



Board Meeting Papers 1st December 2020

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Report to: Board Meeting



Date	1 st December 2020	Agenda item	02
Title	Service User Voice		
Author	Wendy Best – Head of Communications, Media & PR		
Lead Director	Julie Sharma – Director of Transformation Mary Lewis – Director of Nursing	Date signed off	24 th November 2020
Presented by	Wendy Best	Version	1.0
For	Approval/decision Debate Assurance Information ✓		

Aims/Summary

The Board is committed to ensuring the voice of the service user is heard at all levels and today Pat welcomes us to her home to discuss the specialist wound care support she has received. She will be supported by her daughter Katy.

Pat and Katy will be supported by Sue Murphy our Clinical and Organisational Lead for Tissue Viability, Lymphoedema and Dermatology

Options and decisions

The report is to help the Board's further understanding of issues relevant to wound care and comes shortly after the organisation marked International STOP the pressure week.

Resource implications (financial/staffing/other resources)

N/A

Quality considerations

N/A

Paper/information previously considered by	Date

1. Background

Pat is a grandmother of four and with her daughter Katy will share with the Board how a fall where she hit her knee on a curb stone has led to a year of care not only from Sirona community staff but also included hospital stays.

Pat, who is 80 years old, was on her way for a family trip to Bristol Hippodrome to see the annual pantomime when she fell in December last year. There were no external cuts but within an hour her knee had become extremely swollen and small blisters had appeared.

Taken to hospital, she was diagnosed with a haematoma which measured 22 cm by 12-15 cm which had been caused by internal bleeding and plastic surgery was considered.

She was able to be discharged in time for last Christmas and regular District Nurses visits were arranged to ensure the haematoma was regularly dressed.

Shortly into the New Year she was referred to Sue Murphy, our Clinical and Organisational Lead for Tissue Viability, Lymphedema and Dermatology as the haematoma needed expert oversight.

Pat was admitted to our Tissue Viability bed for a week where she agreed to have larvae treatment to break down the haematoma; a process which would have taken six to eight weeks using dressing and compression.

Regular dressings continued after discharge but then Pat experienced a bone infection - mild osteomyelitis - which indicated deeper tissue damage. This resulted in another hospital stay where she became gravely ill.

Pat recovered and was able to return home where the regular dressings have continued and the wound size today is a fraction of what it was.

Pat and her family are very complimentary about the care received by the community teams and the oversight Sue has given although there are a couple of areas the family feel could be improved in terms of out of hours access for support but in Pat's words "the nurses have become friends".

Pat has kindly agreed to share her story with the Board as part of our work to promote STOP the pressure week which takes place every November.

Sue has coordinated this campaign which has launched a new upgraded Personalised Pressure Injury Plan (PPIPP) for individuals and our Pressure Injury Prevention Protocols which she will outline to the Board.

Special webinars have been held for staff and also pens/mugs distributed to reinforce the message for staff to always think about people's skin. Sue knows from Pat how our staff are following the protocols as Pat is always asked about the key pressure areas – bottom, heels, hips, elbows - by our nurses.

Sue and her team look after those with complex wounds and have around 190 people on their caseload at any one time across Bristol, North Somerset and South Gloucestershire.

2. Key points

The Board will be aware reducing pressure injuries are one of Sirona's key quality priorities. STOP the Pressure Week in November focussed on increasing health care professional and public awareness about the damaging impact of pressure ulcers and more [background information](#) on the campaign has been highlighted by NHS England.

Pat's experience highlights how the teams within Sirona work together to support an individual.

3. Recommendations

The Board is asked to note the report and recommend any steps it requires to be taken in light of the experiences shared.