

# NHS Ayrshire & Arran



<b>Meeting:</b>	<b>Ayrshire and Arran NHS Board</b>
<b>Meeting Date:</b>	<b>Tuesday 28 March 2023</b>
<b>Title:</b>	<b>Patient Experience: Pulmonary Rehabilitation</b>
<b>Responsible Director:</b>	<b>Tim Eltringham, Director South Ayrshire Health and Social Care Partnership (SAHSCP)</b>
<b>Report Author:</b>	<b>Laura Harvey, QI Lead, Patient Experience</b>

## 1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

## 2. Report summary

### 2.1 Situation

The Pulmonary Physiotherapists approached the Patient Experience Team to seek assistance in promoting the benefits to patients who were taking part in the reformed Pulmonary Rehabilitation Programme. In particular they had two ladies who wished to share their experience of the Programme.

### 2.2 Background

During the Covid-19 pandemic, all non-urgent patient facing services were suspended, however as we are recovering from the pandemic these services are starting to re-establish.

With the move to bigger more suitable premises, the Pulmonary Rehabilitation Service, based within the grounds of Ailsa Hospital, has been able to reintroduce their 10 week exercise and self-management support education programme for patients with chronic breathlessness.

## **2.3 Assessment**

Both Anne and Margaret have completed the 10 week course and are keen to share their story as an inspiration to others and so that they can advocate for the Pulmonary Rehabilitation Service. The ladies both agree that this course has been life changing for them, allowing them to be more active and giving them mechanisms and techniques to control their chronic breathlessness.

Anne and Margaret's story demonstrates how effectively working with patients can improve outcomes for them. In addition, taking a person centred approach to care can help patients to overcome some of the challenges of chronic illness.

### **2.3.1 Quality/patient care**

Understanding our patients' limitations allows staff to provide true person centred, compassionate care.

### **2.3.2 Workforce**

The biggest impact on patient experience is our staff – their interactions and the quality of the care they deliver.

### **2.3.3 Financial**

No financial impact

### **2.3.4 Risk assessment/management**

No identified risk

### **2.3.5 Equality and diversity, including health inequalities**

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual

### **2.3.6 Other impact**

- **Best value**

Anne and Margaret's story demonstrates the negative impact chronic poor health can have and the positive impact of successful treatment

- **Safe, Caring & Respectful**

This story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey

### **2.3.7 Communication, involvement, engagement and consultation**

This story has been shared with the staff and services involved

### **2.3.8 Route to the meeting**

This story has not been heard at any other meetings

## **2.4 Recommendation**

For awareness. Members are asked to listen to this story for their information