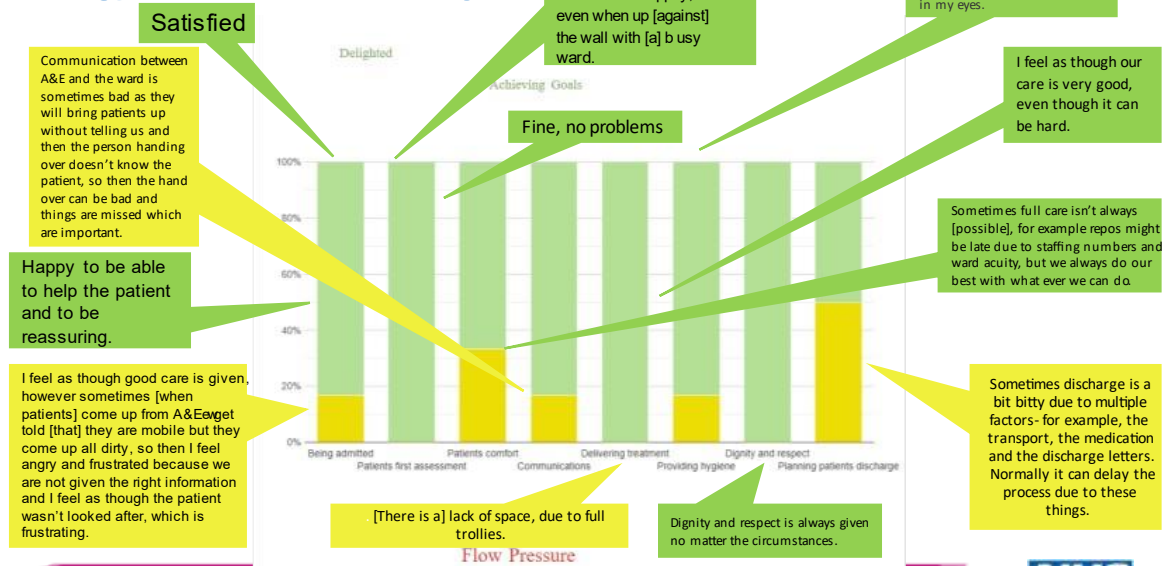


POPS Vignette Template

<p>Site Name</p> <p>Arrowe Park Hospital, Wirral University Teaching Hospital NHS Trust</p>
<p>POPS Core Components/Principles</p> <p>Identification and shared decision making</p>
<p>Our Challenge</p> <p>Developing a sustainable POPS service for emergency surgical patients AND:</p> <ul style="list-style-type: none"> • Identify and optimise patients with frailty pre-operatively • Implement shared decision making • Improve the management of each patient’s journey, contributing to a positive experience and outcome
<p>What we did (the process)</p> <ul style="list-style-type: none"> • Trialled the use of CFS; • Held multidisciplinary meetings to improve engagement and ownership; • Developed CFS screening for elective patients >65 as part of new electronic pre-op assessment including nutritional screening, Dukes Activity Index and 6CIT where CFS >4; • Gathered staff feedback using the Experience Based Design (EBD) tool; • Produced a range of data including failed day cases, longer lengths of stay and occupied bed days; • Worked on a business case for additional OT and physiotherapy staff on surgical wards
<p>What we achieved (the outcomes / data)</p> <ul style="list-style-type: none"> • The surgical ANPs started using the CFS; • A positive EBD report was produced highlighting quality improvement opportunities in the discharge process;

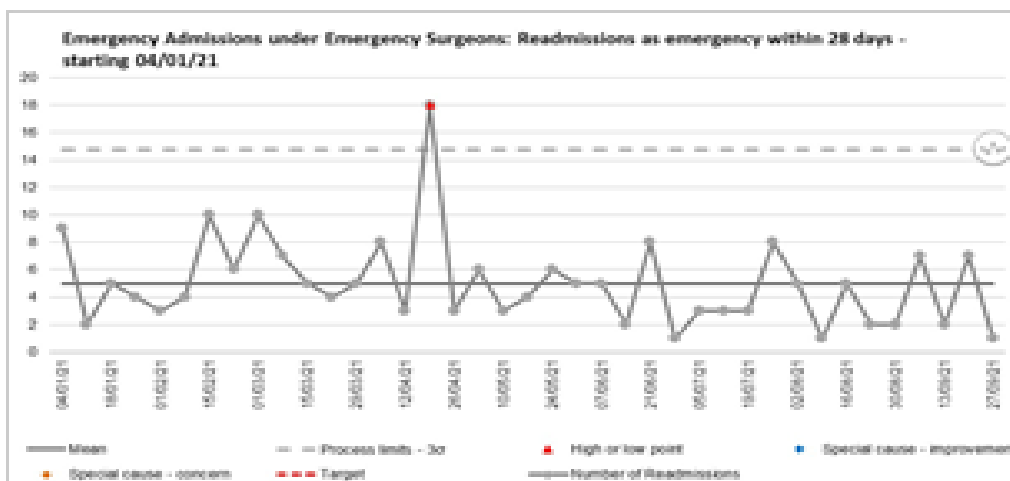
Staff Emotional Map



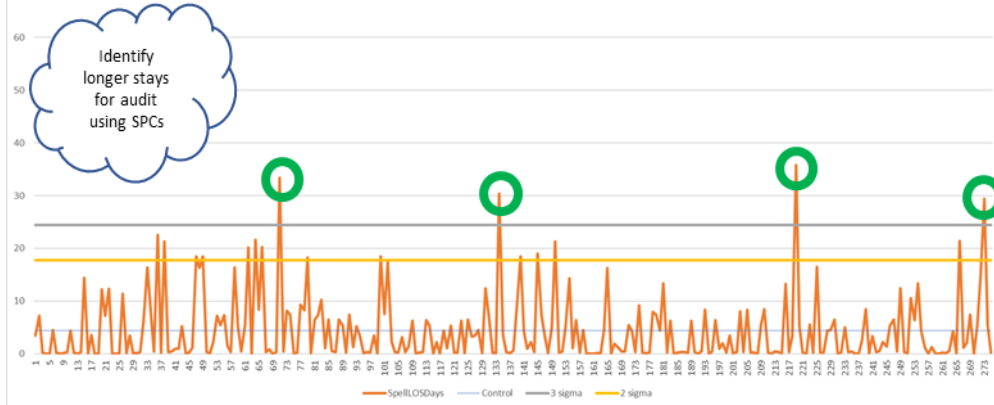
Improvement Network www.popsolderpeople.org



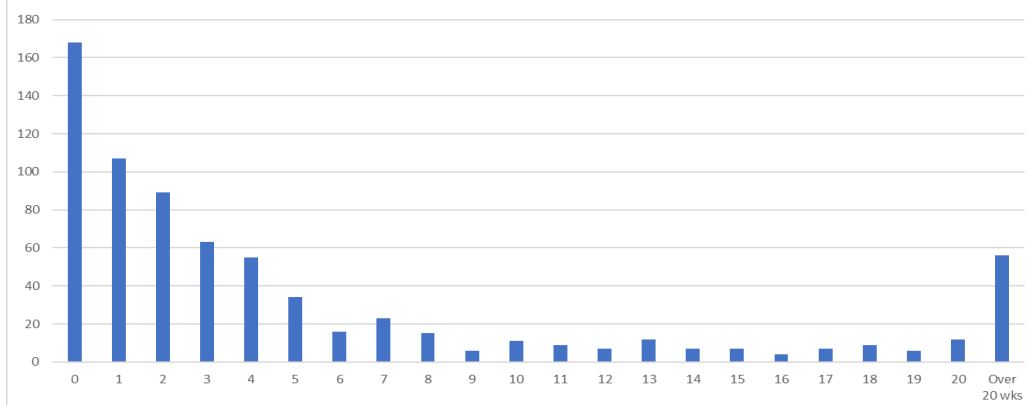
- Further input to surgical training meetings is planned and cross divisional working means other areas are also keen to implement
- Learning from network meetings
- Developing a measurement mindset approach (see examples below)
- Using existing referral pathways for therapy in community



Colorectal Elective Admissions - Aged 65 and over



Weeks between DTA and Admission - Patients 65 & over



Readmission Specialty	Number of Readmissions
ACCIDENT & EMERGENCY	5
COLORECTAL SURGERY	8
DIABETIC MEDICINE	8
ENT	1
GENERAL MEDICINE	26
GENERAL SURGERY	90
GERIATRIC MEDICINE	28
RESPIRATORY MEDICINE	1
STROKE REHAB	1
TRAUMA & ORTHOPAEDICS	2
UPPER GASTROINTESTINAL SURGERY	1
UROLOGY	14
Grand Total	185

Those 65 and over:

- Account for a third of emergency admissions
- Are more likely to arrive via ED;
- Are more likely to arrive in an ambulance;
- Are less likely to have surgery;
- When readmitted within 28 days as an emergency, are more likely to be under a medical specialty.

Testimonials from staff

- Dignity and respect is always given no matter the circumstances.
- Hygiene is always given [though] sometimes not on time due to other factors, but when we do go to the patient it's always excellent in my eyes.

Key System contacts

Dr Elizabeth Huddlestone
MBChB, FRCA, MClinEd.
Anaesthetic Consultant, Wirral University Teaching Hospital NHS Trust
Lead for Pre-operative Assessment

elizabeth.huddlestone@nhs.net