

## Gloucestershire Primary Care NHS Trust

### GUIDE & PALS (Patient Advice and Liaison Service) Quarterly report for the 2gether NHS Foundation Trust Period 01/07/08 – 30/09/08

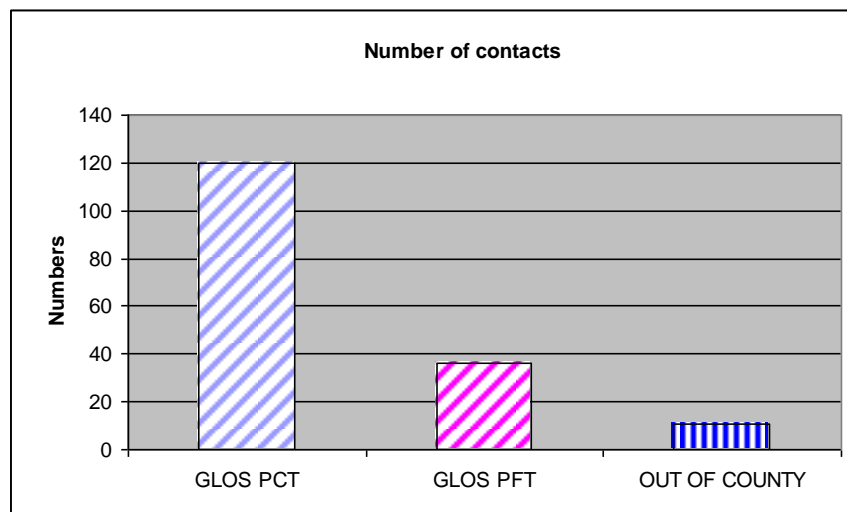
#### 1. Purpose

This report provides information of PALS activity within the period 01/07/08 to 30/09/08. It highlights to the Trust Board the issues being raised by users and carers who contact our service.

There have been 167 contacts to PALS across Gloucestershire during the second quarter. There were 11 Out of Area contacts.

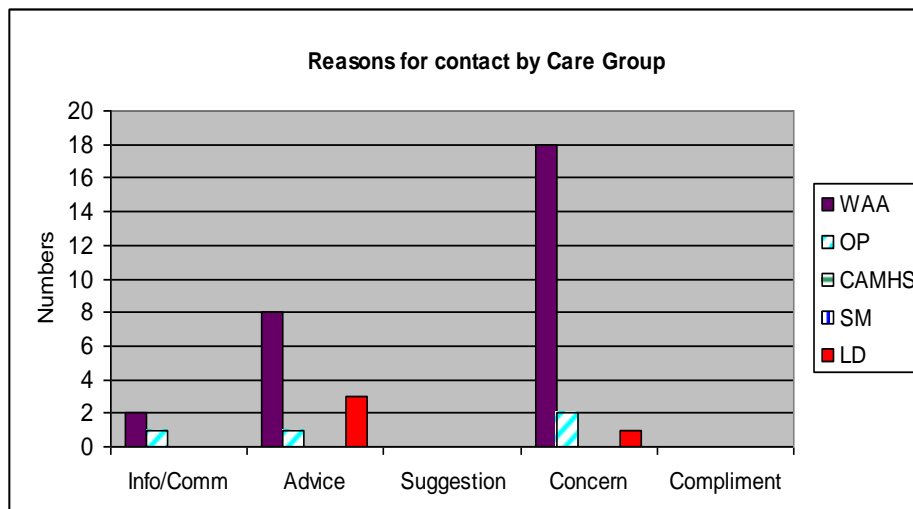
#### 2. Contacts

The first graph shows the number of contacts to PALS across the county for the second quarter. There were 36 for the 2gether NHS Foundation Trust.



#### 3. Reasons for contact, by Care Group

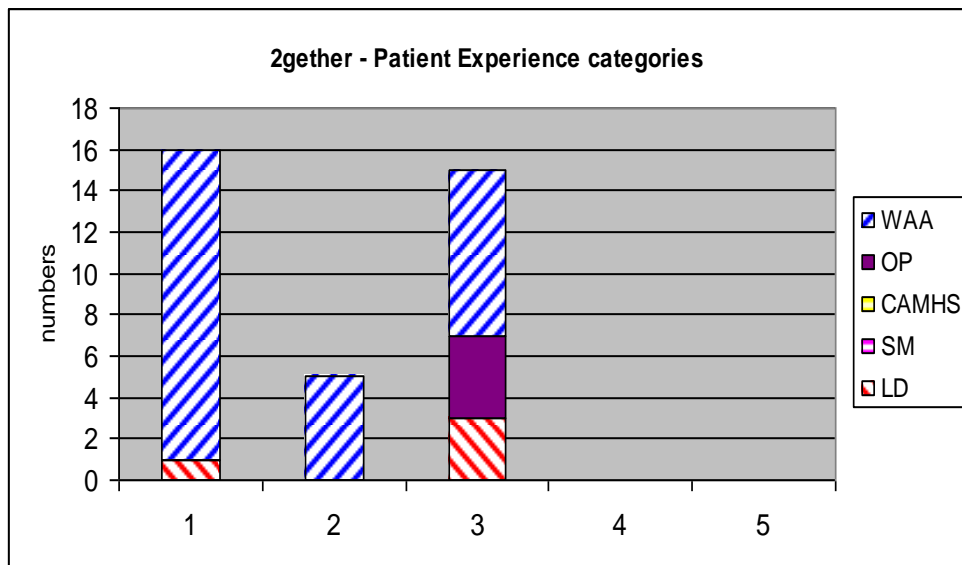
The following graph shows the reasons, within each Care Group, why service users and carers contact PALS



#### 4. Categorising the Patients Experience

The following graph shows the number of contacts that have been made within each Care Group, within the five main Patients Experience categories, which are:

1. Access and waiting
2. Safe, high quality co-ordinated care
3. Better information, communication and choice
4. Building relationships
5. Clean and comfortable place to be



The themes have been further broken down into sub categories, shown as charts.

#### Patient Experience Category 1 Access and Waiting

Sub category	No
<u>Service not available:</u>	
PTSD	1
Personality Disorder	1
Nail cutting for LD client	1
GP telephone	1
<u>Service Delayed:</u>	
Response to deterioration	1
CBT	3
Psychotherapy	1
Medication	2
<u>Service denied:</u>	
MH support since change of services	3
Complex Needs Service	1

## Highlighting gaps in service provision across Gloucestershire.

Themes this quarter:

- presentation of clients with complex needs to PALS who have been in the mental health services for years but with the changes in service 2 ½ years ago they are feeling abandoned and unsupported and have not found alternative means of support.
- There continues to be very little support for people with Personality Disorders and their carers. Across the Patient Experience categories we have had clients/ carers contacting us with very complex and disruptive behaviour but no service to address their needs.
- Also the delay in CBT, when the client has been assessed and referred for CBT and then have to wait months with no other alternative support.

### Case Scenario

**Care Group:** WAA

**Contact:** Concern

**Sub category:** Delay

**Details:** Cognitive Behavioural Therapy

Concern expressed by client. Assessed and referred for CBT. Waited months for the first session only to be told to go and work on the book on his own.

The client's point was that he could have commenced this himself in the beginning if guided to do so. He waited all that time for supportive work only to be disappointed.

**Suggestion:** A more transparent and realistic explanation of CBT at the assessment phase.

**Action:** Advised Client to write to the Head of Service with this suggestion.

**Outcome:** Awaiting reply

### Case Scenario

**Care Group:** WAA

**Contact:** Concern

**Sub category:** Service denied

**Details:** Complex long term MH condition

Client suffers with Bipolar disorder and has done so for years. Used to have the support of CPN but since the changes in MH services feels abandoned, isolated and unsupported. Has not found any useful alternative to address his particular needs in the community and has not been helped to do so.

**Action:** Contacted PCATT, highlighted client concerns. Discussed alternative support that might be accessed in the community.

**Outcome:** Client feels his particular mental health issues are best supported by mental health trained staff to prevent relapses.

### Case Scenario

**Care Group:** Learning Disabilities (LD)

**Contact:** Suggestion

**Sub category:** Service denied

**Details:** Nail cutting

Contact from parent of client in long term care. Visited regularly. Parent cuts the client's finger nails but when enquiring of staff who would cut the nails if the parent was not available, was informed that, by the policy of their establishment, they are not allowed to cut the clients' nails.

**Action:** PALS made enquiries, historically the Podiatrist used to cut the finger nails of severe LD clients. This service stopped a few years ago and it has recently been identified as a need. Podiatry have advertised for a nail cutter but there has been no response to date.

**Outcome:** Advice from the Head of Service for Learning Disabilities is that staff would, where necessary, under personal care, cut the nails of clients to prevent accidents and infection. Some individual establishments may have their own rules.

### Patient Experience Category 2 High Quality Care

Sub category	No
Clinical:	
Lack of support – WAA	1
Care inadequate- WAA	2
CPN-inappropriate	1
Disagrees with records and care plan - WAA	1
Disagrees with discharge	1

Three of the above cases have been jointly visited by PALS and Complaints and are being formally investigated.

#### Case Scenario

**Care Group:** WAA

**Contact:** Concern

**Sub category:** Discharge

**Detail:** Anxiety, paranoia and Personality Disorder. Long term Mental Health (MH) patient.

Very angry with MH services for abandoning him and not continuing with the support he had been used to over the years. Trying to get back to work but in need of support which is not forthcoming from mental health so he is calling all agencies in his anxiety and stress.

**Action:** Contacted GP, PCATT, Gloucester Industrial Services, referred for financial advice to Citizens Advice Bureau.

**Outcome:** Client has remained in work, rings PALS 3-4 times a week, still feels greatly in need of support. GP has referred him but support not available in the form he needs. Complex care needs, services for support not adequate.

### Patient Experience Category 3 Information, Communication and Choice

Sub category:	No:
<b>Communication:</b>	
Misunderstanding	1
<b>Advice provided:</b>	
Funding for Alzheimer's medication	1
Complaints	2
Access to work – LD clients	2
Continuing Health Care Funding	2

Funding of private care for EDT	1
Mental health support services	1
Sectioning	1
Delay in DBT	1
Registering with GP	1
<b>Information provided:</b>	
Qualification of Consultants	1
Medication	2
Complaints	1
Personality Disorder	1

*There may be variation in the number of contacts and number of issues as clients often have more than one issue.*

### **Case Scenario**

**Care Group:** Older Person

**Contact:** Advice

**Sub category:** Alzheimer's

**Detail:** Funding for medication

Contact from daughter, parent had mini mental test and score was just one point off the score where she would be entitled to have the medication on the NHS. Enquirer wished to know if she funded the medication would it be funded by the NHS as soon as the score dropped.

**Action:** PALS contacted Psychiatrist who suggested that the medication would probably be funded at the present level of score. There is great controversy regarding the funding of such medication and there have been a number of appeals against the NICE guidance on this. If medication was funded privately, the funding would be picked up by the NHS when the score dropped. Client referred to reading on the DH website and also the Alzheimer's society site.

**Outcome:** Medication funded, family member relieved.

### **Case Scenario**

**Care Group:** Older People

**Contact:** Information

**Sub category:** Continuing Healthcare Funding (CHC)

**Detail:** Alzheimer's Disease

Relative concerned as resident in nursing home is self funding but has advanced Alzheimer's Disease. Wishes to have information re funding.

**Action:** Advised about Funded Nursing Care and the Continuing Healthcare Contributions assessment process and how to request an assessment. Information sent to client also.

**Outcome:** Client better informed and empowered to ask for assessment of relative.

### **Patient Experience Category 4 Relationships**

There were no cases under this category this quarter.

### **Patient Experience Category 5 Clean and Comfortable place to be**

There were no cases under this category this quarter

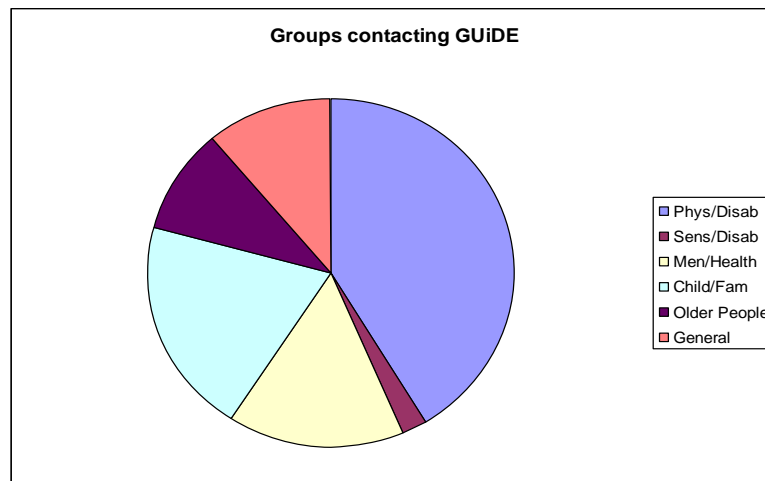
## GUIDE

In the second quarter there were 1253 contacts to The GUIDE service. During this quarter we have had a change in staffing, moved offices and experienced the usual drop in contacts during the summer season.

Of the contacts the majority are telephone contacts. 97% of the queries are dealt with immediately or within 24 hours.

The Team are also involved in presentations and displays where they are meeting the public face to face.

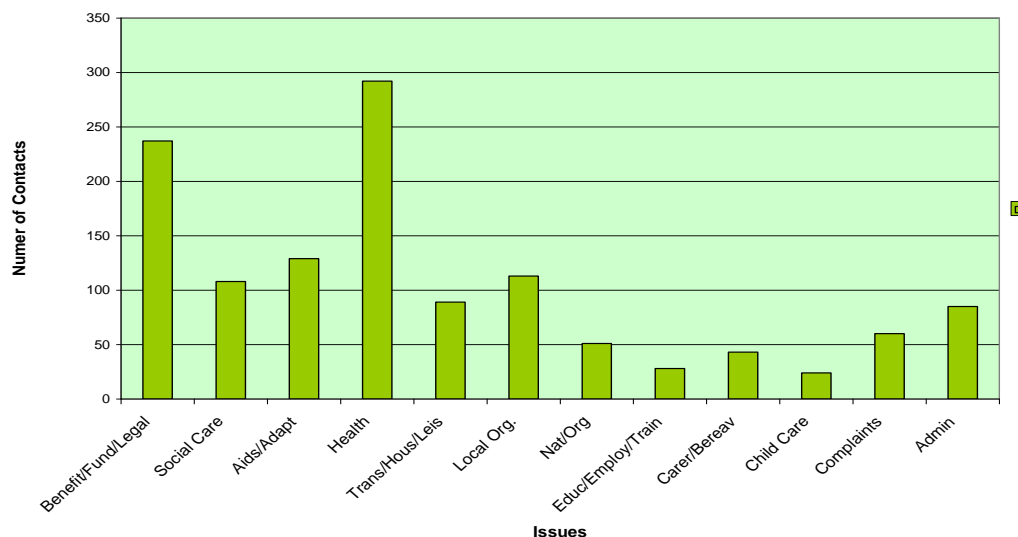
The following graph reflects the groups that contact GUIDE



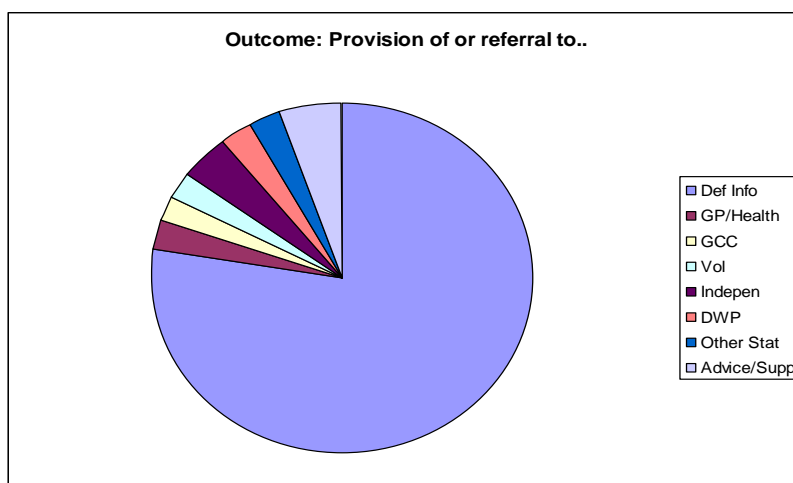
The theme of provision of information to people with physical disabilities continues. The issues raised are charted in the second chart.

Since moving venue from Social Care into the Primary Care Trust there has been a noticeable shift from social care queries to mental health and general health queries. Our communication plan is addressing this issue. There have been a couple of focused visits to the County Council Contact Centre in this quarter

The second graph reflects the issues raised by contacts to the service



The third graph reflects the information provided or referrals made...



## Developments

### GUIDE & PALS:

- Moved from Lansdowne Court to Sanger House on the Gloucester Business Park site in September
- Unfortunately the new PALS Advisor left after 3 months and a new appointment is imminent, this has put a strain on the provision of the service
- the PCT and GCC have invested in an upgrade to the GUIDE website, in June the upgrade was achieved and it has greatly improved the search ability of the website. The further developments to the GUIDE website are continuing, we hope to see the benefit in November 08.
- is providing *PALS in Prison* at Gloucester, working closely with ICAS. The service continues to be provided.
- is involved in the ongoing PP engagement group strategies for the PCT and 2gether NHS Foundation Trust
- regularly meet with the Carer Involvement worker and the Mental Health Carer Coordinators at Carers Gloucestershire

### Promotion of GUIDE & PALS in the 2nd Quarter

#### Presentations:

- Forest Citizens Advice Bureau
- Coopers Court Residents, Charlton Kings
- Talk to District Nurses, Hesters Way

#### Displays:

- Health and Wellbeing Display , Cheltenham
- Priors Park, Information Day
- 2gether AGM and Display at Cheltenham Town Hall
- Older Peoples Day for the county- Gloucester
- PCT AGM
- Fairford People for You Launch
- Launch of the Children's website for the county-GL1

Attendance at:

- Barton and Tredworth, Health Action Group
- GCC Contact centre to instruct new staff and promote the service
- User and Carer Best Practice Group x 2 2gether Foundation Trust
- Gloucester Disabled Sport and Physical Activity Launch
- Patient Experience meeting