

## NOTES FROM WHITEBOARD

### Opportunities

- 7 day service (got to be right)
- Recruitment – more likely to HASU
- Improve ratings
- Concentrate and reduce pressures:
  - o Acute
  - o Rehab
- Pick up some of the emotional needs. An opportunity to do this for patients and families.
- Improved outcomes
  - o Acute
  - o Rehab
- Opportunity – PREVENTION
  - o Apps (atrial fib)
- Families – support at time of stroke
  - o Family support hub (heart centre)
- Education – change
  - o Prevention/awareness for our population

## Challenges

- System – prioritise – symptom of patient, not arrival at door of hospital
- What can we do with NWAS to make the most of journey time (pre-contact delays removed)
- Education 'networks' / hard to reach – people find out through employers / social, etc.
- Health inequalities (map poor outcomes)
- Recruitment:
  - HASU
  - NWAS
- Persuading family that Carlisle is the right place
- Involve NWAS – see it not tell it!
- Confidence in progress so far and into 6 months
- Capacity at Carlisle and also FLOW
- Consultant recruitment challenging – will we get what we need?
- Focus on HASU:
  - Resources
  - Management
  - Will we lose education and prevention?
- Access to GP:
  - Prevention
  - Disease management
  - Care after stroke
- Ambulance requirements and logistics
- Recruitment family support
  - GP
  - Stroke Associate
- Post stroke care
  - After discharge
  - Physio

- Speech and language
- End to end care – information flow
- A595 (upgrade??)
- People that don't seek help straight away
- Emotional transfer impact
  - Family transfer – care for them
- How to we work with / support / bolster the 3<sup>rd</sup> sector (especially Stroke Association)

### **Patients / Families / Carers – Community Input**

- Certainty
  - It will go ahead
  - Timescale
- Aftercare
- Prevention
- MORE emphasis on end to end experience
- Lots of changes all at once – confidence
- Awareness of what it's like with a stroke
- Communication
  - Progress on stroke HASU
  - Progress on challenges
  - Milestones – staffing changes, 2<sup>nd</sup> scanner
  - No news tell us
  - Variety: week, news
  - To build confidence
- Stroke after discharge and third sector / stroke association
- Education pathways / treatment for families
  - Pre-education
- Assurances

- Joined up and in sync – lots of change
- Personal info / family
  - 'I should expect'
  - 'What do I do if (x) goes wrong?'
- Advocacy (some patients)
- New independence (some patients)
- Communication
  - All different
  - Consistent
- West Cumberland Hospital
  - Explain transfer to family
  - Is Cumberland Infirmary waiting for you?
  - Introduce themselves
- Service move
  - Disrupts a community
  - Patient / family experience a different atmosphere
- More information when you leave
  - Directory for you
  - Your family