

TRUST BOARD

Title:	Dynamic Health Musculoskeletal Services
Action:	FOR DISCUSSION
Meeting:	10th January 2018

Purpose:

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.

Recommendation:

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

	Name	Title
Author:	Lisa Milner Brenda Gannon ALM	Patient Experience and Engagement Lead Advanced Physiotherapy Practitioner and Operational Team Lead Patient
Executive sponsor:	Julia Sirett	Chief Nurse

1. Introduction

- 1.1 This patient story shares how the Dynamic Health team tailored a program to a patient's individual need to support physical benefits but also mental wellbeing, following assessment by a senior clinician to determine diagnosis.
- 1.2 The patient story highlights how the Dynamic Health team are demonstrating the values and expected behaviours in their commitment to the CCS Quality Way by tailoring care they provide to a specific patient's needs linked to gender reassignment.
- 1.3 The patient will be in attendance to present their story to the Trust Board along with Joanne Greenslade who is the patient's Rehabilitation Instructor within Dynamic Health. The patient will be referred to as ALM for the purpose of confidentiality within this report.

2. Journey through Dynamic Health MSK Huntingdon

2.1 Background of Patient Care

- 2.1.1 ALM contacted the service in July 2017 requesting help to improve her walking as she had developed a slow shuffling gait following a back injury acquired 4 years ago which had left her feeling weaker in her right arm and leg.
- 2.1.2 ALM has reported receiving a variety of challenging experiences when accessing Health Care Services and this has increased her anxiety and uncertainty of how Services will treat her.

2.2 Service Offered

- 2.2.1 ALM's initial appointment was with Brenda Gannon - Advanced Physiotherapy Practitioner. At assessment it was concluded that ALM's symptoms appeared to be related to muscle deconditioning, loss of confidence and postural changes. During the consultation ALM stated that she was in the process of gender transitioning which was causing her to have panic attacks, low mood and loss of confidence.
- 2.2.2 Brenda's initial option would have been for ALM to attend a group gym session within the Service and to work with a Rehabilitation Instructor on a programme, however as ALM was quiet and lacked self-confidence within this first meeting and due to her history of panic attacks, Brenda looked at options for ALM to attend one to one gym sessions with Joanne Greenslade, the Rehabilitation Instructor, to build ALM's confidence both in the Service and herself with a view to ultimately joining the open group sessions. This plan of care was agreed by ALM.
- 2.2.3 ALM met with Joanne who assessed ALM's capabilities, they worked jointly on an agreed Management Plan to increase ALM's fitness. This initially started with ALM being provided with a personalised Home Exercise Plan which she carried out on her own for a month.
- 2.2.4 This initial fitness plan provided ALM with the confidence to continue with one to one sessions with Joanne and attend the open gym. At these open gym sessions ALM could attend as she wished and work at her program but have Joanne available for help and guidance as required. ALM could then be reviewed by Brenda at any time if required.

3. Outcomes of Care

- 3.1 Since starting her Management Plan ALM has progressively gained confidence in herself and is seeing the benefits physically. In ALM's own words she has found that the open gym is "a recovery environment where the only competition is with myself. The open aspect of these sessions makes it comfortable to go at my own pace and the only person who will criticise me is myself. This takes away fear of judgement becoming a distraction."

- 3.2 ALM's states "the benefits I have gained were not obvious for the first four weeks. I felt more tired" however "the improvements are now becoming more noticeable to myself" and "the whole experience has been positive as a wakeup call and a new learning curve as well as a reminder of lessons learned long ago"
- 3.3 Initially ALM attended these sessions by taxi as her panic attacks and loss of confidence meant that using public transport was not an option. However, over the course of following her plan, ALM now feels able to walk to her sessions and this is the furthest she has felt able to walk for many years.
- 3.4 ALM is now always first in and last out of the gym and has taken the opportunity to help herself and her own recovery. ALM has found the confidence to exercise with other users of the gym which has increased not only her physical recovery but also ALM has seen a marked increase in her mood and reduction in her anxiety.
- 3.5 The Service will continue to work with ALM to enable her to maintain her exercise plan at home and to attend exercise classes within the Service.

4. Patient Experience

- 4.1 ALM will be attending the Trust Board in person to provide a personal account of her own story. ALM has provided consent to share her story.

5. Learning for Wider Trust

- 5.1 ALM is open to discussion on how her experiences of this personalised care and the learning from the bespoke service offered can be shared to enable wider Trust awareness of gender transition and the continued requirement for patient centred care to be inclusive of the nine protected characteristics.
- 5.2 ALM has reflected during this process of capturing this patient story that one area all services may wish to consider is to ensure all service environments allow access for all i.e. non gender specific facilities including lavatories and changing areas.

6. Recommendations and Future Patient Engagement for Dynamic Health Service

- All our services to reflect on this patient story and to review their service environment and the care provision to ensure it allows full access for all and no person is negatively impacted by the service offered.
- Continue to share this and other patient experiences within the Service and to embed the learning from such stories within staff learning and service development.
- To continue to share patient stories with all of our services and for these to be easily accessible on the Trust intranet for further learning.
- To increase the use within Services of the full Friends and Family Test, which includes equality and diversity questions so that services can be confident that they are capturing a fair representation of all their service users and their valuable feedback.



Author
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