

MEDICAL PROFESSIONALS WORKING WITH PATIENTS

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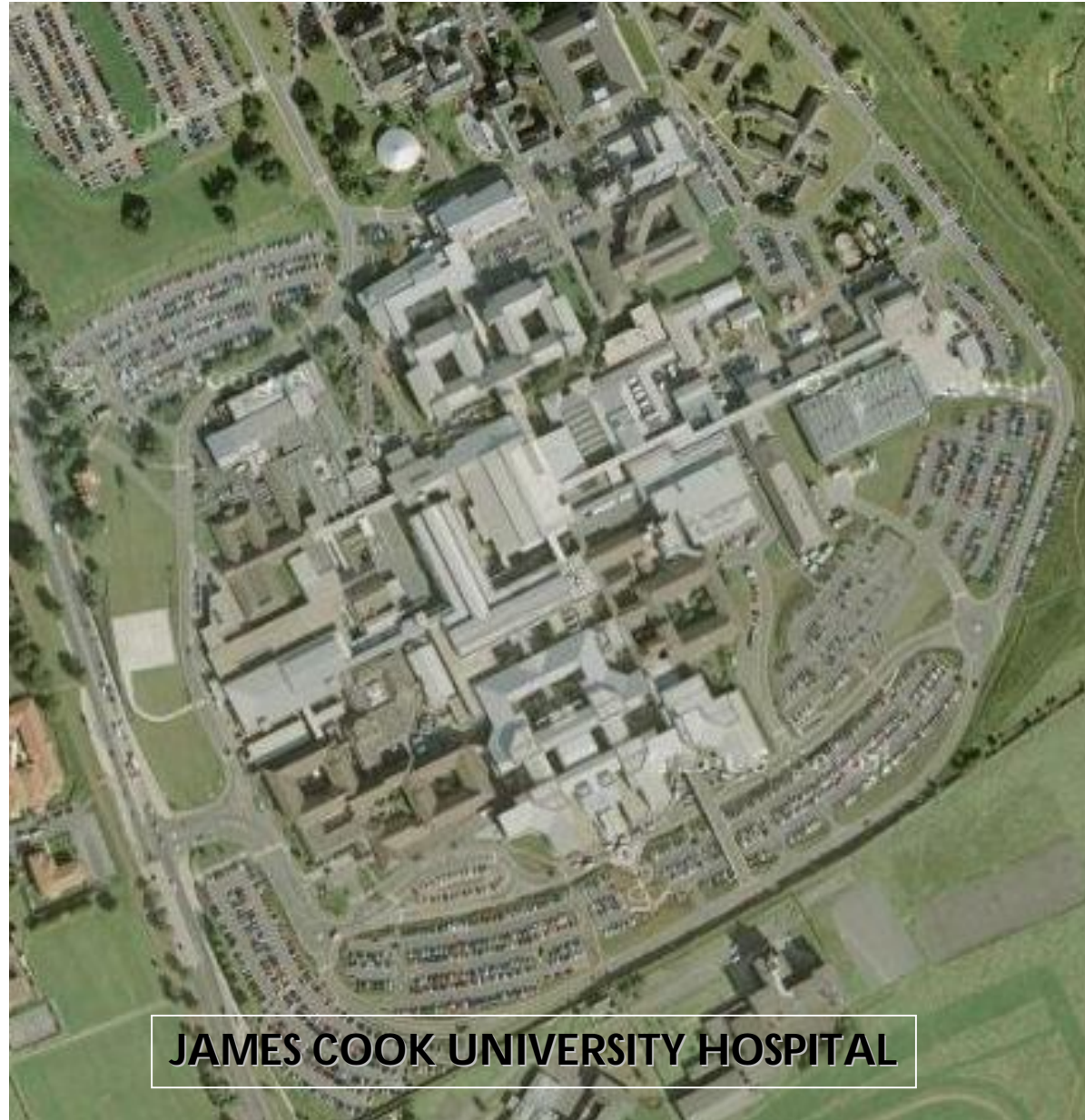
BACKGROUND



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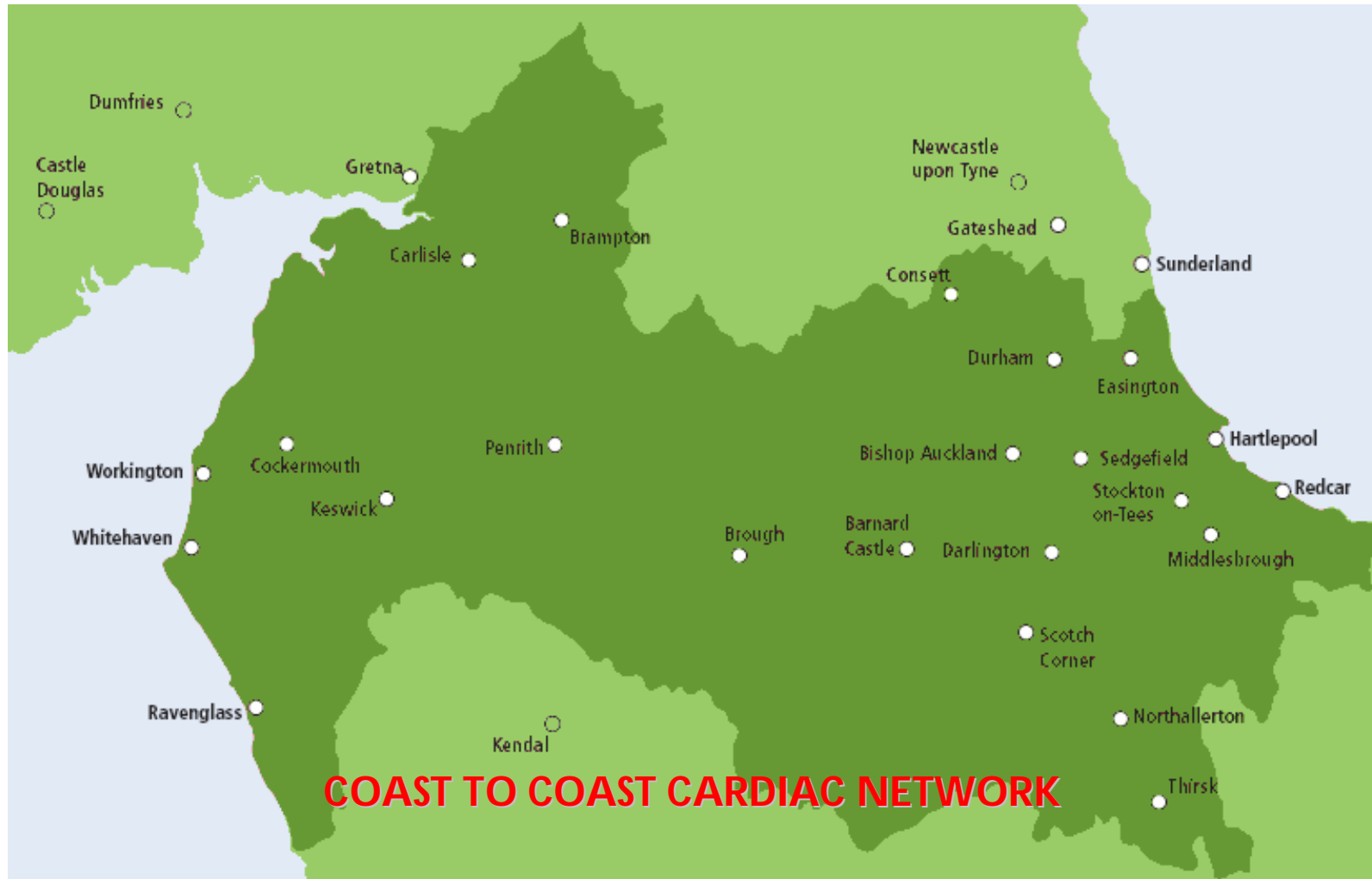


BACKGROUND



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THE BEGINNING

♥ 1998

♥ Pacemakers – approx 250 procedures per year

♥ No electrophysiology service

♥ No ICDs

♥ No cardiac resynchronisation therapy

♥ NO ARRHYTHMIA NURSE

♥ NO PATIENT SUPPORT SERVICE

FIRST STEPS

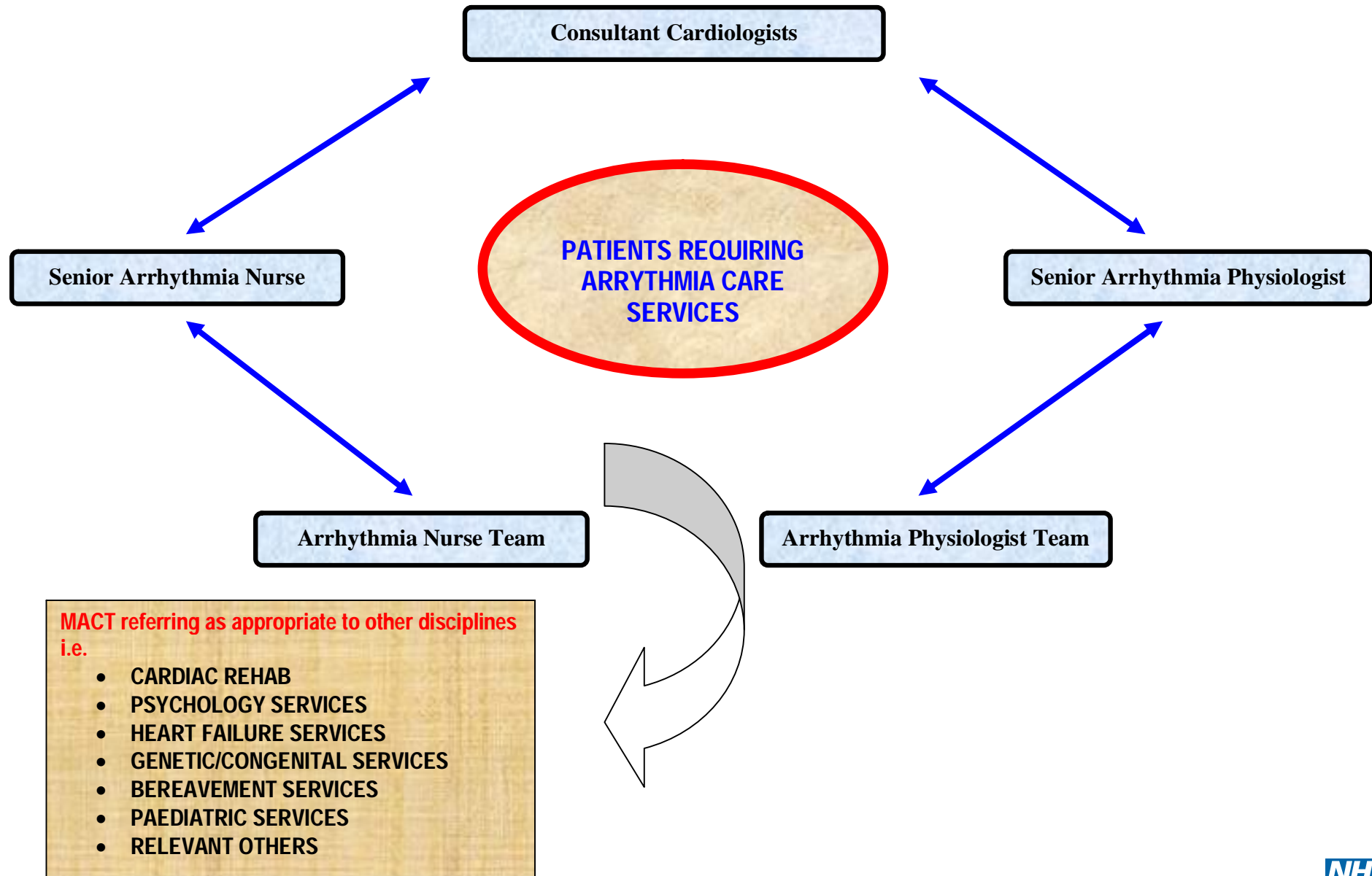
- ♥ 1999
- ♥ Appointment of arrhythmia nurse specialist
- ♥ First patient support group (ICD)
- ♥ First meeting March 1999 – 12 patients

CURRENT SITUATION

- ♥ 2007
- ♥ Cardiac Rhythm Management team
- ♥ Three cardiologists / electrophysiologists
- ♥ Six specialist arrhythmia nurses
- ♥ Five specialist cardiac physiologists

**THE MULTI- DISCIPLINARY ARRHYTHMIA CARE TEAMS CURRENTLY
 IN PLACE IN MIDDLESBROUGH AND MANCHESTER**

Fig 1 Empathies



CURRENT SITUATION

- ♥ Arrhythmia support group >300 patients, families and carers
- ♥ Offer support primarily to ICD patients but also to all arrhythmia patients

PATIENT SUPPORT

- ♥ Telephone help line for all patients
- ♥ Information / literature
- ♥ Follow patient “through procedure

PATIENT SUPPORT GROUP - 1

- ♥ Support meetings approx. 4 times per year
- ♥ Organised by arrhythmia nurses in conjunction with patients
- ♥ Invariably cardiologist present for part of meeting
- ♥ Combination of presentations / question & answer

PATIENT SUPPORT GROUP - 2

- ♥ Social events
- ♥ Fundraising events
- ♥ Buddy system for patients
- ♥ Satellite groups being set-up in other areas

RELATIONSHIP BETWEEN DOCTORS / PATIENTS AND ARRHYTHMIA ALLIANCE

- ♥ Locally,
 - Improves doctor / patient relationship
 - Patients better informed / supported

- ♥ Generally,
 - Networking
 - Better service
 - Patients more empowered

Nurses Perspective

- ♥ Development of 'patient led' services
- ♥ Audit shows 96-98% patient satisfaction
- ♥ Continuous evaluation
- ♥ What do patients like about the service?
- ♥ ICD support groups
- ♥ MDT working and support

RELATIONSHIP BETWEEN NURSES / PATIENTS AND ARRHYTHMIA ALLIANCE

- ♥ Raised profile of arrhythmia nurses/arrhythmia care coordinators
- ♥ Nurses now have a strong voice within relevant organisations
- ♥ National template job description and person specification for arrhythmia care coordinators
- ♥ Standardised information for patients
- ♥ Medical Forum enables sharing of good practice
- ♥ Promote equity of service provision across the country

RELATIONSHIP BETWEEN NURSES / PATIENTS AND ARRHYTHMIA ALLIANCE

- ♥ 4 nurses within the executive committee of AA
- ♥ Lead on development of patient information booklets
- ♥ Regular teaching with AA staff
- ♥ Raise awareness with regards to arrhythmias and the work of AA
- ♥ HR Congress

The Future

- ♥ Continue to support development of satellite ICD support groups in conjunction with AA
- ♥ Support Groups for other patients i.e. patients with pacemakers as highlighted in Do Once and Share Project
- ♥ Development of rapid access arrhythmia clinics based in patients own locality

Conclusion

- ♥ AA provides a forum to share good practice/raise standards leading to development of quality services for patients
- ♥ Exemplary service in Middlesbrough
- ♥ MDT working key to success
- ♥ Patients at the centre of the MDT