

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Tuesday 21 May 2024
Title:	Patient Experience: James' Story – Cardiac Rehab
Responsible Director:	Claire Burden – Chief Executive and Acute Services Director
Report Author:	Laura Harvey, Quality Improvement Lead, Patient Experience

1. Purpose

This is presented to the Board for:

- Discussion

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

This story captures the experience of James. It demonstrates his positive experience following a referral to the Heart Failure with preserved Ejection Fraction Service (HfpEF).

James has chosen to share his story in digital story format, and in his own words.

2.2 Background

James is a 73 year old gentleman who has been experiencing deteriorating health over a number of years as a result of heart failure. James had regular admissions to hospital due to his condition and this had a significant impact on his daily living.

Heart failure is a long term condition, affecting the left ventricle of the heart, rendering the heart unable to pump blood around the body properly. This usually happens because the heart has become too weak or too stiff. Stiffening of the heart muscle

prevents the heart from relaxing effectively, meaning that less blood is pulled into the heart before it is pushed out to the body.

This is called Heart Failure with preserved Ejection Fraction (HFpEF). The ejection fraction of the heart is the measure of fluid ejected from the heart on each heartbeat and the normal range is 50% to 70%. Patients with HfpEF experience fatigue, breathlessness and fluid retention.

The HFpEF Service developed and tested a pathway for individuals with this type of heart failure. The pathway follows the individual from primary care, through diagnosis, treatment, education and back to management in primary care, while promoting self-care. James was one of the patients who took part in early testing of the pathway.

2.3 Assessment

James's Story outlines his experiences prior to joining the pathway, and afterwards. He describes the positive impact a person centred approach to chronic illness can have both physically and psychologically.

Tailoring the treatment to each individual's needs and putting them at the centre of their healthcare journey can have significant benefits for the patient and for our services - in James' case a reduction in hospital admissions to address the fluid build-up as a result of his heart condition.

The HFpEF Service was funded by the Scottish Government and alternative funding is being sought to continue the Service.

James's story has been shared with the Cardiac Rehabilitation Service and will hopefully be used moving forward to promote the service and to encourage patients to join other rehab programmes.

2.3.1 Quality/patient care

James received excellent, person centred care from the HFpEF Service and he is very grateful for the support provided by the whole team.

2.3.2 Workforce

This story highlights the positive outcomes that can be achieved when putting patients at the centre of their own care.

Sharing good and bad feedback with staff across the organisation demonstrates an open honest and transparent approach to improvement and this encourages other teams and individuals to adopt a similar approach in their improvement journeys.

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**

Demonstrates the importance of listening to, and working with, patients to put them at the centre of their healthcare journey and to ensure the best possible patient experience

- **Safe, Caring & Respectful**

James' 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 patient story will be shared across acute services to highlight this patient's positive experience.

2.3.8 Route to the meeting

This digital story has not been heard at any other meetings but has been shared with the service involved.

2.4 Recommendation

Members are asked to view and discuss James's Story