

LINKS: PROPOSAL SUBMITTED BY PATIENT VOICE

STUDY OF HOSPITAL DISCHARGE with particular reference to MEDICATION COLLECTION.

Patient Voice has received a number of adverse comments about delay in discharge, particularly about slowness of medication delivery from the Pharmacy. In some cases patients have been transferred to the Discharge Lounge, waiting long periods on the ward or been taken home by family or friends who have had to return later to collect the medication. The problem causes irritation, disquiet even distress; there can be long delays at weekends.

PROJECT OUTLINE

To undertake research based on questionnaires completed by patients who have been discharged from the ORH NHS Trust, possibly the NOC, in the last six months.

TO ASCERTAIN

How the discharge was handled.

Was the process satisfactory and speedy.

If delays in discharge, for what reasons.

Analyse Pharmacy dispensing ideas/suggestions to improve the process.

PROJECT DESIGN

Development, testing and production of questionnaire.

Data collection from local groups, WI, Probus, residential care homes, possibly with notices in GP/Health centres.

Appeal in the media – via the questionnaire.

Collation and analysis to complete research report.

Presentation of report to the Stewardship Group for delivery to ORH and NOC

OBJECTIVE OF REPORT

Highlight main concerns and their causes.

Suggest possible solution.

Compile set of recommendations.

COMPLETION OF PROJECT

Three months from the commencement of the Project.

ADDITIONAL INFORMATION

Members of Patient Voice have collective experience over five years of gathering data from hospital patients, family and carers.

All had CRB clearance and the competency of their social and interviewing skills were fully recognised by the overseeing organisation for PPI Forums

9.2.10
(LINKS PROJECT1)