



Centre for
Perioperative Care

Patient engagement and CPOC

Lawrence Mudford
CPOC Board Patient Representative

Patient representation



CPOC Guidelines



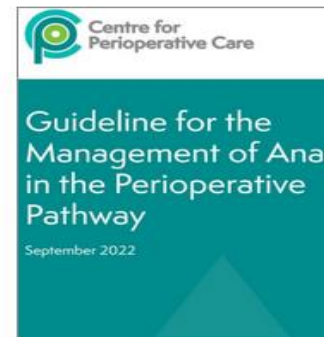
Perioperative Management of Adult Patients with Obstructive Sleep Apnoea

CPOC



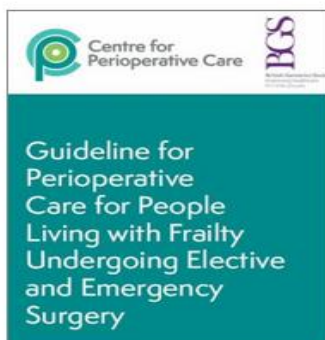
National Safety Standards for Invasive Procedures

CPOC



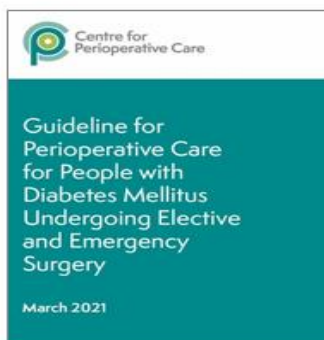
Management of Anaemia in the Perioperative Pathway

CPOC



Perioperative Care of People Living with Frailty

CPOC and The British Geriatrics Society



Perioperative Care of People with Diabetes Undergoing Surgery

CPOC and Diabetes UK



Day Surgery: National Day Surgery Delivery Pack

BADs, GIRFT and CPOC



Enhanced Perioperative Care

CPOC and FICM



COVID-19 and timing of adult elective surgery

Patient representation



Involvement, engagement and empowerment

- How do we know if we have true representation?
- How can we enhance and include the patient voice in all we do?
- What patient benefits would we expect to see from any perioperative changes?



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Patient and Public Engagement
Network

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 clinicians think patients want and need?

Your Journey: Having an Operation



What do clinicians think patients need?

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



SILOS

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.

- What Do Patients Want? (Sansrita Nepal et al July 2020 Journal of Patient Experience)
<https://doi.org/10.1177/2374373520942403>

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

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

Patients want perioperative care to...

- Increase how prepared people feel for surgery
- Increase how empowered, active and involved people are in their care
- Increase communication between people having surgery and healthcare teams
- Increase people's satisfaction with their care
- Reduce complications after surgery, meaning that people may feel well sooner and be able to resume their day-to-day life and employment more quickly

PATIENTS

- better preparation for surgery
- patient centred shared decision making
- fewer complications
- shorter hospital stays – fitter better sooner

Patient and Public Engagement Network

- CPOC slide-deck and “tour”
- Gap analysis to find out what patients want/need in relation to perioperative care
- Engagement with our patient/public networks
- Dignity Boxes
- Green agenda/sustainability
- Review Perioperative Care language
- **Round table virtual event on Tue 18th June 2024 (10am–1pm)**



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The Benefits of the Perioperative Care Approach