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The South London Cardiac and Stroke Network (SLCSN) works with patients, carers, clinicians and other healthcare professionals to create high quality cardiac and stroke services that focus on the patient and are available to all. Patients are always our top priority and are the driving force behind everything we do.

Listening to the patient: Stroke survivor Matt Lopez gives moving account of the London acute model

In November 2011, the London Stroke Networks, in association with NHS London, hosted an open dialogue event for stakeholders, *The London stroke model: Understanding the value and guiding the future*. The keynote speaker, Dame Ruth Carnall DBE, Chief Executive of NHS London, provided an overview of how the London acute stroke model was planned and implemented. Prof Tony Rudd, Clinical Director for Stroke, presented recent clinical and efficiency data on the success of the model.

Mr Matt Lopez provided the patient experience perspective with his moving account of having a stroke whilst on the tarmac at Heathrow after a long-haul flight. Mr Lopez was taken to the HASU at Charing Cross Hospital, where specialist staff provided top quality care. Mr Lopez's powerful story and amazing recovery is testament to the exceptional stroke care provided across the capital by NHS staff.



Mr Matt Lopez speaking to stakeholders in November.

View the [video archive of Mr Matt Lopez's poignant story](#) online.

Matt recently recounted his story in an online BBC article, [Why NHS bosses are scratching their heads over London](#). The article describes the challenges that may be faced following the changes in the NHS:

“Some at the top are also worried that closing NHS London will mean that capital-wide initiatives may be harder to deliver. Initiatives like the four major trauma centres that have been set up or the eight Hyper Acute Stroke Units would be harder, they say, to make a reality.”

Read the [full BBC article online](http://www.bbc.co.uk/news) at www.bbc.co.uk/news.

Network news

The patient perspective

Thirty members of the public, including SLCSN people bank members, attended a public engagement providing the patient perspective on how to develop and improve health services in Bromley. NHS Bromley have now published a report detailing the findings of the event, including examples of what currently works well and what could be improved. Themes across the different disease areas included access to diagnostic services, services which were not joined up and a lack of availability of support groups.



NHS Bromley and its new clinical commissioning group, Bromley Clinical Commissioning Consortium, are beginning to use the information collected to enhance healthcare. For example, in cardiology services, they are now proceeding with plans to develop a community cardiology service which will include improved local access to diagnostics, a focus on prevention and rehabilitation, enhanced heart failure support and development of a patient support group.

You can access NHS Bromley's report online at www.slcsn.nhs.uk.

Improving patient experience and care at Kingston Hospital

Submitted by Olivia Kensley and team, Kingston Hospital

Lunch Club is an initiative that has been running on Keats Ward, Kingston Hospital, since summer 2010. The group is a truly multi-disciplinary team (MDT) initiative, as speech therapists, occupational therapists, physiotherapists and specially trained volunteers are all involved.

The main benefits of Lunch Club include exercise on the way to the club, practice with walking, transfers and sitting, patients socialising and interacting in a group setting, rather than eating alone. The Club also provides the opportunity for swallowing and feeding skills to be observed in a more real-life setting than at bedside. The group offers the chance for patients to meet each other socially, practice speech and communication strategies in a more natural setting and spend time away from the clinical ward environment.

Patients have commented that they enjoy a change from sitting in the ward environment and meeting with other patients. Having a designated lunchtime routine helps to break up the day and the interaction between patients serves to brighten the day.



Helping to educate the workforce

The SLCSN, in partnership with the Primary Care Cardiovascular Society (PCCS) and All Round Health, ran a series of successful interactive evening education sessions *All about...atrial fibrillation*.

The four sessions were developed and delivered by local speakers and targeted GPs, nurses, secondary care clinicians, pharmacists and commissioners. Topics included diagnosis, stroke risk assessment, looking through interactive case studies, anti-coagulation and bleeding risks and rate and rhythm control.

The events also coincided with the launch of the new atrial fibrillation (AF) pathway for South London. The pathway was developed with the aim of providing consistent guidance for general practice across the sector. The pathway and associated documents can be downloaded from our website: www.slcsn/nhs.uk/af.

By working with and educating health care professionals in South London the Network hope to improve the identification and management of AF across both primary and secondary care.



SLCSN mentioned in the House of Lords

A Short Debate on Healthcare held in the House of Lords on 30th January was to discuss the plans to address variations in health and social care support for people after stroke, as identified in the Care Quality Commission's special review, Supporting life after stroke. Lady Baroness Wheeler opened the debate on key issues of community support for stroke survivors and their carers. Lord Earl Howe, Parliamentary Under-Secretary of State for the Department of Health, said this about the Network's achievements in South London:



“One example of where a stroke network has been working well with commissioners to improve access to stroke community services is south London. Through the ASI programme, the Network has developed a service specification for early supported discharge and community services, and has helped commissioners to make the case for change. What is more, analysing data from the CQC review, the stroke network was able to identify areas that needed to do more in the provision of post-hospital services. This has resulted in one of the care trusts commissioning a stroke community rehabilitation service, which is an excellent example of how the CQC review has actually driven improvements in services.”

Read the [full transcript of the debate](http://www.publications.parliament.uk) on the Parliamentary website:
www.publications.parliament.uk

Patient experience news

NICE publishes guidance on patient experience in adult NHS services

The new guideline from the National Institute for Health and Clinical Excellence (NICE) aims to provide the NHS with clear guidance on the components of a good patient experience. It focuses on generic patient experiences and is therefore relevant for all people who use adult NHS services in England and Wales.

The guideline provides evidence-based advice on ensuring a good experience of care for people who use adult NHS services and sits alongside the published quality standard describing high quality care for patients using adult NHS services.

NICE have produced a booklet which aims to explain the advice to [patients and carers](#). You can access this, and more information about the guideline on the NICE website: guidance.nice.org.uk/CG138



A framework for NHS patient experience

The Department of Health (DH) has published the NHS Patient Experience Framework, which outlines the areas most important to patients' experience of NHS services.

This framework, agreed by the National Quality Board Patient Experience sub group, provides healthcare organisations with a common evidence-based list of what matters to patients, and can be used to direct efforts to improve services. For example it can be used to help define what questions to ask patients in surveys and in real time feedback.

Improving patient experience is a key aim for the NHS. To access further information about the framework visit the DH website www.dh.gov.uk.

NHS
NHS Patient Experience Framework
In October 2011 the NHS National Quality Board (NQB) agreed on a working definition of patient experience to guide the measurement of patient experience across the NHS. This framework outlines those elements which are critical to the patients' experience of NHS Services.

- **Respect for patient-centred values, preferences, and expressed needs**, including: cultural issues; the dignity, privacy and independence of patients and service users; an awareness of quality-of-life issues; and shared decision making.
- **Coordination and integration of care** across the health and social care system.
- **Information, communication, and education** on clinical status, progress, prognosis, and processes of care in order to facilitate autonomy, self-care and health promotion;
- **Physical comfort** including pain management, help with activities of daily living, and clean and comfortable surroundings;
- **Emotional support** and alleviation of fear and anxiety about such issues as clinical status, prognosis, and the impact of illness on patients, their families and their finances;
- **Welcoming the involvement of family and friends**, on whom patients and service users rely, in decision-making and demonstrating awareness and accommodation of their needs as care-givers;
- **Transition and continuity** as regards information that will help patients care for themselves away from a clinical setting, and coordination, planning, and support to ease transitions;
- **Access to care** with attention for example, to time spent waiting for admission or time between admission and placement in a room in an in-patient setting, and waiting time for an appointment or visit in the out-patient, primary care or social care setting.

Events

Sip for stroke

Throughout spring, [The Stroke Association](#) are encouraging people to organise a Sip for Stroke event and help stroke survivors and their families.



Sip for Stroke is a great excuse to meet up over tea or coffee and cake and an easy way to help raise money for those affected by stroke.



What better excuse to catch up with people over a cuppa and a piece of cake whilst doing your bit for charity this year.

To register simply sign up on The Stroke Association website, www.stroke.org.uk, and they will send a pack out to you. You can also call them on 020 7566 1525.

Croydon cardiac support group

If you have a heart problem you do not have to feel alone. Meet up with Croydon's Cardiac Support Group (CCSG).

Meetings of the group are held between 7:30pm and 9:00pm on the second Wednesday of every month at Croydon University Hospital. Patients, partners and friends from across South London are all welcome to attend.

For more information and details of the meetings planned for 2012 are available on the CCSG website:

www.heartsupportgroup.org.uk/ or contact Chairman Derek Bigglestone on 020 8657 6982.

The Croydon Cardiac Support Group is affiliated to the British Heart Foundation



London Ambulance Service - Getting set for the Games

It's now just a few months until London hosts the 2012 Olympic and Paralympic Games. The London Ambulance Service (LAS) are holding a free event where you can find out more about how they will be working to ensure that there is emergency medical aid on hand for spectators, officials and athletes, while also providing a normal service to the rest of London.

When: Thursday 19 April 2012

Time: 5.30 – 7.30pm

Where: Robens Suite, 29th floor, Guy's Hospital, Great Maze Street, London SE1 9FT



For more information and to register please visit the LAS website www.londonambulance.nhs.uk, email membership@londonambulance.nhs.uk or call free on 0800 7311 388.

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