

Measuring patient experience & safety of going home (transitions) from your ward

If you want to find out about how patients from **your ward** experience transitions* BEFORE you start delivering Your Care Needs You!, you can use the PACT-M (see next page). This is a validated measure. It measures safety and experience.

Instructions:

- Phone up 8-10 patients (or their carers) approximately 3-7 days after a patient has been discharged back to their own home.
- Try to phone those aged 75+ but slightly younger is also fine.
- Try to avoid picking patients, for example, patients you got on well with. You want a fair sample. Also try to avoid patients who are receiving palliative care.
- You don't need to collect personal details but perhaps just keep a list of who you have contacted. You could label each questionnaire 1 to 10 for example
- Start by explaining why you are calling them – to find out about how they are managing now they are back at home so that you can improve how you prepare patients for going home
- Encourage patients to be open. Patients will sometimes hold back for fear of offending staff.
- Each call might last around 10 minutes, but be prepared to talk for a bit longer if the patient wants to.
- Use the summary sheet to tot up the scores and record the main things you found.
- Reflect on how Your Care Needs You! could help and what other simple things you could do as a team.
- Find a way of sharing what you found with others on your ward e.g. in a huddle or team meeting and/or via the ward manager.

For more info/guidance contact the PACT team: PACT@bthft.nhs.uk

*Transitions: includes the actual discharge and spans the lead up to discharge and the initial weeks after discharge when the patient is back at home



PACT-M – SAFETY ISSUES

ID: (1-10) (USE A SINGLE SHEET FOR EACH PATIENT)

In the last few days....		YES ✓	NO ✓
1.	Have you had any sores that won't heal?		
<i>Note other relevant info provided by the patient or carer:</i>			
2.	Have you had any infections?		
<i>Note other relevant info provided by the patient or carer:</i>			
3.	Have you had a fall?		
<i>Note other relevant info provided by the patient or carer:</i>			
4.	Have you had any difficulty getting an appointment with a doctor or other healthcare person?		
<i>Note other relevant info provided by the patient or carer:</i>			
5.	Have you had any problems with your medication?		
<i>Note other relevant info provided by the patient or carer:</i>			
6.	Have you had any problems getting essentials healthcare supplies (like pads or prescribed feed)?		
<i>Note other relevant info provided by the patient or carer:</i>			
7.	Have you had any additional problems that lead to contacting the GP or anyone else?		
<i>Note other relevant info provided by the patient or carer:</i>			
Total score for safety issues (1 for 'yes', 2 for 'no')			

8. Thinking back, what things could we have done better to help you get ready for managing at home?



Summary sheet for safety issues (feedback to the ward team)

1. I contacted Patients / carers after discharge
2. Patients had between (lowest number) and (highest number) of safety issues
3. The average number of safety issues (total number of safety issues divided by the total number of patients/carers) was..... per patient
4. The most common safety issues were
5. Important things that patients and carers told me about preparing them for going home (include information from Q8 as well here)
6. As a team we might want to make these improvements. (The Your Care Needs You! approach might help with these)