

Do we know what patients want and  
need? Do patients?

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# Aim and objectives

## Aim

- To gain an understanding of how the expectations of patients can be met within perioperative care

## Objectives

- Examine how the influence of research into patient experiences could improve patient outcomes
- Determine the relationship of integrating that knowledge into everyday working practice.

# What are wants and needs?

- want - have a desire to possess or do (something)
- need - something that is essential or very important rather than just desirable

# What do HCP's think patient's want and need?

## Your Journey: Having an Operation



# What do HCP's think patient's need?

- Better communication and involvement of patients in their own care
- An enhanced shared decision making process
- Preoperative optimisation
- Perioperative care
- Enhanced Recovery

# Who are our patients?

- Those born after World War II or the Baby Boomers (1946-1964)
- Generation X patients (1965-1980)
- Millennials (1981-1996)
- Generation Z (1997-2012)

# Patient experience v patient expectations

- **“I have learned that people will forget what you said. People will forget what you did. But people will never forget how you made them feel.”** Maya Angelou (poet and author)
- The terms patient satisfaction and patient experience are often used interchangeably, but they are not the same thing.
- Patient experience verse patient satisfaction

# Healthwatch (2023)

- Access
- Inequalities
- Communication
- Culture

**Main statement:** “The public needs a bold vision for health and care services, informed by the wealth of patient experience we’ve collected over the past decade”.

<https://www.healthwatch.co.uk/blog/2023-09-22/vision-health-and-care-what-do-patients-want>



# Hospital stay

Four main themes were important to patients:

- Hospital environment
- Whole person care
- Communication
- Responsiveness and attentiveness to needs.
- **Main statement: Participants described a lack of control, helplessness, lack of self-advocacy, and vulnerability during their hospitalization.**

# Is this new information?

- Respect for patients values, preferences and expressed needs
- Coordination of care and integrated services
- Communication between patients and providers
- Physical care, comfort and alleviation of pain
- Involvement of family and friends
- Transition and continuation of care into the community

■ Picker/ Commonwealth programme of patient centred care 1987

# Summary of care expectations

<b>Caring</b> – KNOW me	<ul style="list-style-type: none"><li>• Do they care about me as a person?</li><li>• Are they sensitive to my needs?</li><li>• Are they concerned about my questions and worries?</li><li>• Are they friendly and respectful?</li></ul>
<b>Listening</b> – HEAR me	<ul style="list-style-type: none"><li>• Do they include me in decisions about my care?</li><li>• Do they take the time to hear my concerns?</li></ul>
<b>Explaining</b> – TEACH me	<ul style="list-style-type: none"><li>• Do they explain my problem or condition?</li><li>• Do I understand my medications?</li><li>• Do I understand my follow up instructions?</li><li>• Do they use language I understand?</li></ul>
<b>Teamwork</b> – COORDINATE for me	<ul style="list-style-type: none"><li>• Was everyone friendly and courteous?</li><li>• Did the right hand know what the left hand was doing?</li><li>• Did the team work together to care for me?</li></ul>
<b>Efficiency</b> – MAKE IT EASY for me	<ul style="list-style-type: none"><li>• How hard was it for me to get in?</li><li>• How long did I wait? Did they explain delays?</li><li>• Did they respond to my call light?</li><li>• How smooth was my discharge?</li><li>• Did they follow up with my other doctors?</li></ul>

Hunsaker, E Sept 2023 What do patients want?

<https://accelerate.uofuhealth.utah.edu/improvement/the-five-elements-of-patient-experience>

# Where are we now?

NHS England launches universal personalised care strategy



- Shared decision making
- Personalised care and support planning
- Enabling choice, including legal rights to choice
- Social prescribing and community-based support
- Supported self-management
- Personal health budgets and integrated personal budgets

# How do we use this information to benefit patient care?

- What examples of best practice are already available?
- How can these be more widely shared?
- How can we all 'lobby' to improve patient outcomes?