



Proving the worth of the pain service to senior management

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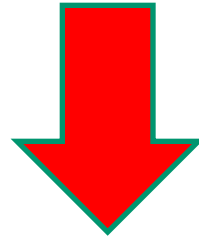
NHS Trust



Worth and Value?



Executive Awareness of the Pain Service



Promoting the value of the Pain
Service within an Acute Trust

Integrated Business Plan (IBP)

The IBP articulates how the Trust will respond to the health needs of West Sussex

This is achieved through:

- Trust vision
- Trust strategy
- Key risks

Key Organisational Risk

- We do not improve the experience of our patients
- Financial viability of the organisation

Financial Impact / Value

For example, control of pain leads to:

- Reduction in length of stay

Normal assumptions are 0.5 day reduction in length of stay equates to approximately one 24 bedded ward circa £1M

- Infection control

In 2011 it was estimated that HCAI cost the UK NHS £1B

Patient Experience Surveys 2011 / 2012

Do you think that hospital staff do everything to control your pain ?

- Inpatient
- Outpatient
- A&E
- Cancer
- Maternity

So What Did The Patients Say ?

Overall the results from all the WSHT surveys have shown that there is steady improvement with positive progression towards the upper quartile...however there is need for improvement

'My mother had to ask for painkillers for me before we left'

'I don't think there can be anything good about visiting A&E but you gave such good service and relieved my pain and for that I am extremely grateful'

'My thanks to you all. I arrived in agony and left greatly relieved !'

Measures and Outcomes

- Develop quantifiable outcome measures which will form part of the Trust Quality Dashboard
- Develop structured audit plan which is targeted at specific programmes and general pain management e.g. *'Enhanced Recovery'*
- Enhance educational awareness for clinical and non clinical staff
- Quantify benefits realisation against specific initiatives
- Consider involvement of stakeholders

Reporting and Recording

Suggested approach within WSHT:

- Annual report
- The Pain Service to become a standing item as part of the quarterly Clinical Governance Review Process
- Quarterly update to the Trust Quality Board

Both groups above report to the Trust Board so both Executive and Non Executive awareness is guaranteed

Conclusion

‘I think one's feelings waste themselves in words; they ought all to be distilled into actions which bring results.’

‘So never lose an opportunity of urging a practical beginning, however small, for it is wonderful how often in such matters the mustard-seed germinates and roots itself’

Florence Nightingale