‘Change for better or for worse – the patient and carer perspective’

Sheelagh Machin
NHS Improving Quality
My mum

NHS began in 1948

The new National Health Service

Your new National Health Service begins on 5th July. What is it? How do you get it?

It will provide you with all medical, dental, and nursing care. Everyone—rich or poor, man, woman or child—can use it or any part of it. There are no charges, except for a few special items. There are no insurance qualifications. But it is not a “charity”. You are all paying for it, mainly as taxpayers, and it will relieve your money worries in time of illness.
My dad
My sister Joan
Vera – my mum

6 weeks after fractured femur
My mum - The last 2 weeks

📍 Fell and fractured femur 4 July – waited over 60 mins. for ambulance
📍 Asked to sign consent form with no proper explanation
📍 Surgery 5 July as soon as anticoagulant reversed
📍 Next week – doctor “can you tell me how to effectively communicate with your mum?”
📍 Walking into the ward and finding cold beaker of tea on table and uneaten sandwich on floor
📍 Meals that over faced her despite requesting small portions
📍 Delayed discharge due to communication error
📍 Unable to do more than stand with support prior to discharge
📍 Transferred back to dementia unit – unable to meet her needs
📍 No physio or OT input
📍 Caring and compassionate staff
📍 Developed haematoma – back to hospital
📍 The kindness and sensitivity of MAU staff
📍 Now in a nursing unit
Gaining patient and carer insight

Compliments

Complaints
It is often the little things that make the biggest difference

#hello my name is...