NHS Golden Jubilee

Improving the Scottish Adult Congenital Cardiac Service

SACCS

Aims and Objectives

Aim

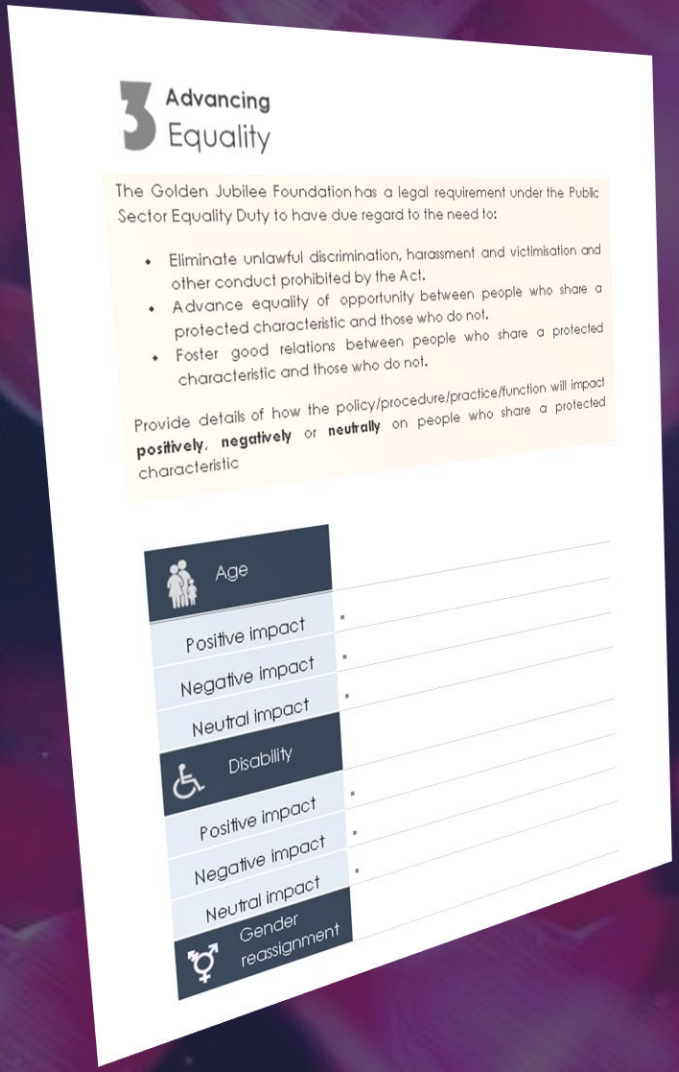
NHS GJ aims to provide a world-class service for individuals living with congenital cardiac conditions that is **safe**, **effective** and **person-centred**.

Objectives

- Understand what service users want from SACCS
- Build on existing good practice
- Identify where opportunities for improvement exist
- Engage with service users to make improvements

Equality Impact Assessment EQIA

Embedding the ethos of equality, diversity and inclusion from the starting point of the project



3 Advancing Equality

The Golden Jubilee Foundation has a legal requirement under the Public Sector Equality Duty to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Provide details of how the policy/procedure/practice/function will impact **positively**, **negatively** or **neutrally** on people who share a protected characteristic

Age

Positive impact

Negative impact

Neutral impact

Disability

Positive impact

Negative impact

Neutral impact

Gender reassignment

Project Stakeholders

Internal Stakeholders

SACCS Clinicians

NHSGJ QPPP Team

NHSGJ Senior Leadership

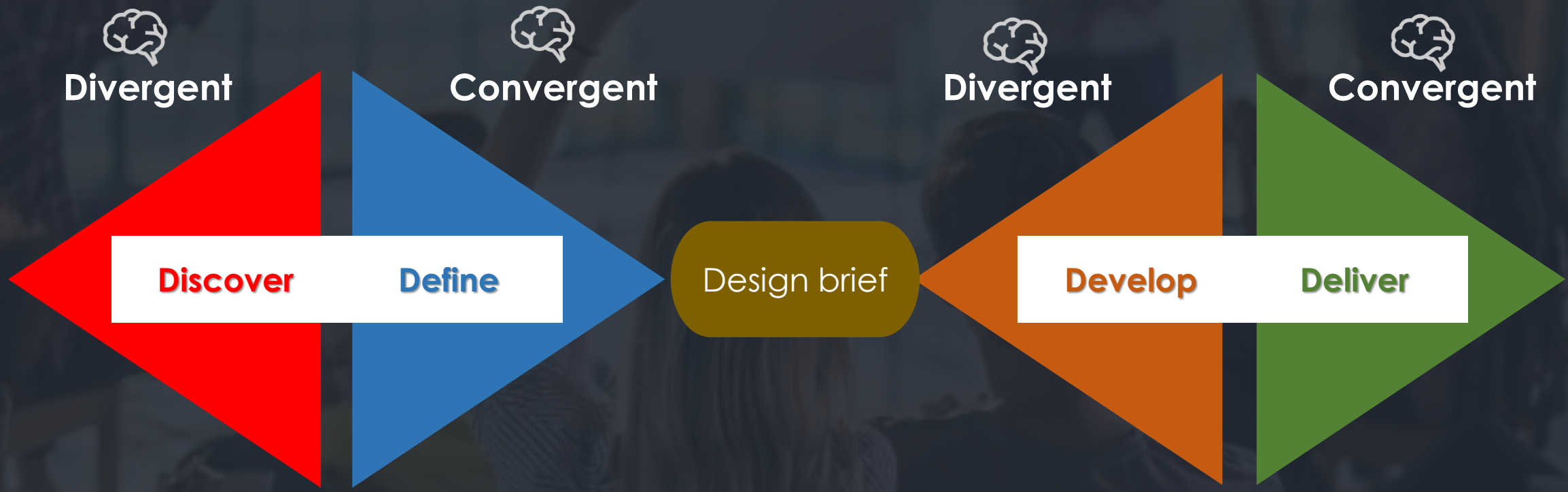
External Stakeholders

SACCS Service Users

Healthcare Improvement Scotland

Third Sector Organisations

Introducing the Double diamond approach



The Double diamond – 5 stage process

Discover	To develop an understanding of the service our patients want	Survey Interview
Define	To check that we have accurately understood the wishes of our patient group	Questionnaire
Design brief	To clarify the aim and objectives for the work ahead; what needs to change and what needs to remain.	Design brief
Develop	To develop ideas for how the desired change could be delivered	Focus groups
Deliver	To test ideas in practice and implement new service model.	PDSA cycle

Project Assurance Group

Aim

The purpose of this group is to **oversee** the project and provide a **sense-check** on all decisions that are made about how the project is run

Objectives

- Ensure the service is **evaluated** from a **holistic** perspective
- Ensure all reasonable provisions are in place to **maximise inclusivity**
- Advise the project team on any additional measures that could be taken to **optimise representation** for service users
- Provide **assurance** to other service users and third sector organisations that the project has been conducted **transparently**

Project Assurance Group membership

1	Service User	Age 16 - 24
2	Service User	Age 25 - 39
3	Service User	Age 40 - 59
4	Service User	Age 60+
5	Service User	non complex cardiac lesion
6	Service User	complex cardiac lesion
7	Friend/Family member	Learning disability - **YES**
8	Friend/Family member	earning disability **- NO**
9	Cardiac charity	The Somerville Foundation
10	Cardiac charity	British Heart Foundation
11	Learning disability charity	SCLD
12	Learning disability charity	Enable

Governance Gateways

Internal Governance Group: NHS GJ Senior Leadership Team
External Governance Group: Project Assurance Group

1 To approve project scope, methodology, method, structure and governance.

2 To update the organisation's leadership on the findings to date and outline the service patients want.

3 To approve the scope, nature, approach and timescales associated with planned service change.

4 To update the organisation on the results of the service change.

Engagement activities

This rationale was based on the **typical patient review cycle** and ensured that **current practice** was being **evaluated**

Engagement activities

Patient letters

Posters
Digital/paper

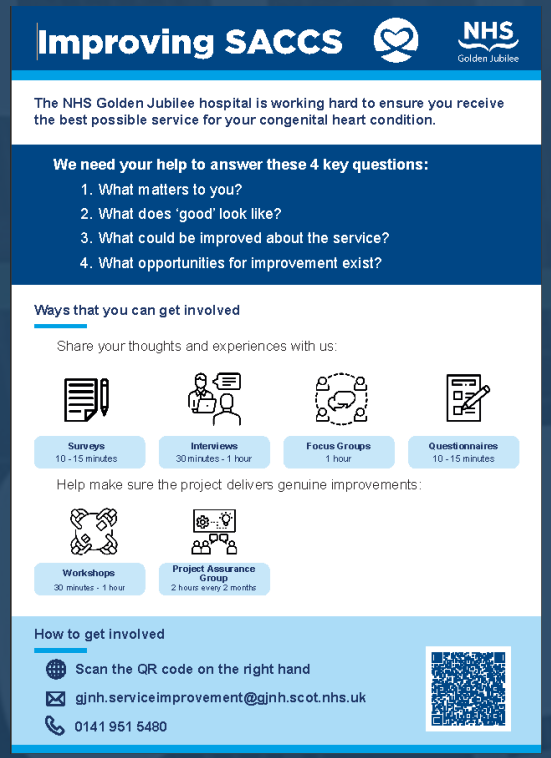
Social media

Third sector
organisations

Project
website

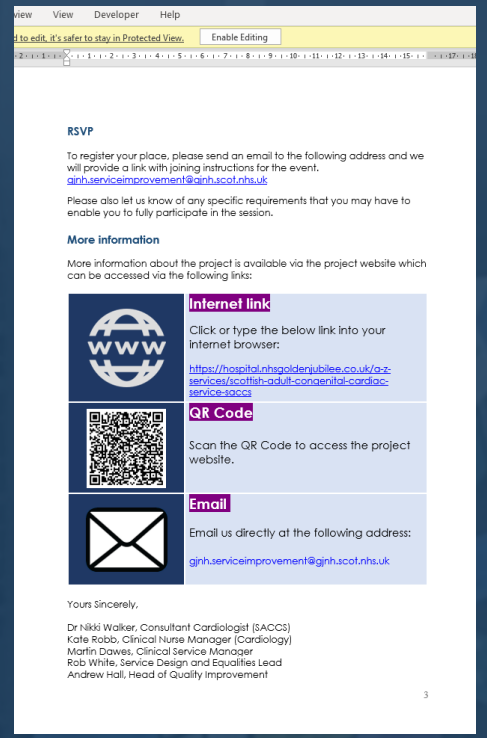
Partner
Health Boards

Engagement activities



Standard Poster

Easy read Poster



Patient letter

Discover

Discover

To develop our **understanding** of the service our patients want

Survey

Interviews

4 Key questions

What matters to you and appreciative enquiry tools

Q1. What matters to you?

- Please can you describe what is **most important** to you about the service you receive for your heart condition?

Q2. What does good look like?

- Can you give some examples of times when you had a **positive experience** with the service?
- What made these experiences positive?

Q3. What about the service could be improved?

- Can you give some examples of times you had a **negative experience** with the service?
- What made these experiences negative?

Q4. What opportunities for improvement exist?

- If you were designing your **ideal** congenital cardiac service from scratch, what would it look like?

Interview participants selection criteria

Interview	Criterion 1	Criterion 2
1	Age 16 - 24	Gender: Male
2	Age 16 - 24	Gender: Female
3	Age 25 – 39	Gender: Male
4	Age 25 - 39	Gender: Female
5	Age 40 – 59	Gender: Male
6	Age 40 - 59	Gender: Female
7	Age 60+	Gender: Male
8	Age 60+	Gender: Female
9	Cardiac diagnosis: Complex	-
10	Cardiac diagnosis: Non-complex	-
11	Geography: West Scotland	Learning Disability: Yes
12	Geography: East Scotland	Learning Disability: Yes
13	Geography: Highlands and Islands	Learning Disability: Yes
14	Geography: West Scotland	Learning Disability: No
15	Geography: East Scotland	Learning Disability: No
16	Geography: Highlands and Islands	Learning Disability: No

Thematic analysis

- Age
- Gender
- Religion
- Health board
- Cardiac diagnosis
- Other health conditions

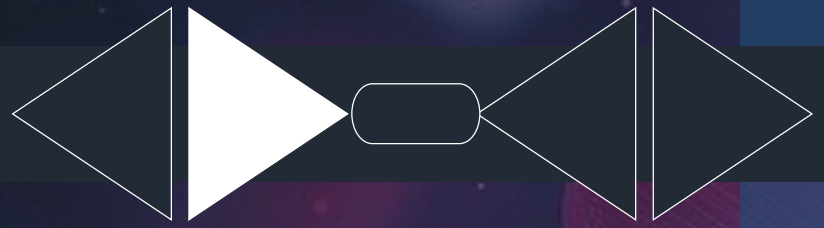
Thematic analysis

Adopting a
3 stage verification
process to code thematic analysis

Key themes identified

- Specialist care
- Person centred care
- Timeliness
- Reassurance
- Continuity
- Communication
- Accessibility
- Responsiveness
- Education
- Frequency

Define



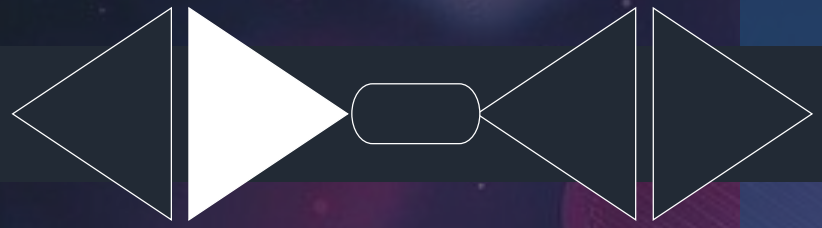
Questionnaire

Define

To check that we have **accurately understood** the wishes of our patient group

- Questionnaire
- To what extent do you agree that…

Define



89 statements based on results from the **thematic analysis** undertaken during the **Discover phase**

Sample question

A system should be in place to highlight that I have a congenital heart problem whenever I access other healthcare services.

- ○ strongly agree
- ○ agree
- ○ disagree
- ○ Strongly disagree

Demographic profiling

Service users 2018 - 2021

Project Participants

Response Rate

Total 2254 service users

125 responses (6%)

109

16

Gender breakdown

48% 56%

52% 43%

Prefer not to say 1%

Age of participants

16 - 24	25%	4%
25-39	38%	28%
40 - 59	27%	39%
60+	9%	25%

Other health conditions

12%	Anxiety
7%	Depression
5%	Neurodiverse
4%	Dyslexia
4%	Other

2%	Visual Impairment
2%	Learning Disability
1%	Hearing Impairment
0%	Wheelchair user

2%	English not first language

Religious belief

51%	None
18%	Church of Scotland
16%	Roman Catholic
8%	Other Christian
5%	Prefer not to say
1%	Buddhist

0%	Muslim
0%	Sikh
0%	Jewish
0%	Pagan
0%	Other

Participation by Health board

Service users 2018 - 2021

Project Participants

Participation by Health Board

Ayrshire and Arran	9%	9%
Borders	2%	3%
Dumfries and Galloway	4%	5%
Grampian	6%	10%
Greater Glasgow and Clyde	31%	26%
Fife	5%	0%
Forth Valley	6%	4%
Grampian	6%	10%
Highland	6%	10%
Lanarkshire	15%	12%
Lothian	9%	9%
Orkney	<1%	1%
Tayside	6%	4%
Western Isles	1%	1%
Shetland	<1%	0%

Risk to representation

Service users 2018 - 2021

Project Participants

NHS Fife residents

5% | 0%

16 – 24 year olds

25% | 4%

People with learning disabilities

~7% | 2% | All from carers

Proposed mitigations

Establish **feedback loops** as normal practice within future clinics

- Age categories
- Learning disabilities

In future projects will need to communicate differently to engage younger populations via **trending social media**

Design brief

To clarify the aim and objectives for the work ahead; what needs to change and what needs to remain.

Write up findings in a summary report and circulate to stakeholders booked to attend the development workshop.

Design brief

appointments

At the clinic

Communication

38

Sub themes

Design brief

Appointments

9

Sub themes

- Scheduling
- Waiting times
- Tests and procedures
- Empowering service users
- Status updates
- Cancellations
- Appointment delays
- Staying informed
- Appointment format

Design brief

SACCS clinic

18

Sub themes

- Location of care
- Remote monitoring
- Accessible facilities
- Wayfinding
- Medical records
- Care pathway letters
- Integrated care
- Continuity of care
- Frequency of scans & appointments
- Managing traum
- Person centred care
- Family centred care
- Regular monitoring
- Peace of mind
- Adaptable service
- Specialist advice
- Dedicated service
- Transition from paediatric to adult service

Design brief

Communication

11

Sub themes

- Out of hours advice
- SACCS website
- Communication style
- Communication methods
- Delivering news
- Peer support group
- Living an active and healthy lifestyle
- Trusted educational resources
- Rapid results
- Financial advice
- Research opportunities

Design brief

Aim	1st Drivers	2nd Drivers	Change ideas
Improve the quality and experience for everyone accessing SACCS outpatient clinics	Improve patients' experience	Appointments	Book clinic 3/12 ahead
			Choice of virtual vs in-person appointment
			Choice of clinic time to suit patient
		Clinic experience	Revise communication and engagement plan
		Communication	Patient tracking system
		Outpatient pathway	Daycase unit for investigations
	Optimise outpatients	capacity	Start clinic with non-Echo patient
			Bring forward second stream of patients
		IT Systems	Give consultants Echo access at their workstation
			Optimise ANP at clinics
	Infrastructure	Workforce	IT System: Booking system
		Measurement	Quality Control process

Next steps

Develop	To develop ideas for how the desired change could be delivered	Focus groups
Deliver	To test ideas in practice and implement new service model.	PDSA cycle

Discussion, Questions and Answers

Have we captured everything?

What service change would you implement first?

How would you like to be involved as we implement service change?

How would you like to be contacted?