

Improving the Quality of In-patient Care for Patients Undergoing Oesophago-gastric Surgery by Introducing Assistant Nurse Practitioners into Clinical Nurse Specialist Team

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Background

Transfer of Greater Manchester Oesophago-Gastric (OG) Surgical Services took place in September 2018 as a result of National Cancer Guidance Steering Group 2000 (Improving Outcomes in Upper Gastro-intestinal Cancers: The Research Evidence London: NHS Executive, Department of Health, 2000. 2. National Cancer Guidance Steering group).

Salford Royal now provides the OG Surgical Service for Greater Manchester and East Cheshire.

The OG Surgical Team provide an outreach model to local centres with all surgery being carried out on one site, that being Salford Royal.

The OG Surgical service serves a population in excess of 3.2 million.

The OG Surgical Service ensures a co-ordinated approach to diagnosis, treatment and care for all patients diagnosed with OG and High Grade Dysplasia (HGD) in Greater Manchester that require surgical resection.

The service provides:

- Effective and efficient communication to patients, relatives and carers throughout the care pathway by monitoring patient experience and continual service developments
- Comprehensive information to patients and their relatives
- Effective coordination of patient care
- Ensures that designated specialists work effectively together in teams such that decisions regarding all aspects of diagnosis, treatment and care of individual patients and decisions are multidisciplinary
- Ensures that care is given according to recognised guidelines with appropriate information being collected to inform clinical decision making and to support clinical governance/audit
- Ensures the smooth and effective transmission of each patient through their journey. Addressing issues and ensuring that there is an action plan in place until they are signed off or discharged from the service

Aim

To increase the quality of care to patients having Gastro-Oesophageal surgical resections to a high standard.

Method

Patient satisfaction questionnaire carried out to obtain baseline for newly developed service carried out at 6 months and 12 months from service inception.

In the second questionnaire 2 additional questions were added:

11. Can you give one example of good care/experience you had at Salford Royal.
12. Can you give one example of poor care/experience you had at Salford Royal.

Action Plan 2020

12 months data regarding patient satisfaction was collated.

Overall the patient experience was reported as excellent/very good.

The one consistent theme throughout the two surveys reported as poor was care once the patient was stepped down from the Critical Care Unit (CCU)

The Nursing Team structure was reviewed and 2 band 4 Assistant Nurse Practitioners were appointed in place of a band 6 Specialist Nurse.

The object of these 2 new roles is to provide individualised quality care and support to UGI patients on the Surgical Wards after being stepped down from CCU.

Additional Comments

- Excellent critical care HDU and B2 excellent service
- Critical care first class Total care was excellent
- Nothing too much trouble for nursing staff I cannot fault anything, the care and treatment was excellent
- The help and support from everyone in my care was excellent and reassuring
- Everyone looked after me and my family and kept us informed at every stage of my treatment
- Excellent contact with Specialist Nurses Always had very personal attention
- ICU staff amazing All staff were excellent. I was impressed

Results

Survey 1 76 questionnaires were sent out to patients who had received treatment at Salford Royal in the last 6 months. 42 questionnaires were returned completed. This represents 55%.

1. Did you feel you received enough information regarding your diagnosis and treatment options? 100% of patients felt they received sufficient information regarding their diagnosis and treatment options.	7. Did you receive information about support groups? 98% received information about the Support Group. 2% did not receive information about support groups.
2. Did you feel you were fully prepared for your treatment? 100% felt they were fully prepared for their treatment.	8. Did you feel that Hospital and Community staff worked well together and communicated your care effectively? 81% felt that Hospital and Community staff worked well together and communicated patient care effectively. 12% felt that Hospital and Community staff did not work well together and did not communicate patient care effectively. 7% were unsure if Hospital and community staff worked well together and communicated patient care effectively.
3. Did you feel that the Upper GI Team communicated effectively with you and your family? 100% felt that the Upper GI Team communicated effectively with the patient and their family.	9. How would you rate the care you received from the Upper GI Team overall? 76% rated the care as excellent. 17% rated the care as very good. 7% rated the care as good.
4. Do you feel that the Doctors and Nurses involved in you and your family in the decisions about your care and treatment plan? 100% felt that the Doctors and Nurses involved in the patient and their family in the decisions about care and treatment plans?	10. Would you recommend the Upper GI Team to family and friends if they had a similar problem to yourself? 100% said they would recommend the Upper GI Team to family and friends if they had a similar problem.
5. Were you given the name and contact number of a Specialist Nurse? 100% were given the name and contact number of a Specialist Nurse.	
6. Did you find it easy to contact your Specialist Nurse? 100% of patients felt it was easy to contact the CNS Team.	

Survey 2 35 questionnaires were sent out to patients who had received treatment at Salford Royal in the last 6 months. 19 questionnaires were returned completed. This represents 54%.

1. Did you feel you received enough information regarding your diagnosis and treatment options? 100% of patients felt they received sufficient information regarding their diagnosis and treatment options.	7. Did you receive information about support groups? 95% received information about the Support Group. 5% did not receive information about support groups.
2. Did you feel you were fully prepared for your treatment? 100% felt they were fully prepared for their treatment.	8. Did you feel that Hospital and Community staff worked well together and communicated your care effectively? 100% felt that Hospital and Community staff worked well together and communicated patient care effectively.
3. Did you feel that the Upper GI Team communicated effectively with you and your family? 100% felt that the Upper GI Team communicated effectively with the patient and their family.	9. How would you rate the care you received from the Upper GI Team overall? 100% rated the care as excellent.
4. Do you feel that the Doctors and Nurses involved in you and your family in the decisions about your care and treatment plan? 100% felt that the Doctors and Nurses involved in the patient and their family in the decisions about care and treatment plans?	10. Would you recommend the Upper GI Team to family and friends if they had a similar problem to yourself? 100% said they would recommend the Upper GI Team to family and friends if they had a similar problem.
5. Were you given the name and contact number of a Specialist Nurse? 100% were given the name and contact number of a Specialist Nurse.	11. Can you give one example of good care/experience you had at Salford Royal? Main themes cited were: • Excellent care from CNS Team • Excellent Surgeons • Excellent care in Critical care • Excellent care from Pain Team
6. Did you find it easy to contact your Specialist Nurse? 90% of patients felt it was easy to contact the CNS Team. 10% had not had to contact the CNS Team.	12. Can you give one example of poor care/experience you had at Salford Royal? Main themes cited were: • Poor care when stepped down from CCU to wards • Delays waiting for porters when going for investigations

Survey 3 A repeat Survey was carried out after the band 4 Assistant Nurse practitioners were trained and embedded into practice. 42 questionnaires were distributed and 22 were returned. This was a response rate of 52%.

1. Did you feel you received enough information regarding your diagnosis and treatment options? 100% Yes	6. Did you find it easy to contact your Specialist Nurse? 95.5% Yes 4.5% No
2. Did you feel you were fully prepared for your treatment? 100% Yes	7. Did you receive information about support groups? 100% Yes
3. Did you feel that the Upper GI Team communicated effectively with you and your family? 100% Yes	8. Did you feel that Hospital and Community staff worked well together and communicated your care effectively? 95.5% Yes 4.5% No
4. Do you feel that the Doctors and Nurses involved in you and your family in the decisions about your care and treatment plan? 100% Yes	9. How would you rate the care you received from the Upper GI Team overall? 91% Excellent 9% Very Good
5. Were you given the name and contact number of a Specialist Nurse? 100% Yes	10. Would you recommend the Upper GI Team to family and friends if they had a similar problem to yourself? 100% Yes

Survey Outcome Reported	Action Required	Action Implementation Strategy
Poor Care and support on Surgical Wards	To improve patient experience once stepped down from CCU To evaluate introduction and impact of Assistant Nurse Practitioner	<ul style="list-style-type: none"> • Introduction of 2 x Band 4 Assistant Nurse Practitioners • Appropriate training to facilitate necessary competencies • Support and mentorship from UGI Specialist Nurse Team • Repeat Patient experience survey once role embedded into service • Complete staff experience survey • Obtain patient stories for service feedback

Conclusions

The patient experience questionnaire post introduction of the band 4 Assistant Nurse practitioners demonstrated that the roles had promoted an extremely personal, effective quality service. This led to a positive effect on the care that surgical OG patients received at Salford Royal once stepped down from the Critical Care Unit.

This is apparent on the responses from the questionnaires and the additional comments made by patients.

There was not one negative comment regarding the care UGI patients received on the Surgical wards.