

Have you "Asked for Help"

Providing Person Centred Care within an Imaging Department

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Background

Providing a service that is responsive to patients needs is integral for all patient's who use services within the NHS in Scotland.

Working as equal partners in care with patients, family, friends and carers is integral in successfully applying NHSGGC philosophy and Scotland's National Dementia Strategy

The "Asked for help" project is a simple and effective method of delivering person centred care, to include family, friends and carers.

Imaging has **17** departments throughout the organisation including nuclear medicine.

NHSGGC provide a diverse range of diagnostic and therapeutic procedures delivered by clinical and non clinical multidisciplinary team.

Our Aim

To be focused in delivering person centred care for everyone.

To ensure a positive experience for patients, carers and families in all imaging departments.

Offer a service that is responsive to what matters to patients, carers and families during their time in imaging departments.

When patients, carers and families attend our departments and require additional support, we will have a robust process and tools in place to identify individuals who require our support.

Our dementia champions will also ensure our department is dementia friendly.

They will provide snapshot training for staff on each site.

Method

A proposal was developed and necessary resources identified to support the project

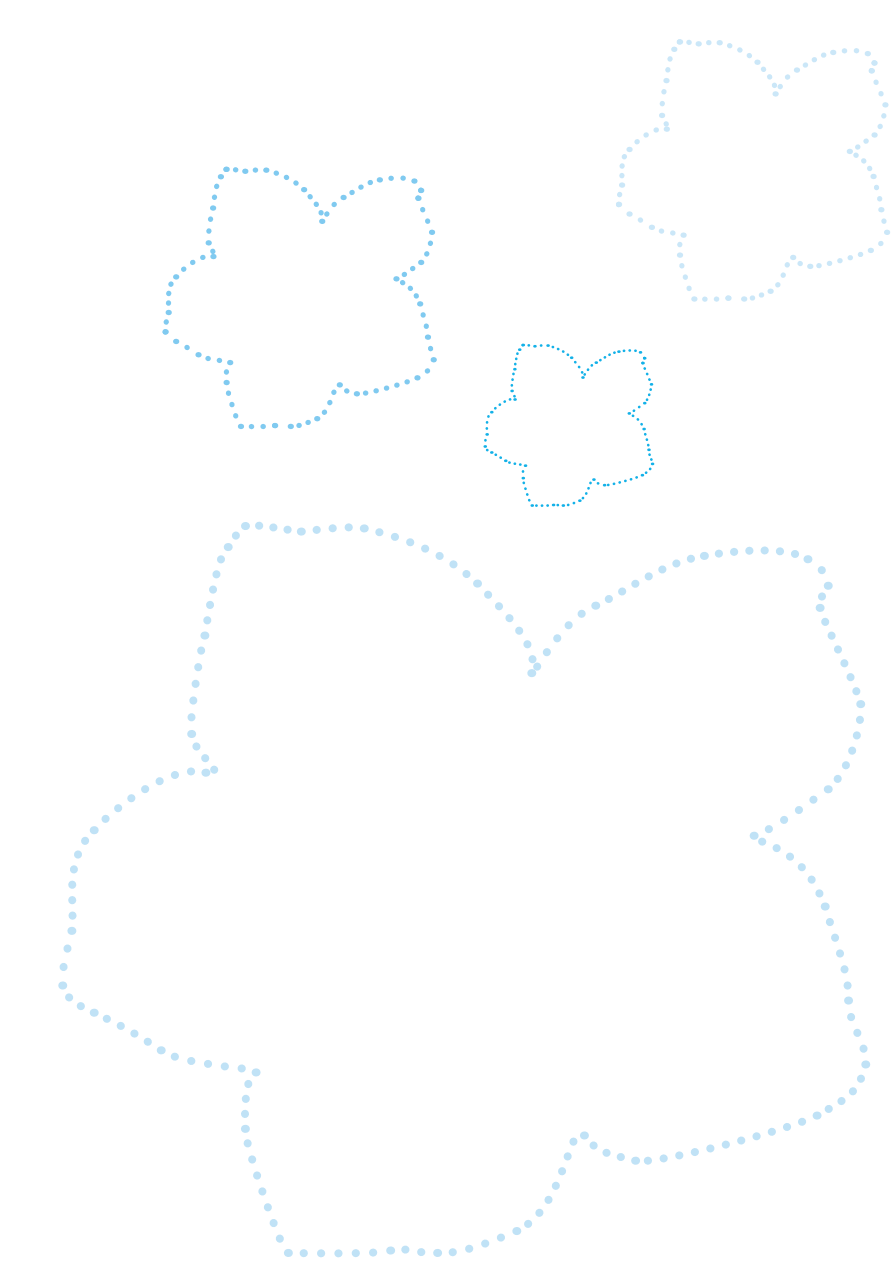
A visual identification symbol was created to alert staff members to a person requesting additional support.

We delivered various Information sessions for staff. It was important that staff recognised the unique requirements that individuals may have and that this symbol would only mean that a person has asked for help. It was important that staff interpreted this sign to be an inclusive project.

Method cont.



Launch day at GRI



Launch day at Stobhill

We developed a process that will allow staff to know a person has asked for help. This involves using an ink stamp with the "Asked for Help" symbol be placed on our internal paperwork that follows a person through the department during their appointment. Identify a pilot site and agree a timeline for roll out.

Audit findings, refine and adjustment as required and report back to staff and management.



Launch day IRH

Facts

No additional workload to staff, it's the same job they have always done.

Our patients, carers and families that have "asked for help", requested assistance with clothing, directions and mobility issues.

More than **42%** of those who asked for help said that they saw the banner which prompted them to "Ask for Help".

Feed back from Care Opinion Website

"Support from staff"

I was really anxious about coming to Stobhill hospital x ray department for a test. I was so anxious my GP gave me a tablet to keep me calm before I went, I knew I would feel claustrophobic.

At the department I saw a large poster saying you could ask for help. I didn't think it would be for my problem but my sister encouraged me to ask. It was fantastic. Someone came to see me straight away and talked me through my test. They stayed with me until I went in and then they were there when I came out to check I was all right. I felt a bit silly for being so scared but I want to say thank you to the nurse who helped me.

Results

Staff engagement and positive feedback

Staff suggestions following pilot were:

- To have A5 leaflets made for patients, carers and families to take away with them. Staff felt that some of our service users would take a leaflet and then ask for help. Leaflets were purchased and seemed to have a positive effect.
- 163** service users have asked for help, since pilot started.
- 243** staff trained.

Next Steps

Enhance appointment invitation letters to allow patients, carers and families to know they can ask us for help, to make the visit to our department a positive one. Having this on the invitation letter will allow advance planning of care needs.

Asked for help is planned to be rolled out across NHSGGC within outpatient area's and A&E departments

Scottish Government are currently looking at Asked for help to see if this could be spread across NHS Scotland.

Linking in with inpatient areas to ensure they know their patients, carers and families can "Ask for Help" whilst in our departments.

Myth buster

- Staff said, they were concerned that their workload would increase and more patients, relatives, carers would ask to come into the x-ray rooms with them.
- Staff felt patients know how to ask for help



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