

# Clinical Audit Patient Panel

Third re-audit of compliance with  
SaTH Discharge Policy from the  
patient perspective.

2019

# Why was this re-audit carried out?

The Patient Panel Volunteers have carried out three previous Discharge Audits in 2014, 2015 and 2017.

A re-audit did not take place in 2016 to give changes time to embed.

The aims of the 2019 re-audit were to:

Check the progress of previous audit recommendations and see if the Red2Green implementation had made any difference to the discharge process.

## How was this audit carried out?

- A revised questionnaire was given to patients on the day of their discharge
- Patients were asked to take the form home with them to complete and post back
- Response rate

	2014	2015	2017	2019
Questionnaires distributed	134	150	150	150
Returned questionnaires	54	45	43	39
Return rates	40%	30%	29%	26%

## What was measured?

- Patient satisfaction was measured by asking 19 questions about their experiences prior to, at discharge and after they returned home.
- The re-audit also measured progress against the Patient Panel recommendations put forward in 2017 and whether the Red to Green recommendations had been implemented and made a difference to the patients perception of the discharge process.
- Free space was provided for additional comments and information.

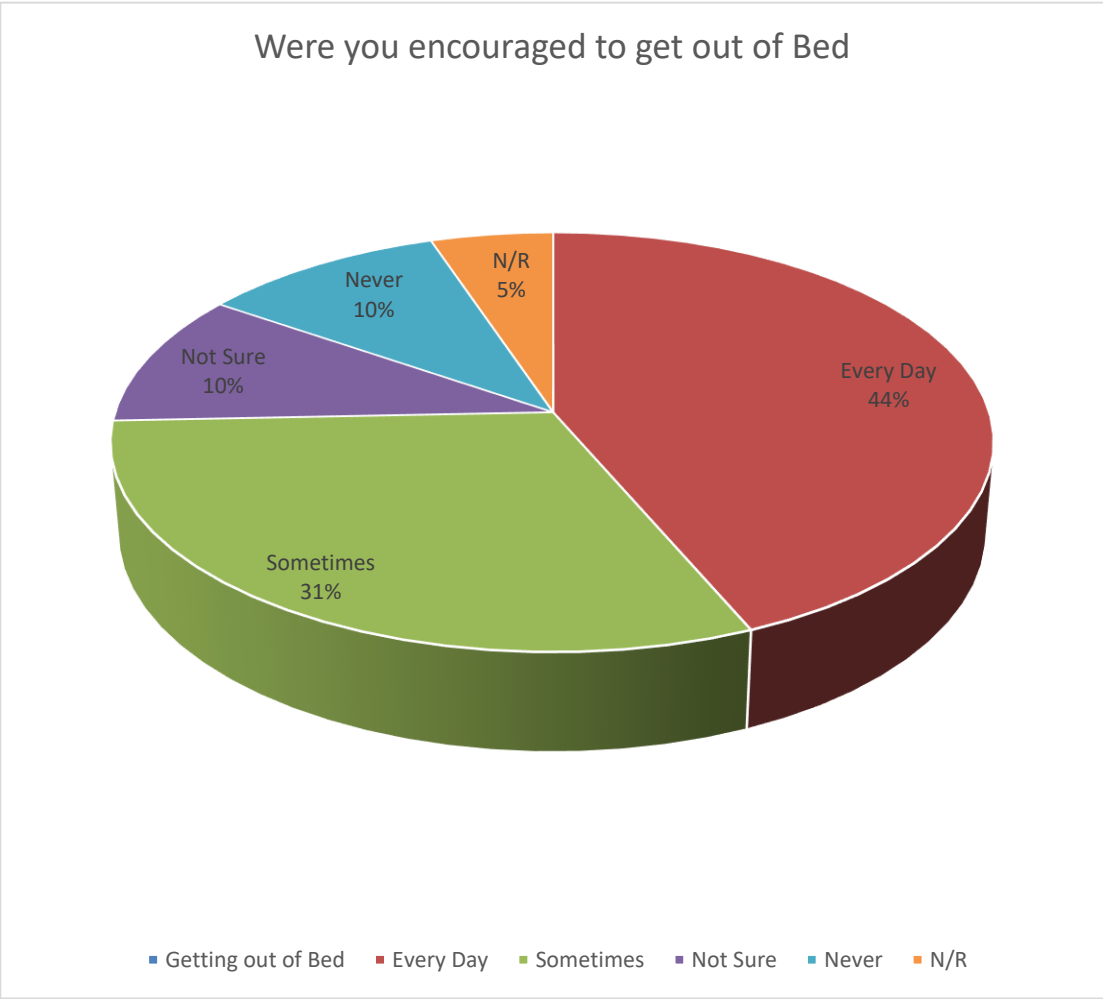
# Key messages

- There has been no improvement in getting patients out of the Discharge Lounge and home; they are kept waiting for the same reasons
- Only a small number of patients are transferred to the Discharge Lounge
- Adherence to the Red to Green initiatives has decreased

# Key messages contd.

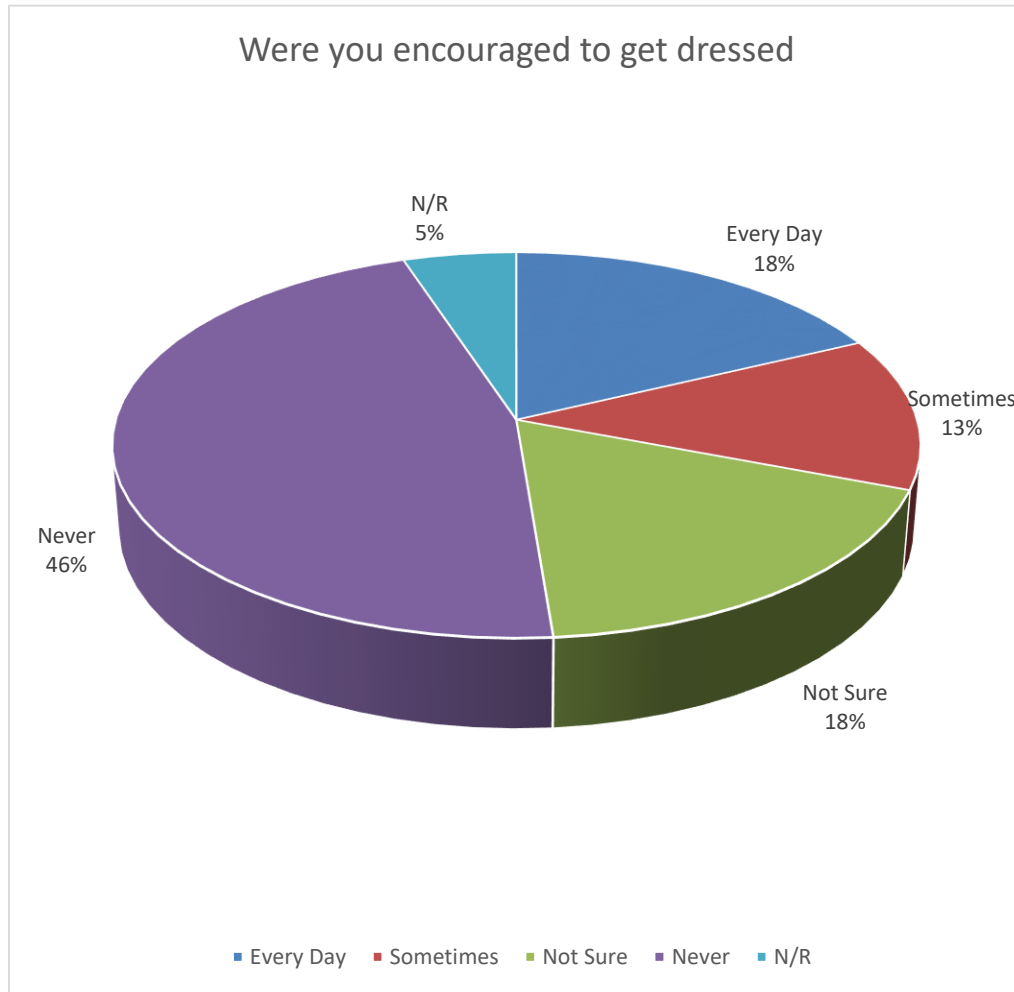
- Only 28% of patients were given an expected discharge date within 24 hours of admission
- 17% of patients requiring a care package had not received it when they left the hospital
- Overall, patient satisfaction has decreased

# Q1. Were you encouraged to get out of bed?



Every Day	17
Sometimes	12
Not sure	4
Never	4
Not Recorded	2
Total	39

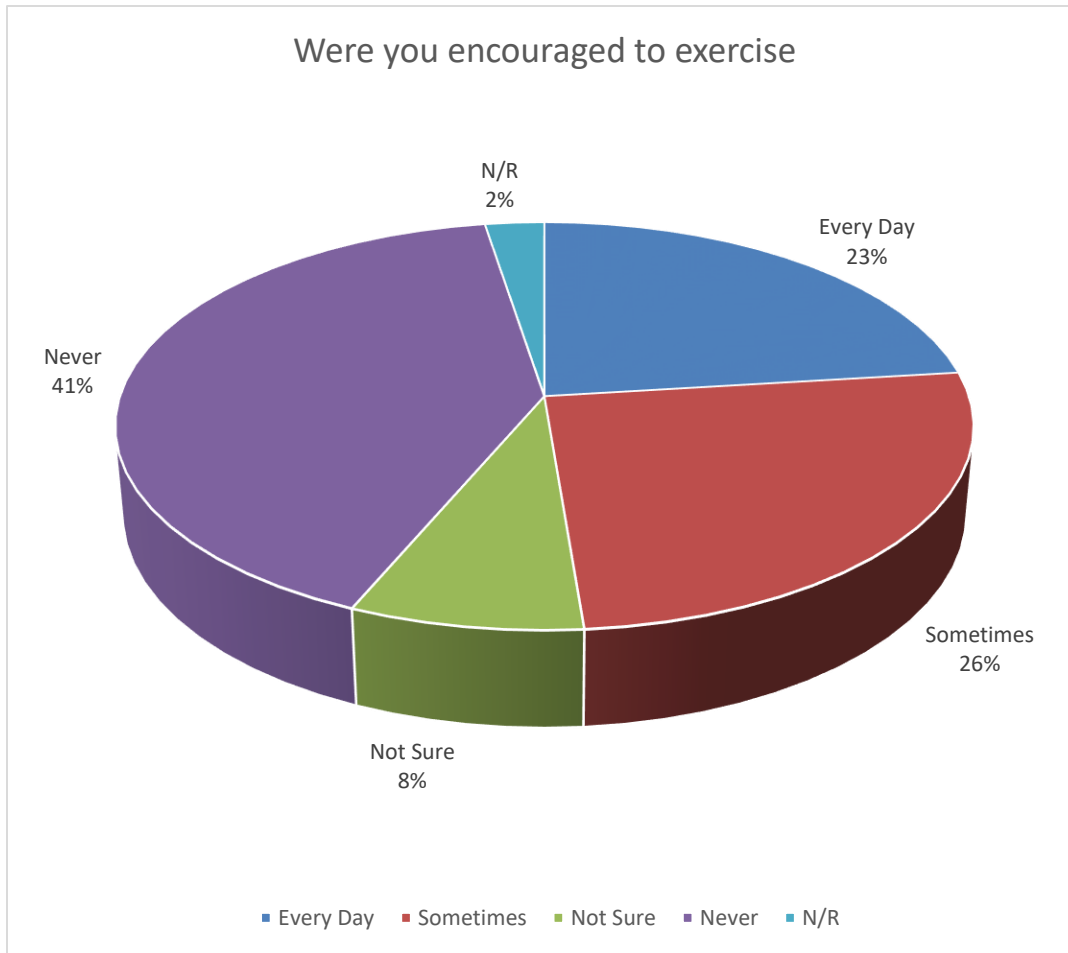
# Q2. Were you encouraged to get dressed?



Every Day	7
Sometimes	5
Not sure	7
Never	18
Not Recorded	2
Total	39

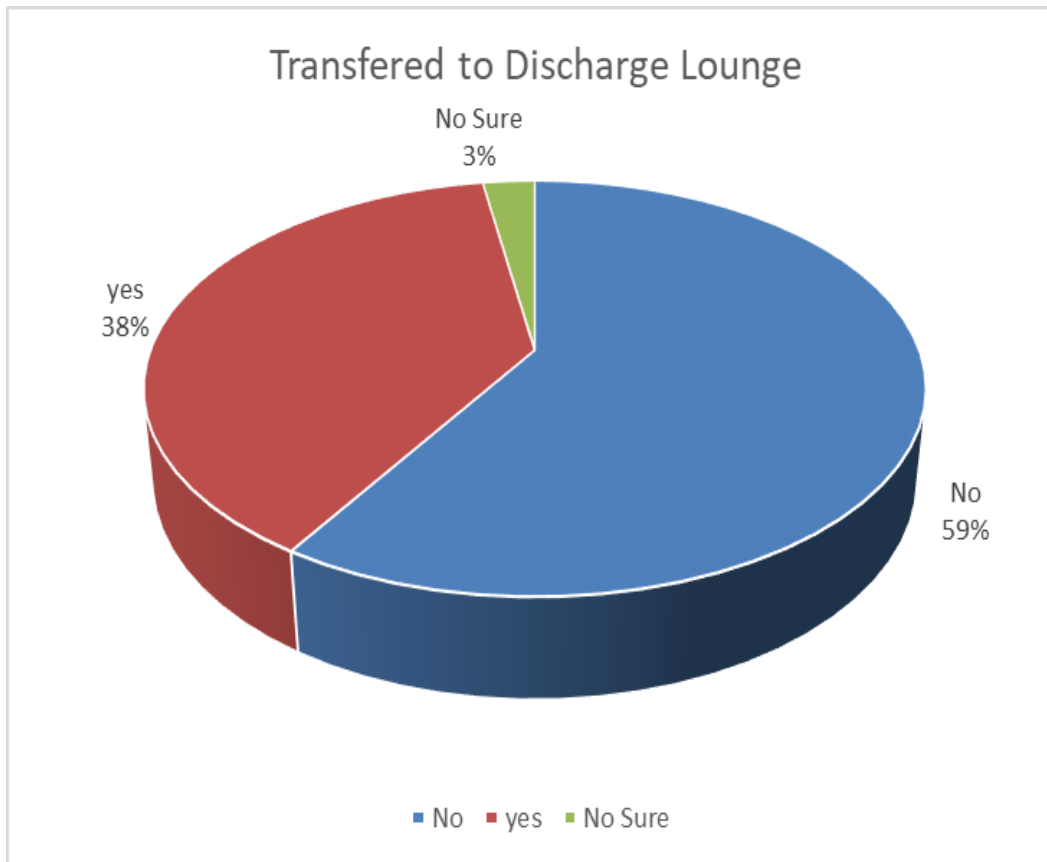


# Q3. Were you encouraged to exercise?



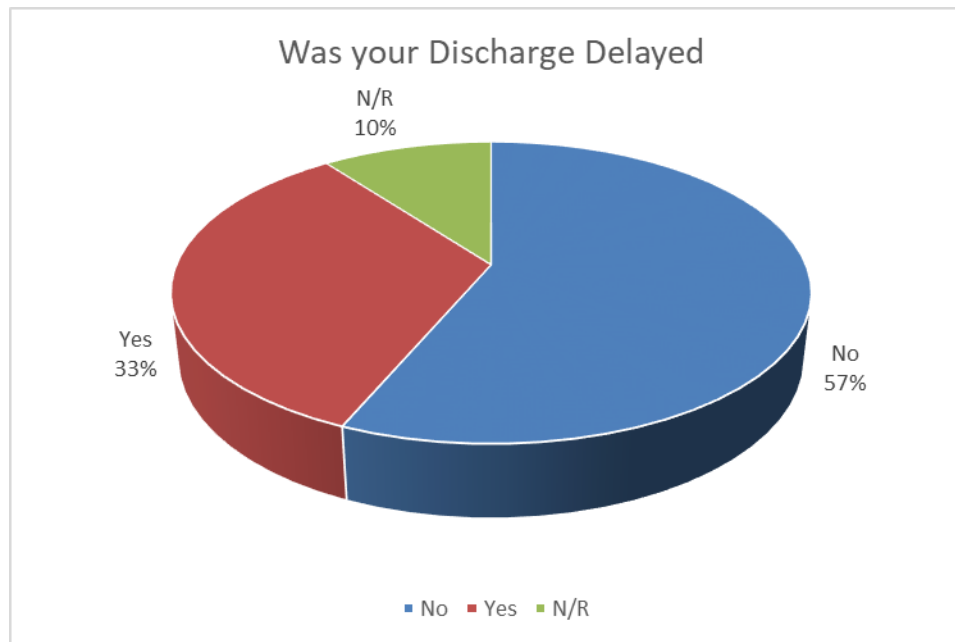
Every Day	9
Sometimes	10
Not sure	3
Never	16
Not Recorded	1
Total	39

# Q9 Were you transferred to the discharge lounge?



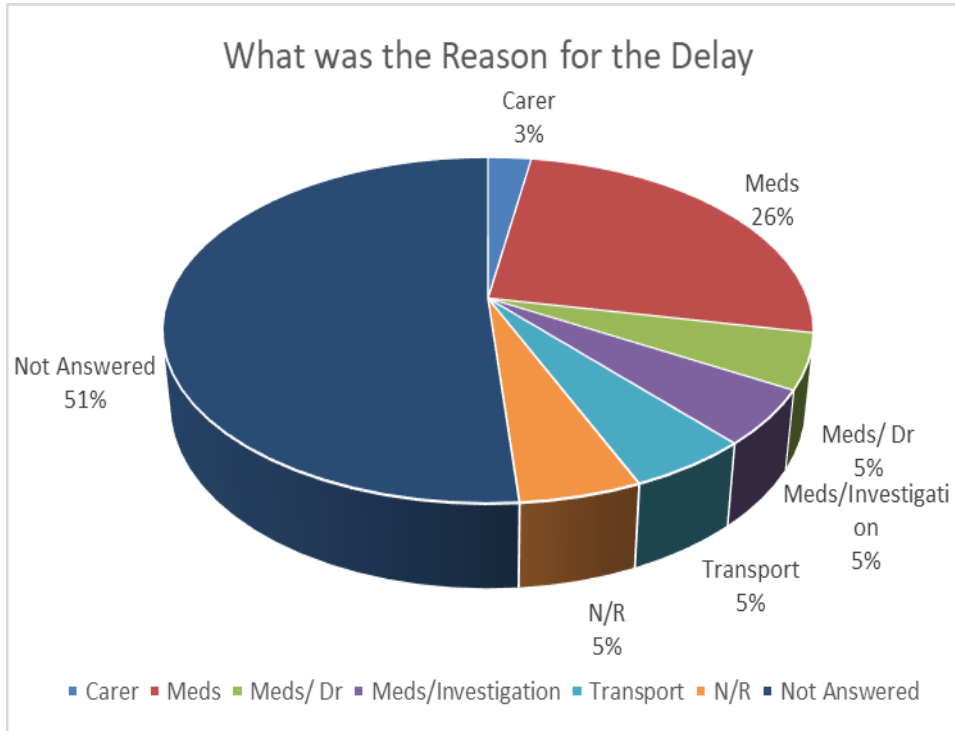
Q9 Were you transferred to the discharge lounge?	
No	23
Yes	15
No Sure	1
	39

# Q11 Was leaving hospital delayed for any reason?



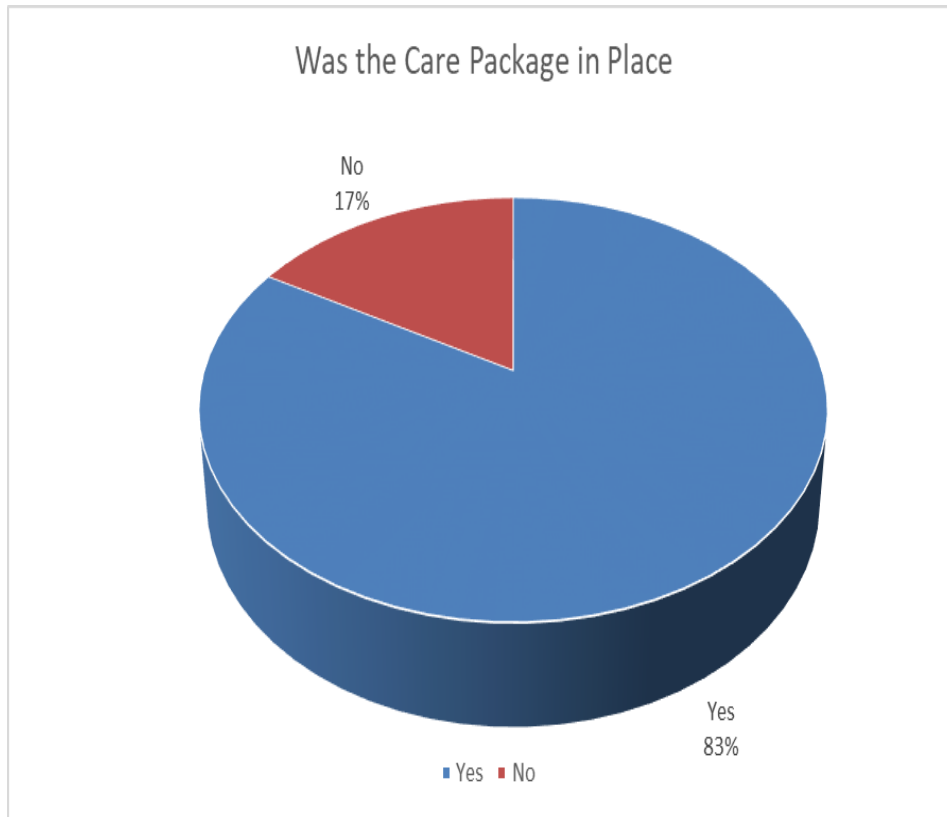
Q11 Was leaving hospital delayed for any reason	
No	22
Yes	13
N/R	4
	39

# Q12 If yes, what were the reasons for the delay?



Carer	1
Meds	10
Meds/ Dr	2
Meds/Investigation	2
Transport	2
N/R	2
Not Answered	20
	39

# Q16. Was this [care package] in place before you left hospital?



Yes	5
No	1
Total	6

# Comments

- Discharge process was smooth but the family are of the opinion that it was too soon. Patient returned home with a bad cold which left them weakened to extent that unable to walk unassisted and therefore unable to even make a drink for himself despite fact that he lives alone.
- When my partner arrived it took her half an hour to find me, then had to drive from one end of the car park round to pick me up. Which would have been so simple if it had been explained to her by staff before hand.
- Lot of time wasted between Dr discharging me and waiting for medication etc
- There was delay due to the driver not knowing the route and making sure of the road. I did not know at the time but my brother was told I was coming home on different days. It was clear that the hospital thought that he would be able to come and collect me at very short notice.

# Comments

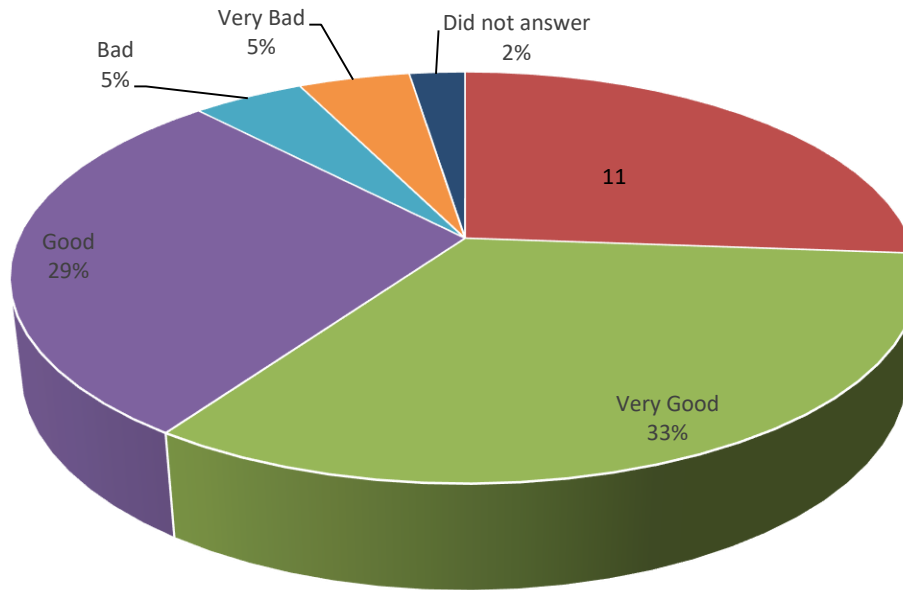
- I was only in hospital 24 hours after having operation but my stay there was excellent and care given was excellent. Thank you.
- Obviously I am glad to be going back home - I found the standards of care here very high and am humbled by the hard work and good humour displayed at the time by staff doing work I would find unbelievably hard.
- I was treated really well and looked after. The staff were all lovely to me.

# Comments

Appalling OT staff not helpful. Especially how my mum was spoken to... I went to visit my mum and told that she will be discharged that evening. I went and visited at 3pm I said she cannot be discharged that day because I have to arrange a reclined chair to be bought ... we were given no estimated time of discharge at all whilst she was in hospital.... I was told when she initially went in that she will be taken out of bed twice a day by OT and we will be walking etc. They did none of this, she was taken out of bed and sat in a chair by a nurse, no Physio was done. She was discharged next day when she came home. I was concerned regarding how she was walking because she could not even lift her feet up (in discharge notes it said that she will be able to get in and out of bed, she could not, I had to left her legs and put her in bed. I rang adult social services for help.



# Q18. Overall how would you rate the discharge process?



Excellent	14
Very Good	11
Good	7
Bad	3
Very Bad	2
Did not answer	2
Total	39