

Jean Bishop Integrated Care Centre

Phase I Engagement Findings Summary

Introduction

Following the opening of Phase I of the Jean Bishop Integrated Care Centre in June 2018, an engagement exercise has been undertaken with patients, carers and staff to support the evaluation of this phase of mobilisation.

Goals

The goals of this engagement exercise are:

- To gauge professional experience and views of the centre, both working with and for the service.
- To use the experience and views of patients and carers accessing the centre, to identify the valued aspects of service and areas for improvement.

Methodology

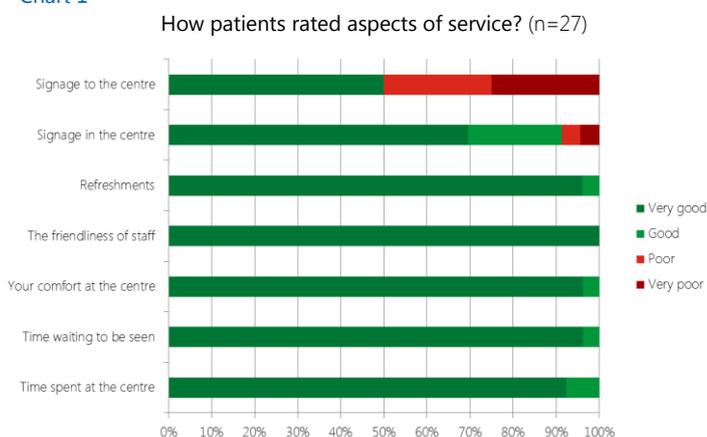
Three paper questionnaires were developed, one for each of the following stakeholders; patients, carers and the staff working at the centre. All the questionnaires were completed by people as they visited the centre. The questionnaires were informed by the formal consultation that took place 26 January – 19 April 2015; and supplementary semi structured interviews with people who were likely to benefit from the Integrated Care Centre, undertaken at the beginning of 2018.

Engagement Reach

50 people have taken part in this engagement exercise; 27 patients, 8 carers and 15 members of staff completed their respective questionnaires. 3 written case studies have been development, and one video case study is available to watch [here](#), these case studies give a vivid insight into the impact that the Jean Bishop Integrated Care Centre (JBICC) is having on the lives of frail people of Hull.

Results

Chart 1



Patients

The feedback relating to all aspects of the JBICC from patients has been extremely positive, chart 1 shows how patients have rated aspects of service; time spent at the centre, time waiting to be seen, comfort at the centre, the friendliness of staff and the refreshments all received a rating of good or very good, with the majority rating them as very good. The only areas receiving a negative rating related to signage, both to centre and in the centre. Although 90% of respondents felt that signage in the centre was good or very good, 50% rated the signage to the centre as poor or very poor.

Contact with the clinical team

The majority of patients felt supported by the healthcare professionals they had contact with at the centre (chart 2), 23 out of 26 felt able to discuss any worries or fears that they had (chart 3), the majority of patients felt that the healthcare professionals had enough information about their medical history, 3 people felt they did not. Only one patient stated that they thought it would be useful to have other professionals involved in their assessment, but did not state who; all the other respondents didn't feel that any other professionals were needed. All respondents felt they had enough time to discuss their health or medical problems with the healthcare professional. All patients taking part in the questionnaire felt that they had enough privacy when discussing their care with the professionals, and when being examined.

Chart 2

Did you feel supported by the healthcare professionals? (n=26)

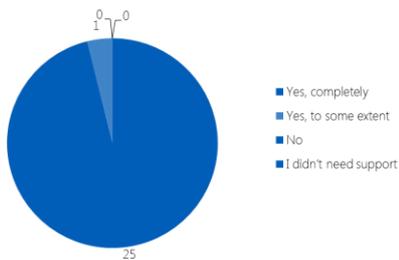


Chart 3

If you had any worries or fears about your health, were you able to discuss them with the healthcare professionals? (n=26)

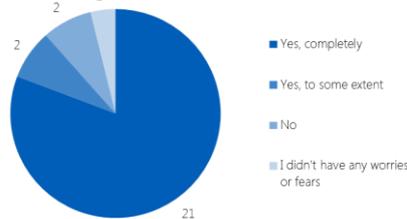
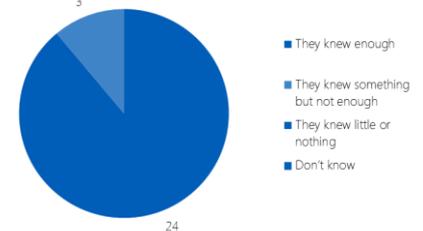


Chart 4

Did the healthcare professionals seem aware of your medical history? (n=27)



Informed and involved

The majority of respondents felt they had been told everything that would happen during their appointment at the JBICC, 4 patients stated that they were not told (Chart 5). The majority of patients were asked what was important to them when managing their conditions, only one person felt this hadn't happen and would have liked it to (chart 6). Everyone taking part in the patient survey felt that they were involved in the planning of their care when at the JBICC (chart 7). Two third of respondents were told who to contact if they were worried about their condition, a third reported that this did not happen.

Chart 5

Before your appointment today, were you told what would happen during your appointment? (n=27)

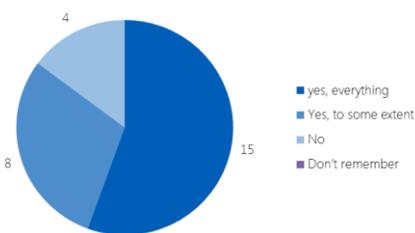


Chart 6

Did the healthcare professionals ask you what was important to you in managing your conditions, and the effect it may have on your day to day life? (n=26)

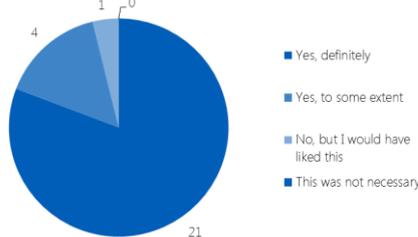


Chart 7

Do you feel you have been involved the planning of your care at the integrated care centre? (n=25)

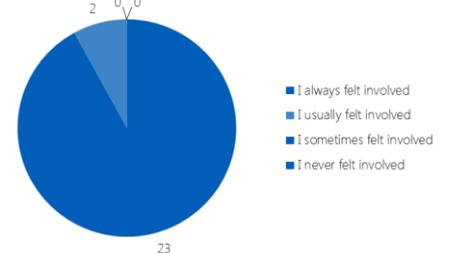


Chart 8

Before your appointment today, were you told what would happen during your appointment? (n=27)

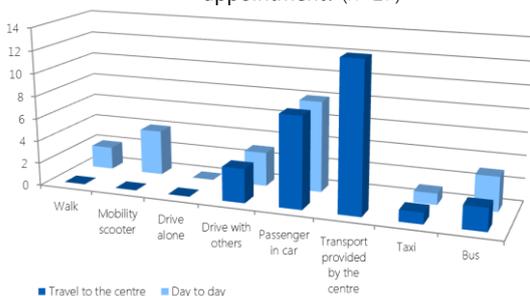


Chart 9

Would you have attended if transport had not been provided? (n=10)



Travel to the centre

Chart 8 shows that the majority of people travel to the centre by car, they way people travel to the JBICC roughly mirrors people's day to day travel preferences. Chart 9 shows that of those who used the travel provided by the service, a third would not have attended if the transport was not provided.

Diagram 1

Word cloud summarising patient comments about the integrated care centre



Reasons why people would not attend if transport had not been provided:

- Would have had to rely on someone else to get me there, can't afford taxis.
- I don't know how I don't think I could have come have no one to bring me.
- Have family to bring me but not if they couldn't
- Wouldn't be able to get there especially if weather is bad.
- I don't know I don't think I could have come have no one bring me
- Have family to bring me but not if they couldn't
- Unable to get there on own due to poor mobility

The overall experience of patients is very positive, this was reflected in the freetext comments, and is illustrated in the word cloud (diagram 1)

Carers

The feedback from carers relating to all aspects of the JBICC is as positive as the feedback from patients. chart 10 shows how carers have rated aspects of service; time spent at the centre, time waiting to be seen, comfort at the centre, the friendliness of staff and the refreshments all received a rating of good or very good, with the majority rating them as very good. The only area receiving a negative rating related to signage to the centre 70% rated the signage to the centre as poor or very poor.

Chart 10

How carers rated aspects of service? (n=8)

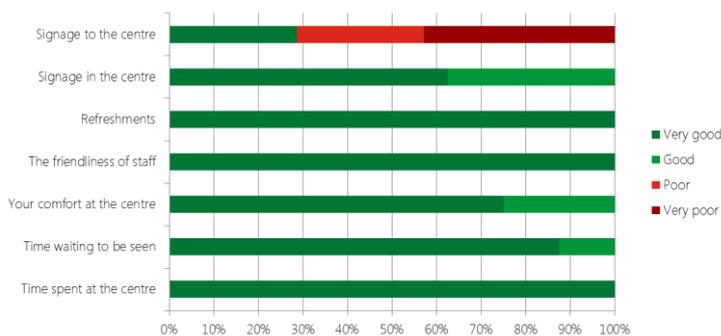
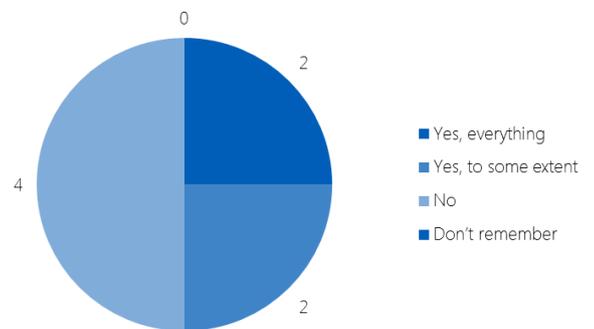


Chart 11

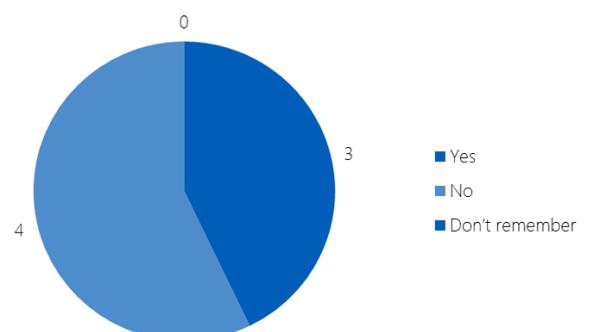
Before your appointment today, were you told what would happen during your appointment? (n=8)



The carer's experience is very similar to the patients; all the carer's taking part felt they were able to talk to the healthcare professionals about any worries or fears they may have, and had enough time with the healthcare professional. All but one respondent felt that they had been involved in the care planning at the centre. None of the carer respondents felt that there needed to be any other professionals involved in the assessment.

Chart 12

Did the staff tell you who to contact if you were worried about the person you care for after you left the service? (n=7)



The main area of difference between the patients and the carers related to the amount of information they felt they have received; charts 11 and 12 show that fewer carers reported receiving information than patients.

Staff

A range of staff took part in this engagement exercise:

- Carers Information and Support Service
- Doctor
- MDT Co-Ordinator
- Physiotherapist
- Clinical Support worker
- Reception/Admin
- Pharmacy Technician
- Locum Occupational Therapist

Although patients and carers do not feel that any other professionals are needed to be involved in the assessment at the centre, staff have suggested some other professionals that it may be beneficial to engage with:

- Mental Health Services
- Dietetics
- Podiatry
- Orthotics
- Diabetic service
- Nutrition
- Age UK
- Benefits advice
- Audiology
- Optician

Although the majority of staff feel that they are able to access all the required information they have highlighted some issues relating to numerous patient computer systems not being able to interact with each other, the other area of mixed view is the amount of time with the patient, with a preference for more time. These issues are illustrated in charts 13 and 14.

Chart 13

Are you able to access all the information you require about the patients you see? (n=12)

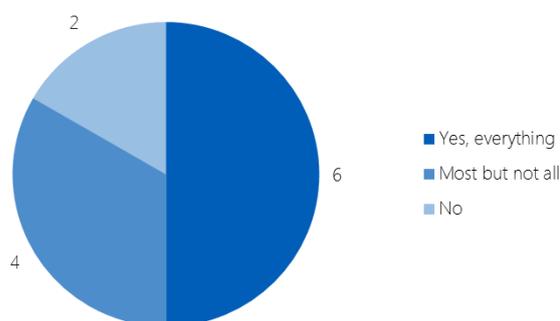
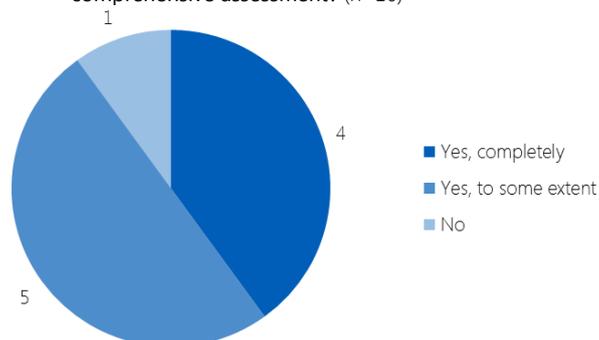


Chart 14

Do you have enough time with patients to carry out your comprehensive assessment? (n=10)



Conclusions

- Patients and carers report a positive experience when attending the Jean Bishop Integrated Care Centre across all aspects of service.
- Although the transport provided by the service was not used by over half the people taking part in this engagement exercise, it is clear that there is a small cohort of patients who are reliant on transport to the centre. The commitment made during the formal consultation should be maintained and some level of transport be offered as part of the service mix of the centre.
- The information for patients and carers receive positive comments, however there is some variation in the information the patients and carers report to have received, a review of how the information is delivered might be required to determine if this is an issue relating to the format of the information or simply omission.
- Staff have highlighted some areas that could be improved, the issues raised could all be attributed to teething problems experienced by all new services and ways of working, engaging with staff as new phases of the service become live is recommended.