Increases life expectancy
- ↑ Improves quality of life
- ↓ Emergency admissions
- ↑ Rehabilitation & Reablement
- ↑ Positive Experience
- ↓ Risk of adverse events in care

Action Areas

- Support to quit smoking
- Tackling Obesity
- Improving physical activity levels
- Reducing alcohol and substance use
- Sexual & reproductive health
- Medicine optimisation
- Dental & oral health
- Reducing falls..... Self harm

Underlying contributors to Positive Experience

- Regular health checks
- Screening
- Treatment & education
- Supporting treatment adherence
- Working in partnership
- Knowledge & skills



The
Physical
Healthcare Centre



Potential for change & improving health

- Person centred approach – assessment
- Shared care plan for improving health & wellbeing
- Individual treatment
- Continual intervention & encouragement
- Monitoring & reviewing care plans
- Sharing information
- Accessible treatment

Ways forward in collaboration

- Monthly health checks (75%)
- Annual checks (90%)
- Patient survey
- Clozapine protocol revision; comprehensive physical health monitoring, dietetic support and ongoing healthy lifestyle advice and support when clozapine treatment is initiated
- More on weight management
- Womens health focus/Jasmine Suite
- DESMOND programme (Diabetes Education and Self-Management for Ongoing and Newly Diagnosed)

Framework for delivery

- Environment, access & skills
- Model of primary care service
- More widely
- Following NICE & PC guidelines/outcome framework
- Person centred planning
- MECC
- Integration & communication

Thank you