



CHSS Stroke Nurse Service

Annual Report
April 2017- March 2018

Prepared for the Lothian Stroke Managed Clinical Network
by
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Forward

The Lothian CHSS Stroke Nurse Team provides support for patients and their families following discharge from hospital after a Stroke or TIA within the City of Edinburgh, West Lothian, East Lothian & Midlothian. Lothian covers a geographical area of 700 square miles and has a population of circa 850,000. This report aims to give an overview of the service activity over the year from April 2017 – March 2018

Aims of the Service

- to facilitate a smooth transition from hospital back into the community for people who have had a new stroke or TIA
- to help people who have had stroke, and their carers, adjust to changes resulting from stroke
- to give advice, information and support, raise awareness of risk factors, encourage appropriate lifestyle changes, and help minimize the risk of further strokes
- to identify and solve problems and concerns – short, medium and long term
- to facilitate reintegration to home and the community
- to foster independence on the part of patients (and their carers) and support self-management of their condition

Service Activity

There were a total 741 new patients referred to the Service within the year that this report covers, as documented in Figure 1. This represents an increase of 55 from last year. 31% of these patients were under 60 years of age, which is higher than the national average.

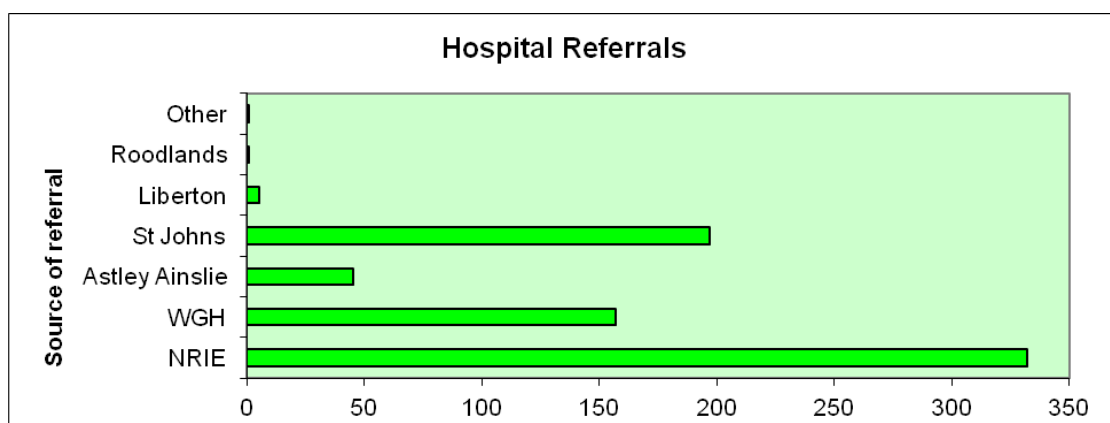
Fig. 1

Total	Men	Women	Age < 60
741	401	340	233
			31%

The table below in Figure 2 illustrates the source of referrals across all sites within NHS Lothian: the combined acute and rehabilitation wards at the New Royal Infirmary (NRIE); Western General Hospital (WGH); St John’s Hospital; and the Neuro-Rehabilitation Ward at the Astley Ainslie Hospital (AAH).

Also included in the table are referrals from: A&E and the Acute Medical Unit at the NRIE; the Medical Assessment Unit and A&E at the WGH; and the Medical Assessment Unit and Neurovascular Clinic and at St John’s Hospital. All City of Edinburgh, Midlothian and East Lothian Stroke patients are directed to the NRIE, with the exception of GP referrals which are directed to the Western General Hospital. All patients from West Lothian are directed to St John’s Hospital.

Fig. 2



Referral Issues

It was recognised during the period that this report covers that patients who did not access the Stroke Unit at NRIE were sometimes not being referred to the Stroke Nurse Service at the point of discharge. Various methods are currently being explored with NHS colleagues, including use of a BOXI report for stroke, to hone the referral system for these patients and to ensure that all those who are appropriate access the Service. The success of these measures is likely to have contributed to the increase in numbers for this year.

With work still on-going to ensure all appropriate patients access the Service it is expected that numbers will increase further over the next year.

NHS Lothian Quality Improvement Project

The CHSS Stroke Nurse Service continues to be involved with the NHS Lothian Quality Improvement Project.

In 2016/17 the number of Stroke/TIA patients discharged from St John's Hospital (SJH) was greater than the number referred to the Stroke Nurse Service. In February 2018 the CHSS Stroke Nurse from West Lothian participated in Cohort 8 of NHS Lothian's Quality Improvement Academy.

Her project aimed to improve referral and ensure all Stroke/TIA patients seen at SJH had access to the specialist advice, information and support the Service offers. ICD coding and weekly reports being sent to the CHSS Nurse resulted in an increase in the numbers of Stroke/TIA patients referred. Further work is needed to develop an even more robust pathway, to monitor the impact on workload and to assess transferability to other parts of the Service.

A poster detailing the project is contained in **Appendix 1**.

Patient Contact

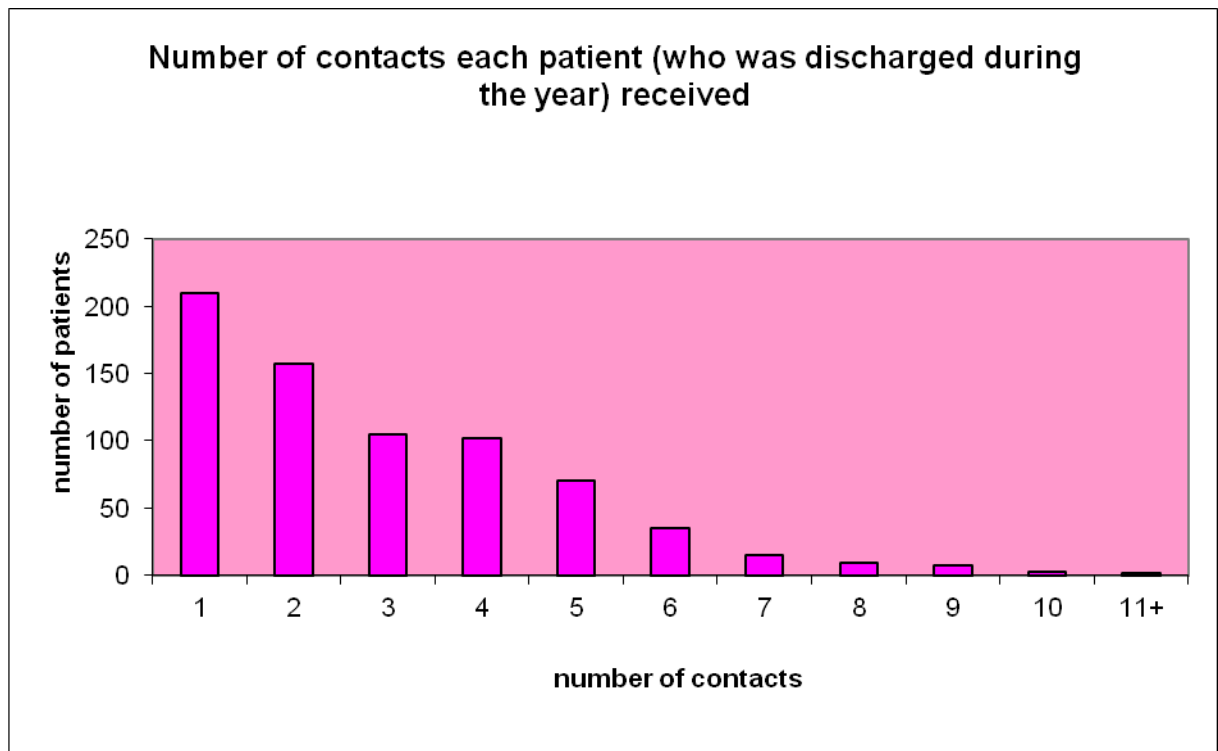
Figure 3 illustrates the number of contacts that patients who were discharged during the period of the report had with the Stroke Nurse.

All patients are offered a home visit 2-3 weeks after the stroke nurse receives the referral. Contact with patients can last for up to a year. The number and duration of contacts will vary, and is based on the needs of the individual patient.

The team provide patient education on stroke, stroke recovery and secondary prevention, increasing the patients understanding of their condition which in turn can lead to improved compliance with rehabilitation and medication.

The Stroke Nurses have a fundamental role in facilitating self-management strategies and providing timely and appropriate advice and support.

Fig. 3



Onward Referrals

During the period that this report covers there has been a shift towards reducing length of stay in hospital, and also towards exploring whether more people could have treatment and investigations instigated in A&E and be spared in-patient stay. This has impacted on the Stroke Nurse Service with an increased number of referrals into other services for post stroke assessment and rehabilitation.

This is reflected in Figure 4. which shows that the largest number of referrals are made to physiotherapy, occupational therapy and speech and language therapy. Feedback from AHP Colleagues indicate that these referrals have been appropriate, that patients have ongoing therapy needs which may not

have been apparent in hospital and have required these referrals to maximise their independence. This improves the patient's quality of life and potentially reduces GP appointments and time.

From April 2017 to March 2018 the Stroke Nurse Service has had 797 referrals to, or liaison with, other services or professionals on behalf of patients. Figures 4 and 5 also illustrate the breadth and diversity of statutory, Third Sector, local and national services and organisations that the Stroke Nurses use as they support individual patients to move forward with their lives and aspirations after stroke.

Fig. 4

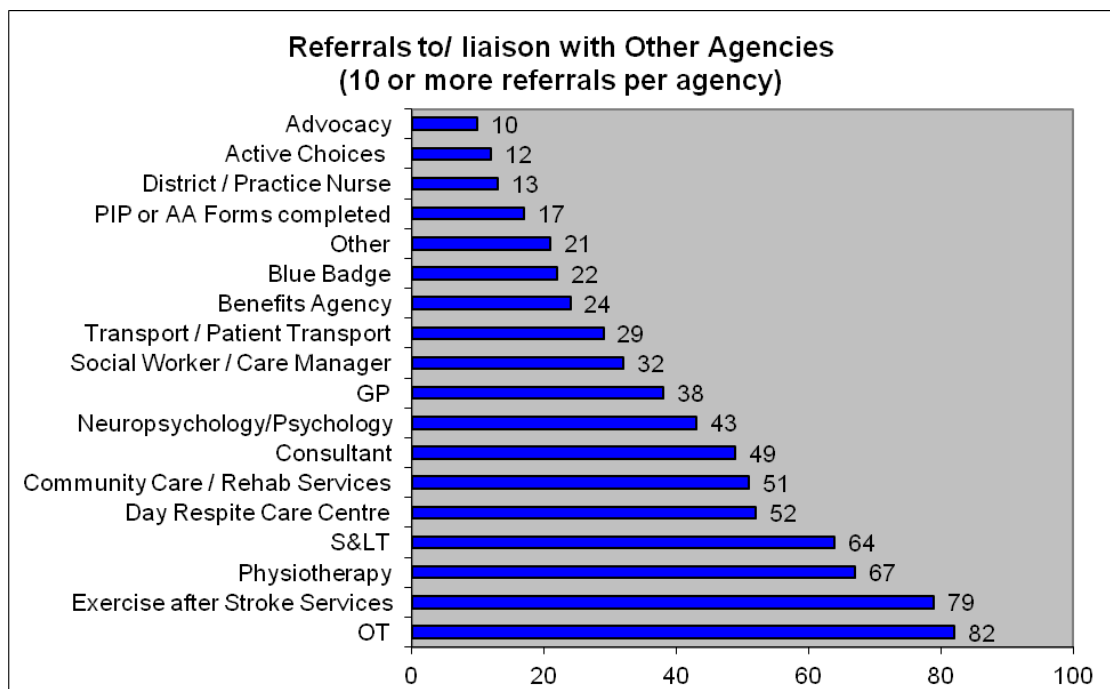
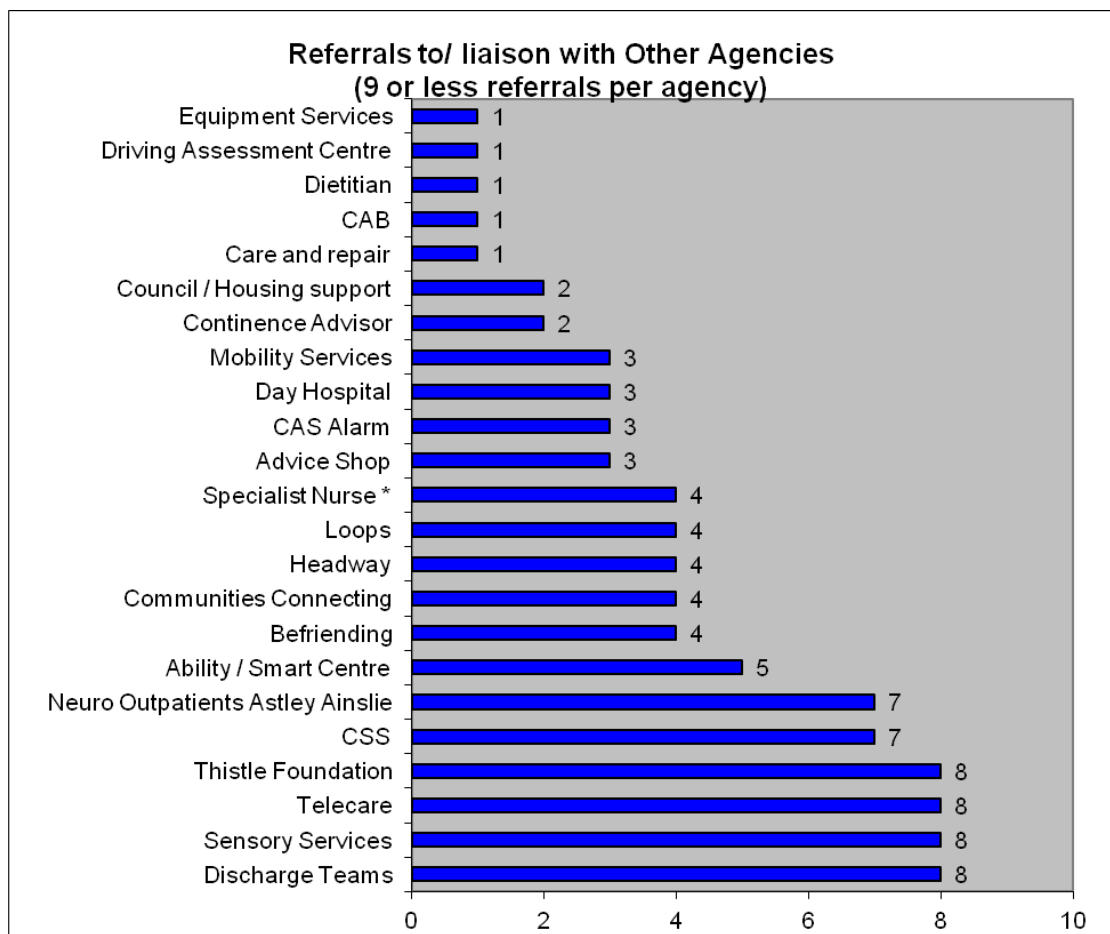


Fig. 5



Other Service Activity

User Satisfaction Survey

Between September 2017 and March 2018 CHSS carried out a User Satisfaction Survey within the Stroke Nurse Service. All patients were given a questionnaire on discharge from the Service along with a prepaid return envelope. The survey was completed anonymously.

The results of the Survey were very positive: 297 out of 298 respondents thought that their CHSS Stroke Nurse explained their condition to them in a way they understood; every respondent agreed that their Stroke Nurse treated them with respect; 99.5% agreed or strongly agreed that their CHSS

Stroke Nurse took account of the things that mattered to them; and 98.6% would recommend the Service to others.

“This service helped me come to terms with my condition the nurse who mentored me was very understanding and knowledgeable and was a great help to me” - NHS Lothian patient.

“ I have nothing but praise for your service. The stroke nurse is an absolute credit to your organisation and would have no problem recommending them to anyone-an absolute star, So helpful and caring” – NHS Lothian patient.

The questionnaire (which was also available in aphasia form) and a poster illustrating results can all be seen in **Appendix 4**.

Student Nurse Placements

There have been no student placements during the period that this report covers due to reorganisation of placement structures at Napier University. It is hoped that placements will recommence soon.

Service Level Agreement

The Service Level Agreement between CHSS and NHS Lothian is currently in the process of being renewed and should be concluded over the next few months. As part of the review Lead Nurse Audrey Bruce presented to NHS Lothian Stroke Quality Improvement Board about the Service.

Training

A list of training undertaken by the Stroke Nurses is contained in **Appendix 2**.

Staffing Changes

The Stroke Nurse based at Astlie Ainsley Hospital is due to retire at the end of April 2018. It is planned to make changes to the staffing configuration at this time. The Astley Ainslie post is full time, while there is currently one full time and one part time post supporting discharges from the New Royal Infirmary of Edinburgh (NRIE). Changes to the stroke pathway within NHS

Lothian mean that NRIE would be better served by two full time members of staff, while Astley Ainslie could be served by a part time post. The part time member of staff at NRIE will therefore move to Astley Ainslie and the new post will be advertised as a full time post based at NRIE.

CHSS Governance

Governance policies within the Service are contained in **Appendix 3**.

Future plans

- CHSS plans to implement Individualised Personal Outcome and Impact Measurements within the Stroke Nurse Service. A pilot project is planned within the Lothian Team at the time of reporting, and it is expected that Outcome Measures will be implemented across the Service as a whole over the coming few months.
- Continue to review and hone the Stroke Nurse Referral pathway within NHS Lothian.
- Finalise the renewal of the Service Level Agreement between CHSS and NHS Lothian.
- Explore the potential of providing support to patients who receive their diagnosis of new stroke/TIA via neurovascular clinics.
- Negotiate student nurse placements with Napier University under their new scheme.

Acknowledgements

The team would like to acknowledge the support they continue to receive from members of NHS Lothian Stroke Pathway, and members of their individual multidisciplinary teams.

Appendix 1.

Improving Access To Chest Heart and Stroke Scotland (CHSS) Stroke Nurse Service For Patients Presenting to St John's Hospital Following a Stroke/TIA Debbie Heaney – CHSS Nurse



Quality Issue

All Stroke/TIA patients seen a SJH are entitled to follow-up from the CHSS Stroke Nurse for advice and support on how to manage their condition. Currently the number Stroke/TIA patients discharged from SJH is greater than the number referred Stroke Nurse Service.

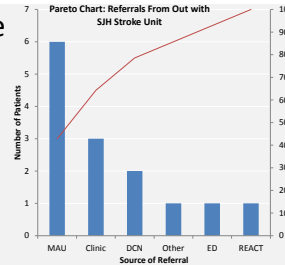


Figure 1: Pareto Chart illustrating the number of referrals to SJH Stroke Nurse from each source

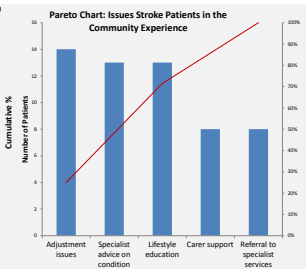


Figure 2: Pareto Chart illustrating the service delivered to patients in the community

Specific aim

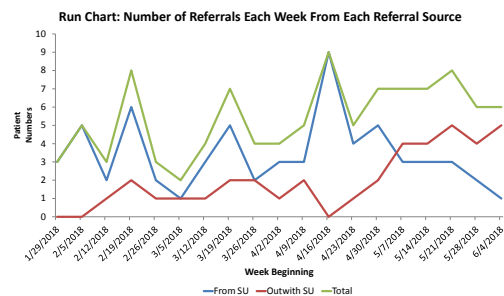
All patients presenting at SJH with Stroke/TIA are reliably referred to the CHSS Stroke Nurse for community follow-up

Measurement of improvement

Process: 100% of Stroke/TIA patients in MAU referred to CHSS service.

Balancing: Number of weekly referrals

Outcome: Patients questionnaire



'Greatly appreciated and very reassuring' Patient

Figure 3: Patient Experience Feedback
Figure 4 Run Chart illustrating balancing measure

Tests of change

- ICD Coding in MAU
- Weekly MAU and ED reports to CHSS nurse identifying stroke patients

Tools

- Process map
- Fishbone Diagram
- Patient Survey (Likert Scale)
- Pareto Chart
- Run Chart



Figure 5: Applying the Fishbone tool with the team

Effects of change

Increased numbers of referrals for patients who didn't access the Integrated Stroke Unit (ISU)

Lessons learned and message for others

Ongoing work is needed to develop a more robust pathway for patients who don't access the Stroke Units across Lothian.

Edinburgh & Lothians Health Foundation

Chest Heart & Stroke Scotland **NO LIFE HALF LIVED**

LothianQuality
BETTER HEALTH, BETTER CARE, BETTER VALUE

NHS
Lothian

Appendix 2.

Training Undertaken by CHSS Stroke Nurses April 2017-March 2018

All of the stroke nurses attended the following training:

- CHSS Staff Conference – Research - May 2017
- NHS Lothian Brain Empathy training - June 2017
- RNIB sensory update - July 2017
- Self-Management Event at the Thistle Foundation - September 2017
- NHS Lothian Psychology Improvement training - September 2017
- Scottish Stroke Nurses Forum Conference (Long-Term Support post Stroke) - September 2017
- CHSS COSMIC & Voices Training (self-management) - August & October 2017
- Living Wage Event - November 2017
- CHSS Physical Activity Roadshow - November 2017
- STARS Spasticity Module February 2018
- CHSS Services Study Day - March 2018

Additionally

The Lead Stroke Nurse attended:

- CHSS training on Outcome & Impact Measurements – November 2018
- Thistle Foundation Personal Outcomes training – March 2018

The St John's Hospital Nurse completed:

- A Masters degree in stroke
- NHS Lothian Quality Improvement Course

Appendix 3.

CHSS Governance

Appraisal

The Stroke nurses are subject to CHSS appraisal policy and have a yearly appraisal carried out. Performance is reviewed; strengths and weaknesses identified, and objectives for the coming year are set. Objectives are aimed at meeting the needs of the service, and contributing to the professional and personal development of the individual nurse.

Support and Development

All nurses meet with their line manager for support and development on a 6 weekly basis. Caseloads are reviewed, any problems are discussed solutions for them are sought, successes are acknowledged and objectives are regularly checked and revised as necessary. The nurses would all concur that this system is a very useful tool that contributes to making them feel valued within the organisation, and ensures that difficulties do not escalate into major problems.

Case Note Audit

In accordance with CHSS policy the Lead Nurse undertakes a case note audit with all the Lothian Nurses, and has her own notes audited by the Head of Stroke Nurse & Therapist Services. The Nurses are aware of the criteria for note keeping and should adhere to this. Audit of notes will be carried out within the first year for new members of staff. Conditional on satisfactory outcome of each audit, all nurses will have their notes audited every two years.

Appendix 4.

CHEST HEART & STROKE SCOTLAND

Stroke Nurse Service Survey



We want to hear what **YOU** thought about the **Stroke Nurse Service** provided by Chest Heart & Stroke Scotland.
Your reply will be treated in **confidence**.

 Please **return using the pre-paid envelope**. Thank you.

Please tick <input checked="" type="checkbox"/> your response to each statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The CHSS Stroke Nurse took account of the things that matter to me					
The CHSS Stroke Nurse treated me with respect					
The CHSS Stroke Nurse treated me with understanding					
The CHSS Stroke Nurse made me feel at ease					
The CHSS Stroke Nurse explained my condition to me in a way I understood					
I would recommend this service to others					

Please tell us if there is anything else you would like us to know about your experience of this CHSS service

Sharing your experience with us here will help us raise awareness, improve our services, and inspire others to support our work.

Registered with and regulated by the Office of the Scottish Charity Regulator (no SC018761), Chest Heart & Stroke Scotland is a wholly Scottish charity. It also operates as CHSS and is registered in Scotland as a company limited by guarantee, no SC129114
August 2017

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STROKE NURSE SERVICE

How Are We Doing?

We asked stroke survivors about the quality of our Stroke Nurse Service. Here's what they said...

297 out of 298 service users thought that their CHSS Stroke Nurse explained their condition to them in a way they understood.

22% of service users agreed and **77.5%** of service users strongly agreed that the CHSS Stroke Nurse Service took account of the things that mattered to them.

98.6% of service users would recommend the CHSS Stroke Nurse Service to others.

In the 6 months of the survey, **EVERY** respondent agreed that their Stroke Nurse treated them with respect.

"The Stroke Nurse made me feel good about myself – as if I mattered – as if I could talk to her at any time".

"CHSS stroke nurse was absolutely brilliant. At a time that I felt very afraid and vulnerable they helped me understand what had happened to me and feel more positive about the road ahead".

"[The CHSS Stroke Nurse] has answered any queries I have and has always been at the end of the phone when I need them".