



# Safe and effective discharge from acute into community services

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Life QI Code: 106209

## Working collaboratively to improve the quality of discharge for patients in Newham!

### Aim

To ensure patient safety and satisfaction through seamless and safe discharge from Newham University Hospital (NUH) into Extended Primary Care Team (EPCT) Community Services.

The Five Year Forward View highlights the need for enhanced collaboration between the acute and community health care provision. The project aims to address this need and ensure joint working to improve patient experience across Newham.

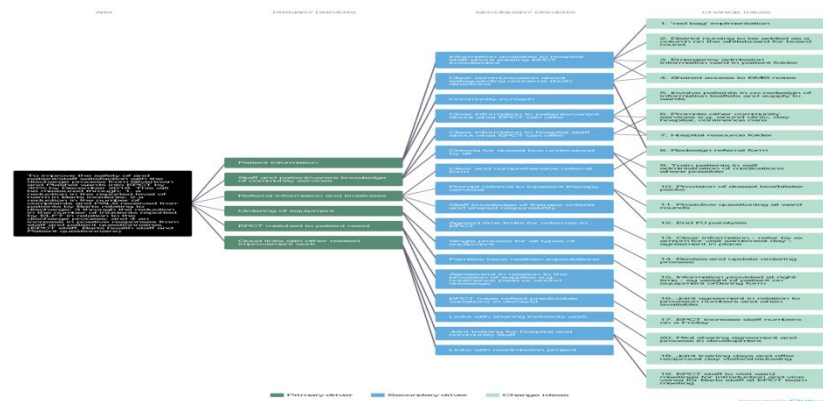
### How did you involve service users and carers in this work?

By having a service user on the project group and conducting a patient satisfaction questionnaire, we ensure that services users are at the heart of what we do.

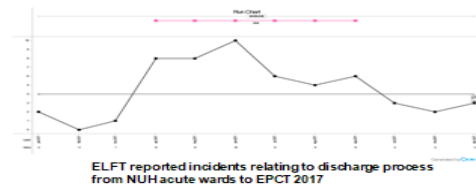
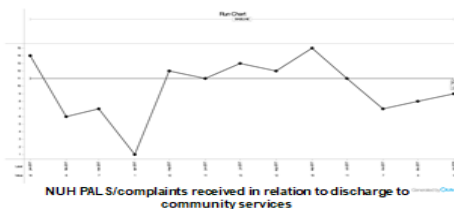
### Tests of Change

- New patient information leaflet
- Redesigned referral form
- Engagement events
- Resource folder
- Streamlined processes for ordering equipment

### Driver diagram



### Data



Percentage of reported incidents at NUH related to the discharge process which are recorded as resulting in harm of any degree to the patient

## Learning and Challenges

What are the challenges that could hinder progress of this project?



What have we learnt so far?

- Some historic practices in relation to Equipment ordering "this is how we have always done it".
- Staff and patients are both encountering frustrations with the process.
- External improvement work on ward – no reference to community.
- Ward selection reviewed – due to other improvement work and front line engagement.

What are the main factors that help drive this project forward?

