

TRUST BOARD

Title:	Patient Story - Tissue Viability Nursing Team
Action:	FOR DISCUSSION
Meeting:	14 November 2018

Purpose:

A story from a patient's attendance at our Luton based Well Led clinic, run by the Tissue Viability team, and the life-changing effects it has had for the patient's quality of life.

The purpose of bringing patient stories to Board members is:

- To set a patient-focused context for the meeting.
- For Board members to understand the impact of the lived experience for the patient, family and friends.
- For Board members to reflect on what this experience reveals about our staff, morale and organisational culture, quality of care and the context in which our clinicians work.
- To review and recognise any shared learning and recommendations relevant to this story.

Recommendation:

To receive the patient story and note the context from which it was generated.

	Name	Title
Authors:	Vicki Brookes Lisa Wright	Tissue Viability Specialist Nurse Patient Experience Manager
Executive sponsor:	Julia Curtis	Chief Nurse

Trust Objectives

Objective	How the report supports achievement of the Trust objectives:
Provide outstanding care	The paper demonstrates where Trust staff continue to provide a preventative service through the locally provided well-leg clinic. In particular, this is a success story from a service user who has been using this service for several months and this has had a positive life changing impact on their quality of life.
Collaborate with other organisations	This story demonstrates clear proactive collaborative working between primary care colleagues (Practice nurse) and our Trust's community nurses (TVN nurses), in order to support local service users to access care.
Be an excellent employer	This story demonstrates how supporting our staff to access extended continuing professional development (CPD) has enabled our specialist clinic's nurses to develop and grow and the positive impact this is having on providing excellent clinical care.
Be a sustainable organisation	Not covered in this paper.

Trust risk register: N/A

Legal and Regulatory requirements: N/A

Previous Papers: Standing item on all trust board agendas

Title:	Date Presented:

Equality and Diversity implications:

Objective	How the report supports achievement of objectives:							
Achieve an improvement in the percentage of service users who report that they are able to access the Trust services that they require.	This paper is an example of how services are working jointly to provide patient centred care and to enable service users to continue to access the services they require.							
To introduce people participation in our diversity and inclusion initiatives to capture the experience of hard to reach/seldom heard/varied community groups.	Recognising that a chronic condition, as experienced by this service user, can result in feelings of isolation, and anxiety. This story clearly demonstrates a proactive approach between Primary care and community services to support access and this story shares their experience with others.							
To introduce wider diversity on recruitment selection panels.	Not covered in this paper							
To deliver customised training and development for staff to further improve awareness of diversity and inclusion.	Not covered in this paper							
Are any of the following protected characteristics impacted by items covered in the paper: No								
Age	Disability	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
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1. Introduction

- 1.1 This patient story focuses on the effective package of care offered to a patient in our Well Leg Clinic by the Luton based Tissue Viability team. The Tissue Viability Service aims to support patients, GPs, Practice Nurses, District Nurses and other healthcare professionals in the management of complex wounds, particularly the prevention and treatment of pressure ulcers.
- 1.2 The patient will be attending the Board in person to discuss how the care provided by the Tissue Viability Service in their Well Leg Clinic has had a positive, life changing impact upon their quality of life. The patient will be accompanied by Vicki Brookes, Tissue Viability Specialist Nurse, who has been part of providing this excellent clinical care. The patient will be referred to as SR for the purpose of confidentiality within this report.

2. Background to the Well Leg Clinic Service

- 2.1 This service provided by the Tissue Viability Team is a clinic-based service which aims to provide a holistic assessment, including taking a detailed history, assessing the lower limbs and an overall assessment of the patient skin condition. The overall aim of the clinic is to assess and treat in a preventative way in order to prevent lower limb complications arising in the future. The service also provides an early assessment and management of wounds, for example leg ulcer care, dressing, bandaging and monitoring wounds which are taking longer to heal. This community based service's aim is to help prevent unnecessary admission to hospital, reducing length of stay when in hospital and improving the quality of life and outcomes for patients.
- 2.2 The clinic was commissioned in April 2016 for non-housebound patients registered with a Luton GP. The initial maximum referral was for 80 patients per year. Since being commissioned the clinic has consistently exceeded the original maximum of 80 referrals.
- 2.3 The service also offers training/awareness workshops to local health care colleagues to enable greater understanding of the provision offered by the Well Leg Clinic.
- 2.4 Due to the specialist work led by the clinic, the Tissue Viability Specialist Nurses are offered Continuing Professional Development (CPD) courses in order to aid and upskill their knowledge to provide the service offer. Vicki Brookes is one of the first nurses to have completed both a Managing Chronic Oedema and an Advanced Chronic Oedema course at the local university. Vicki reports that this additional CPD has been vital in helping to develop her knowledge in the causes of the varying types of oedema and how to manage such conditions in accordance with best practice. There is an ongoing training plan to support other members of the team with accessing the CPD course.

3. The Patient's Healthcare Journey

- 3.1 SR was referred to the service by her Practice Nurse in February 2018 and received an appointment at the Well Leg clinic for March, which is within the agreed 18 week timeframe. SR reports that "when she put me forward for treatment at the clinic I was reluctant and did actually cancel my appointment as I felt that nothing could be done".
- 3.2 The Practice Nurses followed up on the cancelled appointment with SR and on further discussion with SR around the benefits of attending, what the service could offer and how other patients had greatly benefited from this clinic. SR decided to re-book and attended her first appointment in April 2018. SR reports that "she (practice nurse) did convince me to re-book and I'm so glad that she did". This practice nurse was able to offer this in-depth information around the service as she had previously attended the training awareness workshop provided by the Well Leg Clinic.
- 3.3 At that first appointment Vicki Brookes, Tissue Viability Specialist Nurse, undertook a holistic assessment which included past medical history, presenting issues, visual assessment, Doppler assessment, (which is a simple, non-invasive method of identifying

arterial insufficiency within a limb) and treatment planning. SR started receiving specialist compression bandaging and from that point on SR was seen either twice or three times a week by the team. SR states that “My first appointment in that clinic was like a breath of fresh air”.

- 3.4 While SR was being seen in clinic, Vicki contacted a Lymphoedema Consultant at St George’s Hospital, specialist in the field of work in order to seek advice on treatment and the plan of care. This additional support was required due to the severity and complexity of SR’s clinical condition.
- 3.5 From June 2018 SR no longer needed to attend the clinic and is now able to self-care at home with Velcro compression bandages that she will need to wear for the rest of her life. SR reports that “Prior to the treatment I was struggling to walk long distances as my back really hurt, driving was becoming a problem”.
- 3.6 SR is hoping for debridement surgery in the future and this will involve the removal of the excess skin on her legs as the fluid has reduced. Vicki will be supporting SR with the referral process for this surgery.
- 3.7 SR’s own words illustrate the life changing journey she has been on from the initial feeling of fear and despair (from previous attendance to an acute hospital) to the amazement “that a treatment so simple could change my life so much and if this treatment had been made available years ago I would now not be needing an operation”.

4. Patient’s Voice

- 4.1 The patient will be attending in person to present their story to the Trust Board along with Vicki Brookes, Tissue Viability Specialist Nurse. SR will be sharing photos of her legs and the amazing reduction in leg size since the treatment began in April 2018.

5. Learning for Wider Trust

- 5.1 It should be recognised and celebrated that the success of this patient story is due to the collaborative working between Primary (Practice nurse) and Community care (community specialist nurses (TVN) colleagues who have systematically worked together in order to facilitate access of this successful provision of care.

6. Recommendations

- 6.1 To continue to upskill the current workforce within the team with additional continuing professional development so the team are able to offer this specialist service.
- 6.2 To continue to offer awareness about the service to Primary and Acute colleagues around the importance of this preventative Well Leg clinic to avoid unnecessary hospital admissions and prevent unnecessary complications.
- 6.3 For the service leads and manager to share and celebrate the success of the commissioned service and to continue to review how this vital service can be grown and developed to be able to meet the growing demand for this service.

Lead Author

Lisa Wright – Patient Experience Manager

Content and story provided by

SR – Patient and Vicki Brookes – Tissue Viability Specialist Nurse