

Women's Voices:

Identifying oncology-gynaecology service improvements.

Co-design

Experience based co-design is an exciting way of bringing patients and staff together to share the role of improving quality and safety.



The Team

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Background

- WDHB does not have a gynae-oncologist on site
- Complex gynae-oncology surgeries are performed in Auckland
- WDHB also treat women from across the region with specialist radiation therapy treatments including brachytherapy and chemotherapy
- Multiple DHB's visits for a complete treatment regime
- High turnover of senior medical staff in Women's Health
- Anecdotal evidence

Co-Design Process

- Project start up: understand, scope, plan, aim
- Engage: patients, families and staff
- Capture: patient, family and staff experiences using a range of methods
- Understand: emotions and "touch points" along the journey of care
- Improve: work together to identify and prioritise what to improve
- Measure: check to see if patient experiences are improving

Engage

- Workshops and webinars to develop our knowledge of the co-design process.
- Conducted a survey of recent gynae-oncology patients.
- Five of these patients agreed to be interviewed.
- Three women were interviewed at the hospital and each received a petrol voucher plus a parking ticket to help with expenses. One was interviewed at her workplace and another in her home - both options were at the request of the interviewees. Two of the five agreed to partake in the co-design improvement meeting as our consumer advisors.

- We sent a Patient Experience survey by post with a SAE, to 55 women.
- All the participating women had gynaecological cancers and attended the gynaeoncology service over the previous six months, Sept 2016 – Feb 2017).
- From the 55 we had 28 responses.
- The survey was designed to specifically identify how these women <u>felt</u> throughout their journey

- We identified seven touchpoints through the pathway where patients would experience care from health professionals.
 - First Hospital Appointment (Women's Health)
 - Surgery at AucklandOR
 - Surgery at Waikato
 - Radiation therapy
 - Brachytherapy
 - Follow-up

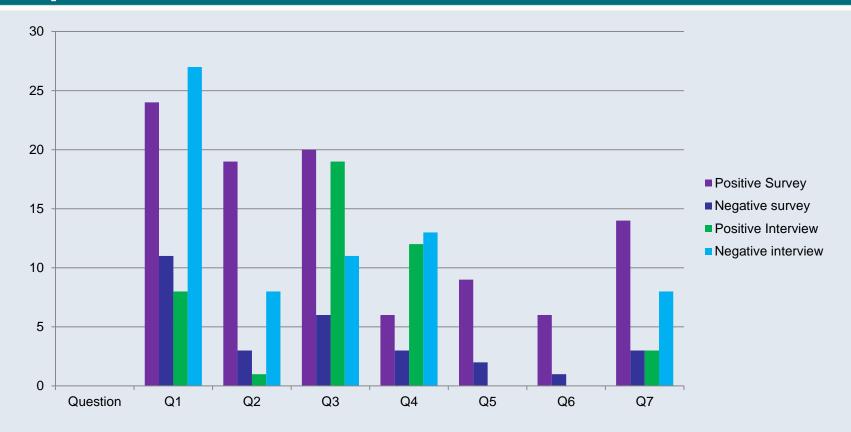
Experience Survey

Your Gynae Journey



				t Details: Optional			
How do you feel?							
By letting us know how you felt during your gypae journey, it will	How was your very first hospital appointment?	How did you feel having surgery at Auckland hospital O	having surgery at Waikato hospital	If you had Chemo, how did you feel	lf you had Radiation Therapy, how did you feel	If you had Brachy, how did you feel before your first	If you have finished your treatment, how do you feel today.
help us to understand how we make this journey for better for everyone. Circle the words that best describe your feelings at each stage, or write your own words at the bottom.	happy supported safe good comfortable in pain worried lonely sad	happy supported safe good comfortable in pain worried lonely sad	happy supported safe good comfortable in pain worried lonely sad	happy supported safe good comfortable in pain worried lonely sad	happy supported safe good comfortable in pain worried lonely sad	happy supported safe good comfortable in pain worried lonely sad	happy supported safe good comfortable in pain worried lonely sad
or further details please contact: ephanie Campbell-Wilson (; 021759807 nail: Stephanie.Campbell- llson@waikatodhb.health.nz areen Grimshaw (Radiation nerapist) imshak@waikatodhb.health.nz (; 078398899 ext 96248 are Mills@waikatodhb.health.nz are Mills	Write your own words here	Write your own words here	Write your own words here	Write your own words here	Write your own words here	Write your own words here	Write your own work here
: 078398899 ext 96830			Please post back by	May 31st, 2017 in t	he self-addressed	envelope provided	

	Нарру	Support	ed Safe	Good	Comforta	ble In pair	Worried Lonely	v Sad		positive	negative	Own words
-	Парру	7	36	21	15	26	4 21		3	positive	negative	- CWIT WORLD
Q	1	,	12	5	2	5	1 9	-	1	24	11	Made to feel good, Drs so kind, nurses great, nothing too much for them; anxious time; shocked; uncomfortble, (some pain), personnel at W.clinic didn't inspire confidence (Locum??) had to correct him re procedure planned-GP's advice, reread notes again; felt informed, supported, had all the info needed, happy that people cared, were there for me at this scary time; wonderful experience; unprepared, disappointed, did not expect to have a procedure as I had asked; Found RO a very nice man, informative which made me feel comfortable; felt supported and safe but sometimes worried not knowing what the outcome would be or what to expect; Staff were friendly, encouraging, informative;
Q	2	1	5	6		8	1	1	1	19	3	Safe as could not fault the staff & service; all staff very professional and friendly, had ineffective pain relief epidural after operation; informed, cared for; excellent knowing they were more specialised; excellent nursing care; Fortunately a daughter in Akl to assist me. I received blisters on my back from tapeand strained left arm when trying to pull upright. x-ray showed no broken bones.
Q	3	3	6	5	4	5	1 4		1	20	6	Readmitted to WKTO where I felt safe, amazing service; happy to be having op at WKTO; Surgeons were amazing even picked up things that I wasn't even in for; preop - pain, worried and sad, post op was happy and amazed how they found cancer (was stad fibroid/hysterectomy op; anxious, overwhelmed, better after chat with anaesthetist in particular; unsafe; multitude of emotions but mostly happy that surgery was at WKTO, all staff supportive, professional and fabulous; very positive experience with good outcome, very grateful for all the services I recived;
Q	4		3	1	1	1	3			6	r 3	All nurses excellent, friendly, professional and very competent; First time having chemo was a little scared but feel supported and like I can take on anything, sad to lose hair, amazing team, took too long to get medical certificates;
Q	5		3	2	1	3	2			9	2	2 Informed; very good people, helpful; feeling ok, side effect a bit, dis-stabilise health;
Q	5		3	1	1	1	1			6	1	Slightly anxious, well informed; a little nervous not knowing what to expect; better than I thought;
Q	7	3	4	1	6	3	1 2			14	3	very good, just getting strength back, I will be great; cannot express enough how well I was treated; little anxious - when do I get a gynae checkup?, no contact clinic since op. (Oct 2016)except oncologist; wont know outcome until 25.5.17; Ok energy level up and down for first week;
			(Positive commen	-0)					



Understand



Pink – positive

Green – negative

Purple – staff comments

Orange - ideas

Understand



THEMES IDENTIFIED:

- Discharge & FU
- Communication
- Processes
- People
- Information

Improve

- Organised a co-design improvement meeting
 - Representatives from each of the services.
 - Two consumers
 - In total we invited 17 staff including consultants, nurse specialists, service managers and our DHB consumer engagement representative
 - Of those 17, 11 participated in person and 3 from ADHB via a video link, 3 MIA
 - Administrator who was able to capture our discussion
- Key: a robust and open discussion.
- From interviews we collated all the ideas then added new ideas from our meeting.
- In total we gathered over 20 items to work on.
- We further identified 2-3 key issues that we could focus on

Ideas

- Follow up appointments should be made automatically
- Improve follow up booklet given out early, survivorship clinic
- Ongoing patient feedback
- Options for getting scan done quickly if can't afford
- Review patient info in WOPD
- Need literature at each stage of the journey
- Need patient information on cancer in gynae, possible steps
- Look at appointment relevance
- Patient information on staging and grading and what treatment

- Review patient info in chemo
- Review vault brachytherapy support
- Email correspondence for information is helpful
- Review links between GOP's and specialists
- Should have seen specialist for results before meeting oncology nurse
- ❖ Be more informed early on
- Virtual health assessments links
- Investigate hair donation
- Follow up screening as 2 abnormal smears a year apart
- Be directed to good general information on site specific cancer on DHB website

Improve

Key Issue	Item to work on	Next Step			
Information	Training and clearer instructions for staff re: patient conditions. Education for GP's on preparing patients for FSA's Preparing patients for appointments – Akl, RT, MO, womens health (info on first appt). Cancer society booklet availability / funding Health "passport" / document for patients to take to every appt. Patient information – health literacy appropriate "tailor-made" for	Discussions with clerical staff, training in giving consistent details. Close working between CNS and bookings coordinator Discussions held with DHB GP Liaison New booklet with information, also letter sent with FSA appoint - FAQ Include website information, looking at how to best deliver information. Develop a casrd with useful website links specifically for patients to access. Investigating options, ?funding updating information, including patients in reviewing information			
Communication	patients, what should or shouldn't be included Follow-ups: need work on DNA's – appointments not received Bigger and better relationships with NGO's Review Map of Medicine instructions for GP's	All patients who have had surgery (Akl or WKTO) now have a six week follow up review. Implemented CNS led review clinic. Looking at text alerts for appointments. Womens Health working with MoM to establish protocols for gynae malignacies - pre-diagnosis investigations. Sent to GP's and all private and generalist gynaecologists			
Process	Prep info to Auckland given at clinics – information in a timely manner	Akl supplied a template to gather relevant info prior to patient clinic appt. looking at getting electronic access for Akl to access WKTO info.			



Measure

- Many of the improvement items are in varying stages of progress
- In another 12 months we will audit these processes
- Use a similar format of experience surveys and interviews
- Continue to use the co-design process

WORK IN PROGRESS



THANK YOU

Thank you for giving us your time and knowledge!

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the co-design team

