



# Patient and Public Involvement in Health

## *Report on the Hospital Discharge Policy of the Stockport NHS Foundation Trust 2006/7*

**Report compiled by the Stockport NHS Foundation Trust Patient and Public  
Involvement in Health (PPIH) Forum, supported by Gaddum Centre Forum  
Support Organisation**

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## ***Who are the PPIH?***

Patient & Public Involvement in Health (PPIH) Forums are made up of groups of volunteers in local communities who are enthusiastic about helping patients and members of the public influence the way that local healthcare is organised and delivered.

Forum members come from different backgrounds and have a range of experiences and skills.

Each PPIH Forum is fully independent and works with a local NHS Trust. There is a PPIH Forum for every NHS Trust in England. PPIH Forums have the power to make a difference in the community as they have been officially set up by the Government and are supported by a national public organisation, the Commission for Patient & Public Involvement in Health (CPPIH).

PPIH Forums play a vital role in making sure patients' and public's views are heard and acted on by all those involved in making decisions about health. The functions and powers of PPIH Forums have been laid down by law.

PPIH Forums independently watch over the quality of local healthcare; shape decisions which impact on our health and influence local and national decisions as part of a growing network of patient and public involvement.

## ***Introduction***

In 2006, the Stockport NHS Foundation Trust Patient and Public Involvement in Health (PPIH) Forum received a number of concerns from members of the public, relatives, Carers and the Stockport Primary Care Trust PPIH Forum, around the issue of patient discharge from hospital.

The Picker Institute, Inpatient Survey carried out on behalf of the Stockport NHS Foundation Trust in 2005 highlighted a number of concerns around hospital discharge. The Trust scored significantly worse than the Picker average in the following areas:

	<b>Stockport NHS Foundation Trust (%)</b>	<b>Picker Average (%)</b>
Discharge: Not given written or printed information	47	42
Discharge: not told who to contact if worried	27	21
Discharge: did not receive copies of letters sent between hospital Doctors and GP	75	59

It was a growing trend in the complaints coming through to the Forum that the concerns centered on the experiences patients had which included – patients being discharged in the middle of the night (3am) and transported home via a taxi also patients were discharged without prior checks made to ensure the patients needs are catered for when home.

Following talks with the Stockport NHS Foundation Trust, the Forum agreed to investigate into the concerns raised by drawing up and issuing a questionnaire to inpatients, at the Stepping Hill Hospital during January 2007. [See Appendix 1].

The questionnaire was issued to find out how effectively the discharge policies and procedures operated at the Stepping Hill Hospital and whether anything could be learned from this to improve the service further for patients and in particular if initial assessment for hospital discharge was taking place at an early stage in keeping with recommendation: within 24 to 48 hours of admission. [Achieving timely 'simple' discharge from hospital: A toolkit for the multi-disciplinary team, 2004].

The Forum selected wards across the hospital where the questionnaires were issued to patients and/or filled in on behalf of the patients following consent. A number of hospital areas were deliberately excluded from this investigation such as the Emergency department and maternity wards due to the nature of the work carried out. In total, 73 patients took part in completing the questionnaires. All replies were treated with the strictest confidence.

# Results of the hospital discharge questionnaire

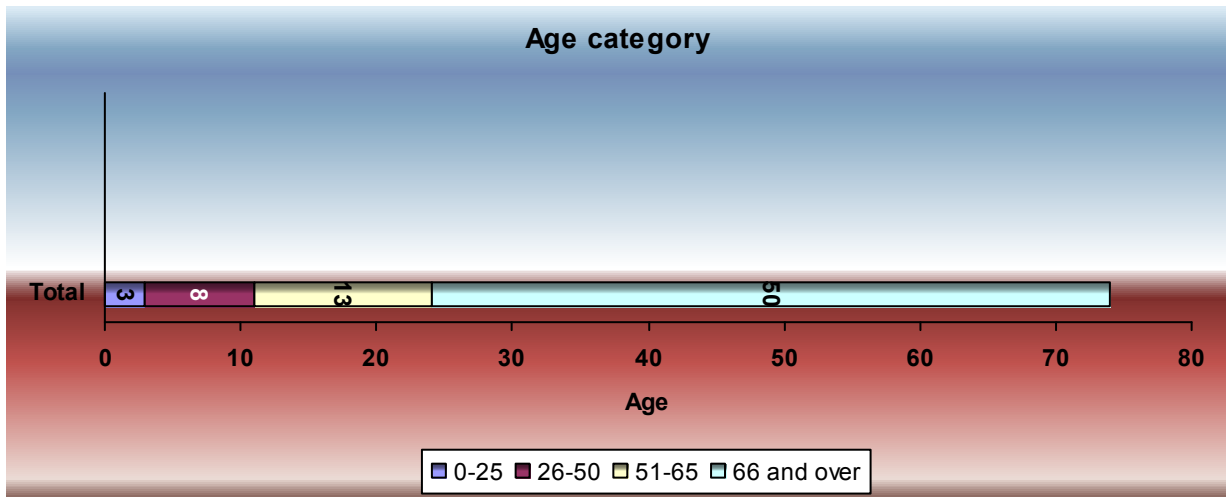
## Age group of patients interviewed:

0 to 25: (3)

26 to 50: (8)

51 to 65: (13)

66 and over: (50)



## 1. What was the method of your admission?

- 7% From Outpatients Department
- 32% Directly from your GP
- 51% From the Emergency Department
- 10% Other e.g. from another Hospital/Nursing Home

### Comments:

- ❖ Heart attack at home, taken to the emergency department.
- ❖ Emergency after Outpatients procedure then home and back to the emergency department.
- ❖ From Tameside General Outpatients.
- ❖ From home to Alexandra emergency department to Stepping Hill Hospital for surgery.
- ❖ Tumour removed at Alexandra Hospital, went to Stepping Hill Hospital for aftercare.
- ❖ Via nurse- repatriated from Italy. Accident on board ship – flight to Manchester then ambulance.
- ❖ Emergency repatriation from Rio via airport.
- ❖ Readmission from previous visit to emergency department.
- ❖ Via Oldfield Road Clinic.
- ❖ From Stroke Unit.
- ❖ Day Patient.
- ❖ Self-admission.

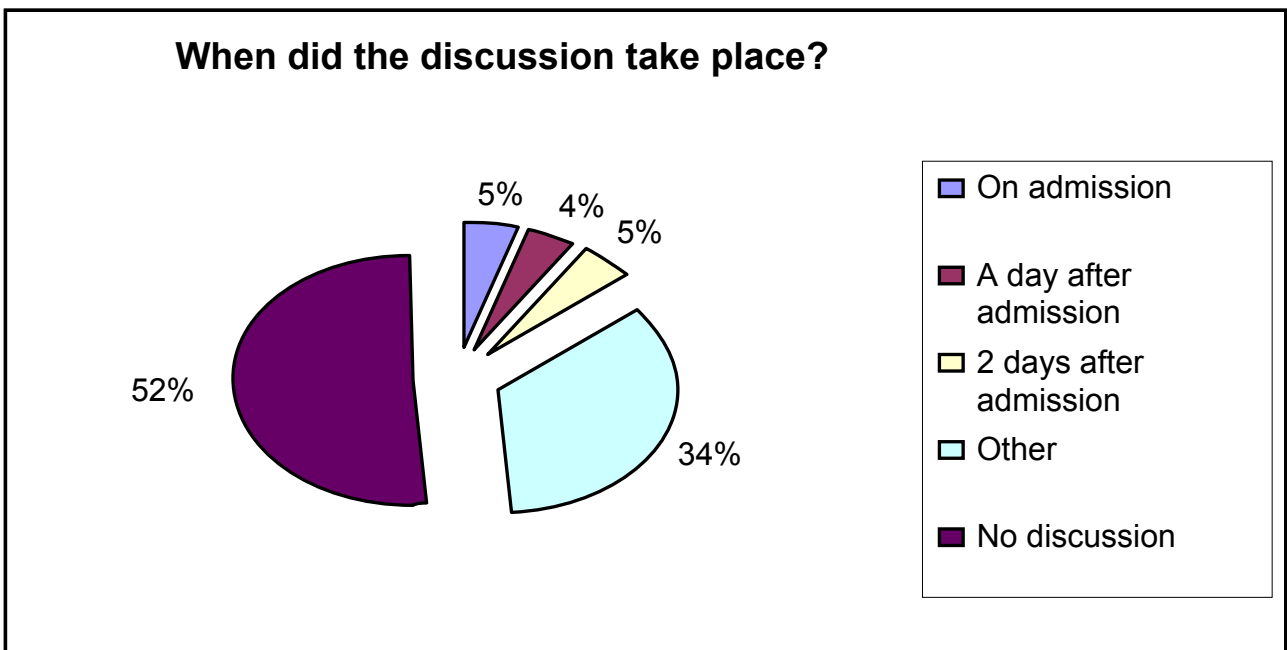
## Patients stay in hospital

Due to the nature of the wards the Forum members visited; surgical and medical, the patient's hospital stay varied from 1 day to over 40 days.

### Comments from question 2

Have you discussed your discharge with anyone?	
<b>Y E S</b>	Yes - with a named nurse
	Yes - with another member of the nursing staff
	Yes - with the doctor in charge
	Yes - with another member of staff
<b>N O</b>	No (21)
	No going home today: Our decision!
	Spoke to Daughter only, not staff
	Very vague
	No one
	No date yet, not sure of diagnosis
	Not yet: awaiting treatment
	Did not answer question (13)

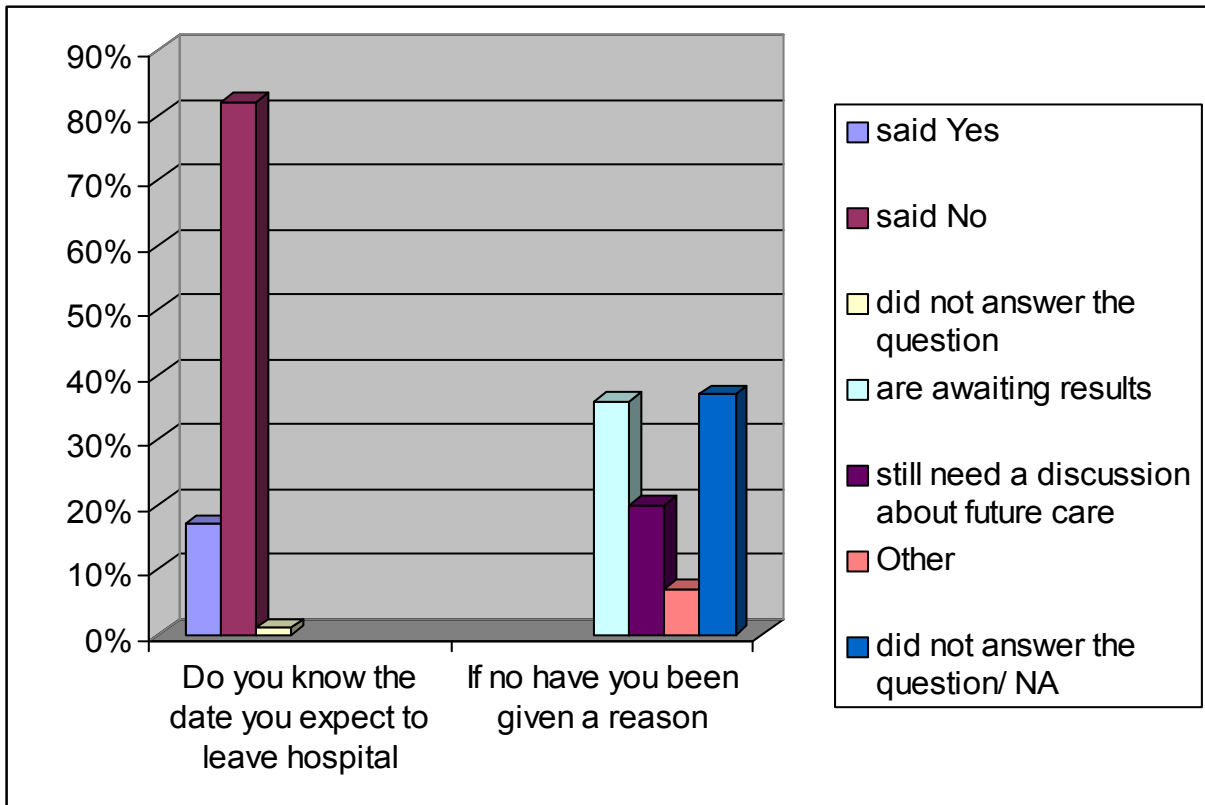
### 3 When did this discussion take place?



### Comments from question 3

When did this discussion take place?	
<b>Y</b>	Several occasions
<b>E</b>	On admission
<b>S</b>	On admission – discussed with doctor
<b>N</b>	Can't remember
<b>O</b>	Several weeks after admission
	Not yet had a discussion
<b>N</b>	Discussed case last night
<b>O</b>	Only told at 12pm, could go that day
	2 days ago
	Day 3 but incomplete decision
	Within past 6 days
	7 days later
	This morning. Questionnaire filled in 11-01-07
	This morning. Questionnaire filled in 15-01-07
	Today. Questionnaire filled in 11-01-07
	Discussed on 16-01-07 questionnaire filled in 17-01-07
	3 <sup>rd</sup> day. Admitted 7 days ago
	4 <sup>th</sup> day. Admitted 6 days ago
	5 <sup>th</sup> day. Admitted 5 days ago
	7 <sup>th</sup> day. Admitted 7 days ago
	9 <sup>th</sup> day. Admitted 10 days ago
	10 <sup>th</sup> day. Admitted 14 days ago
	10 <sup>th</sup> day. Admitted 17 days ago
	12 <sup>th</sup> day. Admitted 14 days ago
	14 <sup>th</sup> day. Admitted 20 days ago

### 4 Do you know the date you expect to leave the hospital?



#### Comments from question 4

Do you know the date you expect to leave the hospital?	
<b>Y E S</b>	18% patients answered yes
<b>N O</b>	77% patients answered no Don't know No specific reason No idea No reason Trying to get someone to ask
(5% did not answer question)	

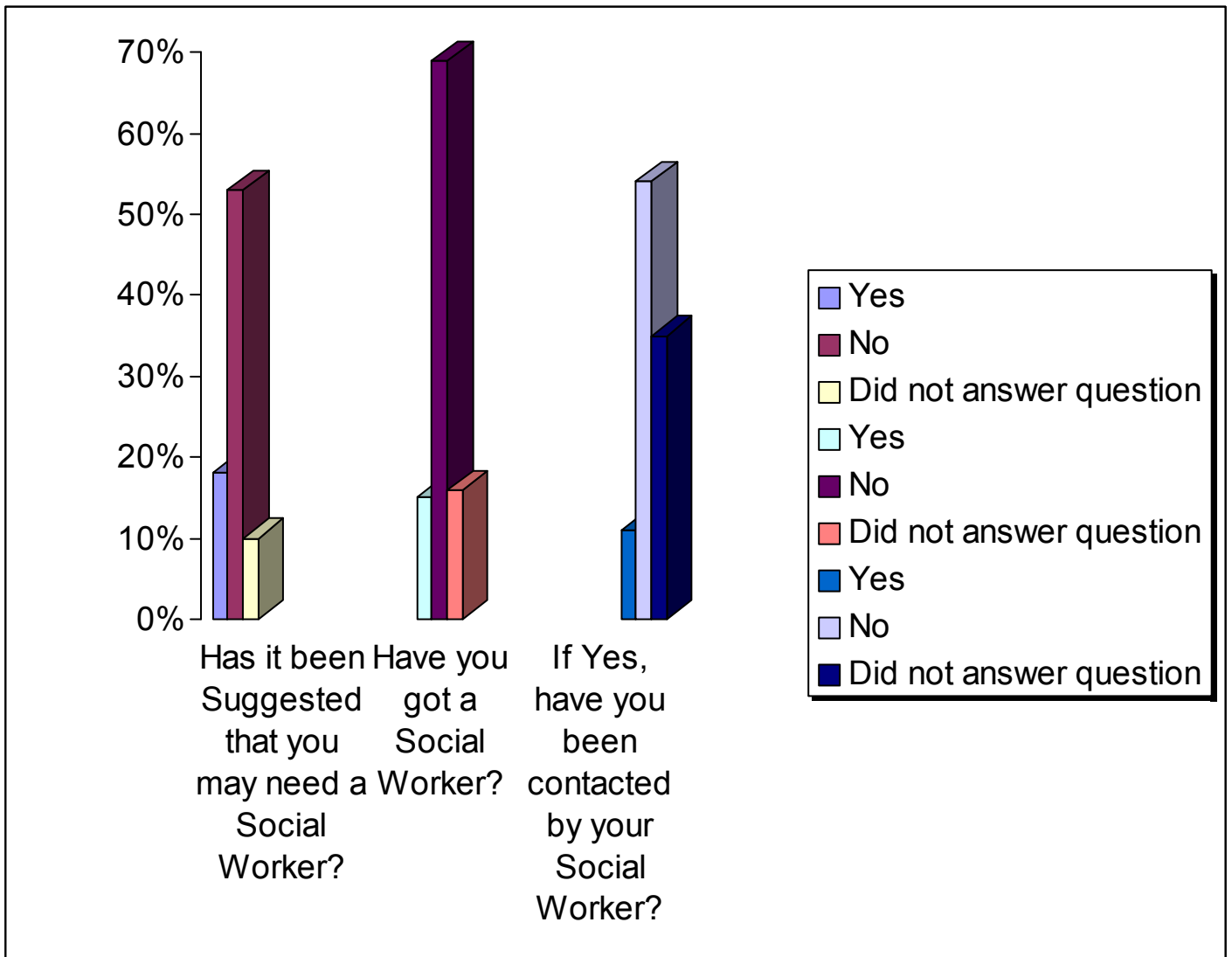
<b>If no, have you been given a reason?</b>	
<b>Awaiting Results</b>	43%
<b>Discussion needed about future care</b>	31%
<b>No</b>	15%
<b>Other</b>	11%

***Comments:***

- ❖ Part of clinical trial of new drug
- ❖ Completing treatment
- ❖ Need more investigations
- ❖ Had serious fall on ward
- ❖ Sorting out medication
- ❖ Transfer to other hospital
- ❖ Medical reasons but Social Services to re-visiting

**Questions 5 and 6: Social Worker**





**7 Are there any comments you would like to make about the discharge policy of the Stockport NHS Foundation Trust?**

- Have been helpful
- Plenty of help available when discharged
- Very happy with treatment
- Have been asked about what equipment might need at home e.g. hand rails and other gadgets as they live alone

	<ul style="list-style-type: none"> <li>▪ Kept informed but decision not yet made. Happy in process. Absolutely happy about discharge</li> <li>▪ Brother given a form to complete regarding post operative positioning of furniture in home by Occupational Therapist</li> <li>▪ 2 patients were happy with all that is happening</li> <li>▪ Excellent</li> </ul>
	<ul style="list-style-type: none"> <li>▪ No knowledge of discharge policy</li> <li>▪ Would like to know more</li> <li>▪ 2 patients said they didn't know there was one</li> <li>▪ Would have liked to have more notice, rather than have very little time to make domestic arrangements</li> <li>▪ Would like to know of its existence</li> <li>▪ No – not regarding herself but other patients have been given very little time/notice. i.e. its been sprung on them, leaving them very little time to make arrangements</li> <li>▪ Lack of information about her condition on discharge and does think she will see a doctor before discharge</li> <li>▪ Never asked if anyone was at home</li> <li>▪ Should be allowed to be part of the discussion regarding discharge</li> <li>▪ Would have liked indication of discharge date</li> <li>▪ Awaiting discussion of discharge this afternoon</li> <li>▪ Not ready to discuss it yet, whilst treatment in process</li> <li>▪ Has worked all right on each previous discharge (Derbyshire). Happy with Derbyshire Social Worker input</li> <li>▪ Should be given definite date and <u>TIME</u>. Relatives should also be fully informed</li> <li>▪ Very last minute to be given decision</li> <li>▪ A bit vague. Planned admission should include information on earliest discharge date</li> <li>▪ Has been informed he may be delayed if there is an emergency</li> <li>▪ Not very forthcoming with information</li> </ul>

GREEN: Positive comments    RED: Negative comments

## Conclusion

The Stockport NHS Foundation Trust Patient & Public Involvement in Health (PPIH) Forum found that patients welcomed the opportunity to comment regarding hospital discharge issues at the Stepping Hill Hospital.

From the questionnaire results it is apparent that for the majority of patients the hospital's discharge policy is not being effectively implemented.

The survey indicates that only around 14% of patients are being consulted on their discharge within 48 hours of admission as specified in the discharge policy. 52% of patients said they had no discussion on their discharge from hospital.

This is reflected in the finding that only 18% of patients had a date for their discharge. 77% had no date.

The Forum does appreciate that it is not always possible to give a precise date for a patient's discharge due to the complexity of the patient's medical condition. This was found to be particularly the case in the medical wards.

Overall the Forum considers that there is room for considerable improvement in the implementation of the hospital discharge policy. It is particularly concerned that many patients are not getting sufficient time to ensure that all aspects of aftercare are in place before being discharged from hospital.

## **APPENDIX 1**



# **Patient and Public Involvement in Health**

# The Stockport NHS Foundation Trust Patient & Public Involvement in Health Forum

The Stockport NHS Foundation Trust Patient & Public Involvement in Health (PPIH) Forum is currently looking into the Stockport NHS Foundation Trust discharge policy and procedures.

The Forum is made up of volunteers from the community who are enthusiastic about helping patients and members of the public influence the way that local healthcare is organised and delivered. Forum members come from a broad range of backgrounds and have a variety of experiences and skills. The Forum is a key vehicle for raising awareness of the needs and views of patients and the public, and placing them at the centre of health services.

We would like to give you the opportunity to comment on the Stockport NHS Foundation Trust discharge policy and procedures. Your feedback regarding the discharge process will allow us to inform the Trust of good practice and/or make recommendations where necessary, and will hopefully be used as an aid to improve the service, in order to ensure that service standards reflect your needs and expectations as closely as possible.

This questionnaire is completely anonymous and confidential.

Yours sincerely

## ***Discharge Policy and Procedures Questionnaire***

**Date:** \_\_\_\_\_

**Ward:** \_\_\_\_\_

**Survey Number:** \_\_\_\_\_

**Completed by:** \_\_\_\_\_

**Age: 0 – 25**

**26 - 50**

**51 – 65**

**66 and over**

1 What was the method of your admission?

- From Outpatients Department
  - Directly from your GP
  - From the emergency Department
  - Other e.g. from another hospital / Nursing Home
- 
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How many days have you been in hospital?

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2 Have you discussed your discharge with anyone?

- Your named nurse
- Another member of the nursing staff
- The Doctor in charge
- Another member of staff

3 When did this discussion take place?

- On admission
  - A day after admission
  - 2 days after admission
  - Other (please specify)
- 
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4 Do you know the date you expect to leave the hospital?

- Yes
- No

If No, have you been given a reason why?

- Awaiting results
- Discussion needed about future care

Other (please specify)

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5 Has it been suggested that you may need a Social Worker?

Yes

No

6 Have you got a Social Worker?

Yes

No

If yes, have you been contacted by your Social Worker?

Yes

No

7 Are there any other comments you would like to make about the discharge policy of the Stockport NHS Foundation Trust?

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***Thank you for completing this survey, it will help other patients in their journey from admission to discharge in Stepping Hill Hospital.***

**Copies of this report are available from:**

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