



NHS Fife

Heart Disease Case for Change Success Story

What is the issue?

- There is a lack of communication between the patient, their GP and the hospital.

How do you know the problem exists?

- This was identified on a Hearty Voices Scotland training session in NHS Fife for the public involvement MCN subgroup. Participants are asked on the training to bring up issues on their experiences in the NHS that they would like to present to the hosting MCN.

How has the problem affected the patient/carer experience?

- Consultations are often frustrating for the patient as professionals don't have a full overall picture of their condition. Patients often feel powerless, unaware of all the information that is being kept on the medical records about them.

How has the problem affected staff?

- An over view of the patient can be difficult to get from long medical records. This means that professionals can waste time wading through medical notes or alternatively not full themselves in on the back story of the patient completely

What are the national guidelines on the topic?

Your Health, Your Rights: The Charter of Patient Rights and Responsibilities

The Scottish Government, 2012

- Communication and participation: the right to be informed, and involved in decisions, about health care and services page 9

The Healthcare Quality Strategy for NHSScotland

The Scottish Government, May 2010

- Effective collaboration between clinicians, patients and others (Page 1)

What are the local guidelines saying on the topic?

NHS Fife Local Delivery Plan 2012 - 13

- Care will be provided to the highest standards of quality and safety, with the person at the centre of all decisions
www.nhsfife.org

How exactly do you want things to change?

- There needs to be a more efficient and effective method of sharing patient information between health professionals that also keeps the patient information about their own medical information.

How did the Heart Disease MCN respond to this Case for Change?

- The Patient Participation Group developed a Patient Passport; a hand held record. The record accompanies patients to all health care appointments ensuring that everything is communicated across disciplines.
- Patient owns their own information and feels confident to ask questions during consultations with the health professional. In this way they then populate their record at the point of care themselves or with assistance.