

**Service Provider Response Form**

**Name of Service: Leeds Teaching Hospitals NHS Trust Discharge Team**

**Name of Service Provider: Leeds Teaching Hospital NHS Trust**

**Date: February 2023**

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
<p><b>Improve the involvement of people in conversations about discharge at all stages of their inpatient journey.</b></p>	<ul style="list-style-type: none"> <li>• Recruitment of a dedicated discharge workforce to support people being discharged from hospital.</li> <li>• Develop the role of the ward discharge co-ordinator to act as the link between hospital staff and the person being discharged and their family/carers.</li> <li>• Be clear on the role of the senior discharge workforce to provide leadership, assurance, supervision and an expert in discharge matters.</li> </ul>	<p>Jo Clapham (Discharge matron)</p> <p>Dawn Marshall (Associate Director of Nursing – Discharge)</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>

	<ul style="list-style-type: none"> <li>• Provide a central training and education programme for discharge coordinators to ensure consistency of application of role. This had been agreed and will be delivered every quarter.</li> <li>• Quality improvement work stream: “<b>Better conversations for Better outcomes for patients</b>”. A standard way of working agreed that makes sure the right questions are asked for every patient at every multi-disciplinary team meeting using the national 4 patient questions<sup>1</sup> and making sure that information is fed back to the person being discharged and their family/carers. This has so far been implemented within 17 adult inpatient wards (medical and elderly services, trauma and orthopaedics).</li> <li>• A group of volunteers will talk to patients using the 4 patient questions<sup>1</sup> to gather feedback on a monthly basis. The aim is 5 patients per month per adult inpatient ward. This will help identify if we’re making a difference from the rollout of ‘Better conversations for better</li> </ul>	<p>Jo Clapham</p> <p>Dr Ali Cracknell (LTHT lead in quality improvement) / Dawn Marshall</p> <p>Dawn Marshall/ Krystina Kozłowska (Head of Patient Experience)</p>	<p>March 23</p> <p>Plan to roll this out to all adult inpatient wards by Autumn 2023.</p> <p>Awaiting start date TBC</p>
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<p><b>All partners involved in hospital discharge should review their discharge information, policies and procedures</b></p>	<ul style="list-style-type: none"> <li>The Leeds Transfer of care policy has been developed with partners to outline how partners will work together to ensure the safe and effective transfer of care/discharge of patients from Leeds Teaching Hospitals Trust.</li> </ul>	<p>All system operational leads / partners</p>	<p>Completed and awaiting sign off by Leeds Teaching Hospitals Executive Group on 1<sup>st</sup> March 2023</p>
<p><b>Communication of report findings in Leeds Teaching Hospitals Trust (LTHT)</b></p>	<ul style="list-style-type: none"> <li>Episode 3 – ‘Going home’ video presented at LTHT Quality Assurance Group (QAG)</li> <li>Videos circulated to LTHT discharge leads to use as teaching/education aids</li> <li>Summary of report to be presented at LTHT corporate operations meeting</li> <li>Summary report and draft action plan to be presented at LTHT unplanned care programme / Transforming services group/ tactical Q&amp;A</li> <li>Draft action plan to LTHT executive team meeting</li> </ul>	<p>Dawn Marshall</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

	<ul style="list-style-type: none"> <li>• Report findings and videos presented at the December 2022 LTHT senior leaders meeting, followed by a workshop where an action plan for improvement was agreed.</li> <li>• Presented at the clinical leaders improving care (CLIC) forum 24th January 2023</li> </ul>	<p>Clare Smith (Chief Operating Officer)/Dawn Marshall</p> <p>Dawn Marshall</p>	<p>Completed. Further workshop 1st March 2023</p> <p>Completed</p>
<p><b>Improve identification of family carers and refer to Carers Leeds for information and support as required</b></p>	<ul style="list-style-type: none"> <li>• Met with Carers Leeds coordinators and agreed to develop a leaflet that will help to identify people who are unpaid carers and outline the support available. The leaflet will be included in the discharge folders given to patients on leaving the hospital.</li> <li>• Development and implementation of a Carers passport within the hospital which will help to identify unpaid carers, find out how they want to be involved and keep them involved in a person's care. It also enables flexible visiting and gives them access to discounts on things like parking and refreshments.</li> </ul>	<p>Dawn Marshall/Sian Cartwright (Carers Leeds)</p>	<p>March 2023</p>

<p><b>Routinely ask people receiving hospital treatment or care whether they have any communication needs.</b></p>	<ul style="list-style-type: none"> <li>• Work is underway with the Patient Experience Team around implementation of the Accessible information Standard<sup>2</sup> across all hospital services.</li> </ul>	<p>Dawn Marshall/ Krystina Kozłowska</p>	<p>March 2023</p>
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**<sup>1</sup> The 4 patient questions are:**

- (1) Do I know what is wrong with me?
- (2) What is going to happen to me now, later today and tomorrow to get me sorted out?
- (3) What do I need to achieve to get home? Think about what really matters to the patient.
- (4) If my recovery is ideal and there is no unnecessary waiting, when should I expect to go home?

**<sup>2</sup> The Accessible Information Standard** sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss. It is a legal obligation for all NHS and publicly-funded adult social care services to follow the Accessible Information Standard.

<https://www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/accessibleinfo/>