Senior Charge Nurse and Midwife Forum

Tuesday 23 April
QETLC
# hello my name is...

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Person-Centred Visiting

Aims for the session:
1. Discuss the main drivers for change
2. Discuss the main principles and benefits of a person-centred approach to visiting
3. Discuss the forward plan for NHS GGC
4. Share some experiences of good practice and learning
support the improvements to person-centred visiting in our NHS so that patients can be with the important people in their lives while in hospital – flexible visiting will be in place across our NHS by 2020
The Carers (Scotland) Act

- Identifying
- Involving
- Supporting

Are you looking after someone?
If so, you could be a carer.
You are not alone.
There is help and support available for you and the person you look after.

Practical information
Training

Money advice
A listening ear
Short breaks from caring

Carers Information Line 0141 353 6504
www.nhsggc.org.uk/carers
supportandinformation@ggc.scot.nhs.uk
2.18 I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.
John’s Campaign
People will describe whom they wish to be involved in their care, and how they wish them to be involved, and we will work with those people to involve them in an appropriate way.
What are the benefits...

- Reduction in falls
- Reduction in medicine related errors
- Lower readmission rates
- Reduction in complaints
- Improved patient and family experience
Forward Plan in NHS GGC 2019-20

- Appointment of a Band 7 Clinical Improvement Coordinator (Fixed-term)
- Development of a workable operational definition of the ‘person-centred visiting’ approach within the board;
- Development of a plan to involve stakeholders and staff;
- Education and training sessions for staff;
- Quality improvement coaching to a cohort of early adopters;
- Development of a measurement matrix to demonstrate benefits and an evaluation process, with case study examples;
- Roll out of key learning to ensure implementation within all areas in the Board.
‘I'm very anxious when I had to have a lumbar puncture carried out, the staff allowed my husband to come in and hold my hand during this to keep me calm. If I get upset I can have a seizure, it was amazing they allowed this. My son was also allowed to be with me when I was transferred from the receiving ward, which was great. I'm a private person and the staff acknowledges this.’
Opportunity to share and learn ...

- Katie Higson, SCN, Orthopaedics, GRI
- Annette O’Neill, SCM, Maternity Services, PRM
- Emma Monachello, Charge Nurse / Practice Educator, ITU, GRI
Questions and Comments....

Thank You!