



Getting discharge right and improving flow

Getting discharge planning right is key to valuing patients' time and plays a crucial role in supporting flow through our hospitals.

Our newly formed Integrated Discharge Hub is made up of a multidisciplinary team of nurses, doctors, discharge and flow coordinators, therapists, social care, community care workers and more, who all work closely with wards, patients, families and system partners to ensure our patients are discharged in a timely and safe manner.

We caught up with Pamela Heafield to hear about her new role as Trustwide Pathways and Ward Intensive Support Lead to hear about how she'll be leading the way in supporting wards to get patients home quickly and safely. In her profile, Pamela said:



"I will be working with all the wards across the Trust to support the embedding of the new discharge pathways which were launched back in June. I will assist with some education and implementation of the pathways whilst also looking at areas where there may be opportunities for improvements."

"Since COVID-19, the way we manage discharges has changed with the start of the Pathways and Integrated Discharge Team. There is now a greater emphasis on getting patients home quickly and safely, home is always the best outcome for patients. We have also reduced length of stay for patients who are medically ready for discharge helping to improve flow across the hospitals." Read [Pamela's profile on Workplace](#).

Our IV Therapy & Outpatients Anti-microbial Therapy Team (OPAT) are one example of the innovative ways in which we provide care to patients beyond the hospital setting. The OPAT team and a team of specialist nurses who facilitate discharge and on-going monitoring of patients who require Out Patient Anti-microbial Therapy (OPAT).

Once the patient has been referred, the team confirm their suitability against set criteria and ensure they have an approved treatment plan

The team then organize with local community services to provide the IV therapies in a patient's discharge destination - normally this will be their own home, nursing home or community hospital.

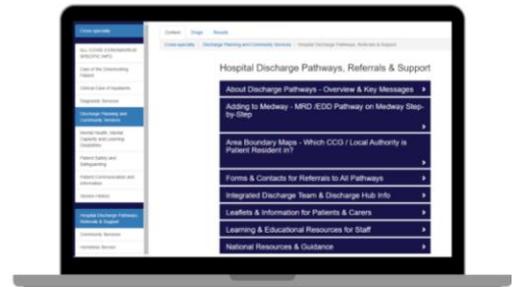
Once the patient has been discharged from hospital, they are admitted to our virtual ward and closely monitored alongside the community team delivering their treatment. A weekly virtual ward round takes place with the MDT however the patients remain under the overall care of the discharging consultant.

When their treatment is due to complete, the medical team responsible for their care will review the patients' progress and confirm completion of treatment. Sometimes therapy is extended and individuals can receive OPAT in the community for long periods, however many are discharged with six or more weeks of planned therapy and the patient may be asked to attend either hospital site for review as needed.

OPAT referrals can be made using the form on Panda but if you're unsure, call **01273 664922** / bsuh.opat@nhs.net or find out more about the service on [Microguide](#)

The one stop shop for all your discharge needs

The team in the Integrated Discharge Hub have been working hard to update the new discharge planning and community services page on Microguide's Cross-Specialty guide – you can access via the Trust intranet or [directly by clicking here](#). (Not displaying correctly? Copy the link into Firefox or Chrome instead!).



The discharge process is seeing lots of changes and Microguide will give you the most up to date information. There will be lots of new information placed on there in the coming weeks – so please do take time to have a look around. If there is anything you would like to see on the discharge planning pages, please contact Pamela.heafield@nhs.net

Star of the month – congratulations to AAU and Lucy Francis



Congratulations are in order for the latest Star of the Month winners for May and June respectively.

The Acute Assessment Unit (AAU) was nominated and chosen for their patient care, team spirit and support for each other during the height of the Covid response when half of their unit became a red assessment area.

Their nomination said: “The team make sure they give their very best to each and every patient that arrives and that relatives are fully updated during these chaotic times. The care they show patients especially those that are end of life is beyond expected from any individual. Each and every staff member in AAU has tried their very best to support each other physically, emotionally and mentally.”

The team were presented with their award by Carly Knell, Divisional Director of Operations for Medicine, and Matron Craig Marsh.

Next up and the winner for June is Lucy Francis, Clinical Procurement Manager. Lucy was nominated by Charlotte Heath, a cardio-respiratory physiologist, who said:



“Our small team has had several issues with PPE requirements. Lucy has been incredibly helpful. She took the time to understand our worries and explain potential solutions. Lucy's help meant we did not have to postpone clinics improving patient care and experience as it is frustrating for patients when appointments have to be delayed.”

Lucy was presented with the award by Clare Stafford, the trust's Finance Director, in a surprise Teams call so her procurement colleagues were all able to join in and congratulate Lucy.

Clare said: “I have heard such positive comments about Lucy, and indeed the wider team, from colleagues across the trust and it gives me great pleasure to present Lucy with this well-deserved award that recognises her hard work and dedication to ensuring that all staff can access the right PPE for their needs.”

Lucy's manager, Tutu Odunsi, added: “I'm so proud of Lucy and the team as a whole, they really do deserve this recognition - well done to Lucy for flying the flag for procurement!”



Finally home after 109 days in hospital

A patient who received lifesaving treatment for COVID-19 in hospital in Brighton is finally home after 109 days in Intensive Care and is now fundraising for the hospital.

Yim Ying (known as Lin) Bloor was taken to hospital in Surrey by ambulance in March after showing symptoms of coronavirus. After testing positive for COVID-19, Lin was admitted and transferred to the Intensive Care Unit at The County where she received lifesaving care during the height of the pandemic. While in hospital, Lin and her husband Glyn, [took part in a short interview via video call with](#) BBC South East health reporter Mark Norman. Glyn talked about what it was like for his wife in ITU during the pandemic and how the family were managing to stay connected during a frightening time.

We caught up with the Bloor family nearly three months later, the day Lin was getting ready to finally come home from hospital.

Glyn said: "It was hard because there was no visiting at the time in Brighton due to coronavirus, we could only see Lin via iPad in hospital and because she had a tracheotomy, we couldn't really talk either."

Leanne, who is Lin's daughter, continued: "The nurses were really good and helped us stay in touch.



Where mum didn't have the strength to hold the iPad, they always held it for her and always had time for us. They helped us communicate when mum was at her worst. We're really grateful for all their efforts and have sent them a box of cakes as a small thank you".

Glyn added: "One thing that was tricky was that Lin couldn't speak until the tracheotomy was removed. We had to talk at her and she'd write back, but at first, she didn't have the strength and dexterity to write so would mouth things to the nurses and they'd listen and tell us what she said."

Finally, 109 days after being admitted with coronavirus Lin was thrilled to be returning home to her family. Lin said: "I'm thankful for the care I've received and grateful to the nurses who have looked after me but I'm very much looking forward to getting home and back to my family."

Since returning home, Lin and her family have set up a [Justgiving fundraising page](#) to raise money for [BSUH Charity](#). The Charity team said: "We're so grateful for Lin's fundraising and the incredible work of our Brighton ICU team. Her fundraising is testament to their compassion and care, thank you."



Thanks to the Bloor family for talking to us and we wish Lin all the best with her continued recovery!

Patient First Improvement System (PFIS) – Refresher course

Need to refresh your PFIS knowledge or introduce new staff members to the world of Patient First Improvement? The new two day refresher condensed course is available for areas who have already undertaken PFIS training but have new staff who have not yet been trained or a staff member who would be great at getting stuck into improvement but hasn't yet done the training.

The course consists of two full days training that will introduce and teach staff all the key elements of PFIS. All you need to do is find 'Patient First Improvement System Refresher' on [Iris](#), fill in the enrolment form and choose your preferred Refresher course dates. Once enrolment has been approved by the Kaizen team, you will receive a confirmation email.

The training will take place in the Euan Keat Education Centre at PRH which allows for maximum 22 socially distanced attendees - face masks and disinfectant will be available throughout the training. If the required uptake is met, more dates will be added to the calendar and should run every three months. The upcoming dates are:

- 18th and 30th of September
- 8th and 20th of October

Any issues or queries please email bsuh.kaizen.requests@nhs.net.

Notices, links and resources

- **Disabled Staff Survey** – learning from experiences of disabled staff during the pandemic – [take the survey here](#)
- **Health Passports** – a supportive tool for staff with disabilities or long-term health conditions – [find out more on info-net](#)
- **ODP apprenticeships** are open for application - [find out more on Workplace](#)
- Important information about **parking in Brighton** for RSCH staff – [find out more on Workplace](#)

Health & Wellbeing

Caring for our staff who care for our patients

Lots of health and wellbeing initiatives are available for all staff – check out www.bsuhwellbeing.nhs.uk to see what's on offer for BSUH staff

- **NHS Fitness Studio** - it's important to keep moving to maintain fitness and look after our mental health. The [NHS Fitness Studio](#) has everything you need to keep healthy when at home.
 - **Finance wellbeing and discounts** – there are lots of discounts available to NHS staff including money off from local food and drink outlets to childcare and home electronics – [find out more](#)
 - **Vivup** – have you signed in to VIVUP yet? You can benefit from Cycle to Work Schemes, travel and Leisure discounts, gym memberships and car schemes, plus much more – [find out more](#)

Did you miss?



Brighton and Sussex University Hospitals 2d · 🌐

Two of our wonderful midwives who trained together are celebrating their 40 years of service to the #NHS this year! Read Mitch and Mo's story on our website and find out why midwifery for them, is such a rewarding career 💙

<https://bit.ly/2E3xzIF>



BSUH.NHS.UK

Mitch and Maureen: Celebrating a combined 80 years of midwifery in the NHS - Brighton and Sussex University...

 **Click the picture to read the full story!**

About: Royal Sussex County Hospital

Posted via [nhs.uk](#) 4 days ago

I visited the Gynae - Oncology department yesterday for an outpatient appointment and I was most impressed with the service I received from reception dept and nursing staff to the consultant. The hospital is working under challenging circumstances and the staff go over and beyond and I would like to say thank you. 



Donna @donastallibrass · 18h

I would like to thank all the staff who took tremendous care of my son after having life saving surgery @BSUH_NHS Royal Sussex County Hospital..we are now home after 7 long days of being in hospital, I cannot thank you enough 😊

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Louisa Power @louisapower · Aug 17

A little piece of my heart will always be in the pharmacy department and elderly care wards in @BSUH_NHS. A place (and people) which moulded me a little into the pharmacist I am today.

Rebekah Verheul @RebekahVerheul · Aug 17

Amazing first day at @BSUH_NHS felt so welcomed by the lovely team! Very excited to learn that my first rotation will be respiratory 🌬️. Time to brush up on COPD / asthma guidelines and (my favourite) anti-microbials 🧬🧪🧴 Any tips/advice very welcome 😊

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You Retweeted

Kat Evangelista-Lair @katinthelair · Aug 15

Been shiftleading for the last few nights and I am so proud to have led and worked with this team of beautiful, very clever and kind-hearted Filipina nurses in one of our ICUs. The summer heat was unbearable, but we made it! #FilipinaPower #ICUlife #PinayNursesInUK

