Transform AKC-For the best patient experience



Summit Update

Pilot site unit name: Nottingham University Hospitals



Area for improvement

(& why are you focussing on that?)



- Measuring symptoms
- Symptoms management
- Measuring frailty and progression of frailty Review of RRT choice
- Overall aim to improve patient experience



Learning so far...Stakeholder Map



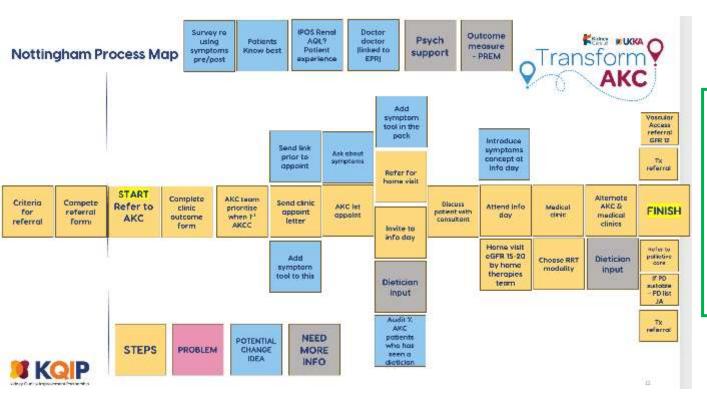
	oject	Satisfy Opinion formers. Keep them satisfied with what is happening and review your analysis of their position regularly	Manage (key stakeholders) Key stakeholders should be fully engaged through full communication and consultation
	More power in the project	Palliative care E-med Matron - Hilda ICT Pharmacy Derek & Sabine	Renal consultants & SpRS Transform AKC team Kerry/Cassie/Jo/Maria/Helen Dieticians Home therapies team PID lead - Kerry Patients
ži÷.	project	Monitor This group may be ignored if time and resources are stretched	Inform Patients often fall into this category. It may be helpful to take steps to increase their influence by organising them into groups or taking active consultative work
	Less power in the project	GPs	ology
		Less impact	More impact



Taking action: what we have done







What have we done so far

- Reviewing AKC referral forms to include frailty scoring
- Reviewing clinic letter template to also include KFRE
- Agreeing a symptom monitoring tool to use
- Symptom monitoring and tracking
 - Involvement of palliative care
 - Managing symptom management pathway



Taking action: what we have done

Transform

(This is what we are going to start doing, ie training needs for team & this is how we are going to measure it).

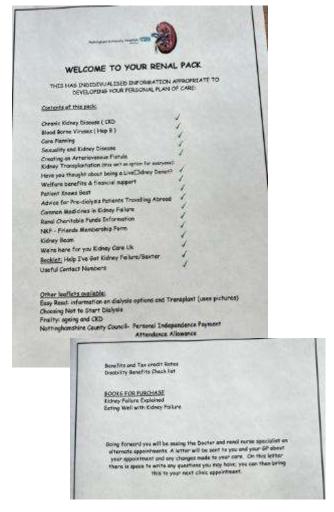
What are the next steps

- Improving completion of frailty scoring monitoring throughout pathway
- Introducing an opportunity to discuss RRT options if change in score identified
- Trial the symptom scoring tool (from Derek) in new patient AKC clinics:
 - Is it useful?
 - How does it impact on running the clinic?
- Develop SOP to structure management of symptoms ie signposting, kidney beam,



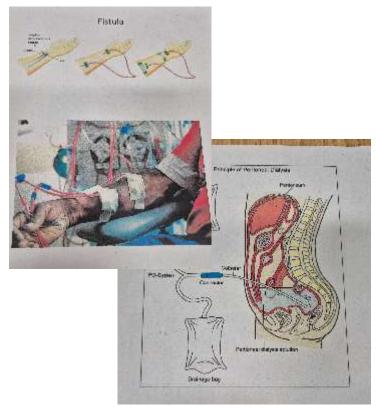
Patient education

(any changes made to patient education since 3 Dec event)











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