

NOTES FROM WHITEBOARD - Carlisle

Opportunities

- HASU – central point of access / expertise
 - Make the most of staff for all patients
 - Best use of facilities
- After stroke – gym @ CIC / now at the Sands. Outpatient physio @ Sands – structured sessions. Dedicated session (staff on hand to provide informal advice).
- Social assessment – positive/good for you. Can it happen automatically?
Need advocacy.
- Have a HASU, but make sure people can optimise their potential afterwards.
- Increase information available:
 - Possibilities / indicator
 - What is good / not so good
BETTER info while in HASU.
- Better / Earlier access to psychological support.
- Review patient info / electronic email
 - Online at home
- Better coordination – services / 3rd sector
- Clinical education hub
 - Primary
 - Secondary

Challenges

- Distances
 - Patients
 - Family
- Workforce
 - Takes time to develop
 - Shortage nationally
- Communication (patients)
 - More info to relatives
 - Info around physio – challenges
 - Speech and language therapists
 - ‘HASU resource centre’
- Support
 - Families (at the time and at other points in recovery)
- HASU – opportunity to communicate better as it will be a specialist team
- Challenge:
 - Persuading people it will be better
 - Build credibility
 - Too far away / lack of access
 - Wider health system
 - Out of hours
 - Ambulance
 - Winter!
 - GPs
- HASU (needs whole system!)
- Wasting opportunities
- Funding
- Coordinate
 - Primary care
 - Secondary care
 - Third sector
- Credibility

- Experts
- What happens elsewhere
- Part of wider service improvements

Patients / Families / Carers – Community Input

- Communication
 - Hope for future
 - Accurate
 - Kept informed / no surprises
- Confidence
 - Clear communication
 - Straight forward
 - 'this is the right place'
- Patients plateau
 - Get stuck
 - Need help to push on
 - 'stuck' at any stage
 - Not being left
 - Active (another plan)
 - Continuous reassessment
- Patients and carers don't know what they don't know
- Acute phase
 - Rapid
 - Expertise
- Longer term... what do you do
 - Self help
 - What do you do for the best
 - 3rd Sector
 - Patient champion
- Carers access to clinicians
 - Visiting times
 - You're not there when decisions are made
- Are people discharged too soon
 - Ward
 - Follow up