Patient and Public Information Bulletin

Articles
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**Connecting perspectives on quality and safety: patient-level linkage of incident, adverse event and complaint data.**
[Conclusions Patient-level linkage of incident, AE and complaint data can reveal relations between events that otherwise remain obscured, such as incidents that trigger as well as follow AEs, introducing event cascades, regardless of whether clinical relations seem present.]
*Available with an NHS OpenAthens password for eligible users*

**Coproduction and health: Public and clinicians' perceptions of the barriers and facilitators.**
[Coproduction is an approach increasingly recognized across public services internationally. However, awareness of the term and the barriers and facilitators to its implementation in the NHS are not widely understood. This study examines clinician and public perceptions of coproduction within the context of the Prudent Healthcare initiative. There were broadly positive perceptions among participants regarding coproduction, despite initial unfamiliarity with the term.]
*Freely available online*

**Every patient should be enabled to stop the line. [Editorial]**
[When patients enter the hospital, they entrust clinicians to push a red button if they sense something wrong. But patients themselves, increasingly championed as ‘members of the team’ and ‘co-producers’ of health, are not always given a button nor taught how to use it. Patients and families hold unique knowledge and can make important contributions to patient safety, having repeatedly demonstrated the ability to identify problems in care, including ones missed by clinicians.]
*Freely available online*

**From incident reporting to the analysis of the patient journey. [Editorial]**
[In this issue, de Vos and colleagues extend this argument to suggest that we should draw on a number of data sources and examine the linkages between them at the patient level. Their study in Dutch hospitals examined the links between patient complaints, incident reports and adverse events. Holland has a reporting system for adverse events that is embedded in the medical record and used routinely by physicians.]
Home visits from paramedic practitioners in general practice: patient perceptions.
[Exploration of older patients' perceptions of having paramedic practitioner (PPs), who work in GP surgeries, attend to them on a home visit in place of the GP. Conclusion that information needs to be provided to the public to increase awareness of the PP role. The role of the paramedic is changing; however, there is little published research investigating the contribution of paramedics working in primary care. Highlights areas that require further investigation.]

Provider interruptions and patient perceptions of care: an observational study in the emergency department.
[Conclusions: Provider interruptions were differentially associated with patient perceptions of care. Whereas coordination-related and patient-initiated interruptions were beneficial to patient-perceived efficiency of emergency department (ED) operations, interruptions due to case-irrelevant communication were related to inferior patient ratings of ED organisation...]

Trends in NHS complaint handling: the toxic cocktail still exists.
[The author discusses some recent publications on complaint handling in the NHS and provides context for the ongoing concerns about the effectiveness of the system.]

We want to know: patient comfort speaking up about breakdowns in care and patient experience.
[Conclusions: Patients frequently experience problems in care during hospitalisation and many do not feel comfortable speaking up. Creating conditions for patients to be comfortable speaking up may result in service recovery opportunities and improved patient experience. Such efforts should consider the impact of health literacy and mental health on patient engagement in patient-safety activities.]

Guidelines

The following new guidance has recently been published:

**People's experience using adult social care services.**
National Institute for Health and Care Excellence (NICE);2019.
[This quality standard covers the experience of adults using social care services. It applies to all settings where people use social care services, including people's own homes, residential care and community settings. Its aim is to help people understand what care they can expect]
and to improve their experience by supporting them to make decisions about their care. It
describes high-quality care in priority areas for improvement.]
Freely available online

Reports

The following report(s) may be of interest:

Public satisfaction with the NHS and social care in 2018: Results from the British Social
Attitudes survey.
The King's Fund; 2019.
[Public satisfaction with the NHS overall continued to fall in 2018. Overall satisfaction was
53 per cent - a 3 percentage point drop from the previous year and the lowest level since
2007.]
Freely available online

Caring about complaints: lessons from our independent care provider investigations.
Local Government and Social Care Ombudsman; 2019.
guide-for-care-providers
[This good practice guide shares lessons from complaints to help adult social care providers
improve their services. It is based on the Ombudsman’s experience of investigating
complaints about independent providers and gives real-life examples of the common
problems the organisation sees as well as offering some ways to avoid the pitfalls.]
Freely available online

The Patient Experience Library; 2018.
https://www.patientlibrary.net/tempgen/180730.pdf
[The NHS wants to be patient-centred. We know this because all its key strategies say so.
To be patient-centred, it has to have a good understanding of patient experience. But
successive studies have shown that healthcare commissioners and providers struggle to make
sense of patient experience evidence. This creates an evidence-practice gap, as we reported
Here, we explore these issues further, and put forward some solutions.]
Freely available online

Websites

The following website(s) may be of interest:

Peer support hub.
https://www.nationalvoices.org.uk/peer-support-hub
[This Hub launched by National Voices aims to provide high-quality resources for people
looking to measure, evaluate, sustain and grow different types of peer support. It collates,
curates and categorises the best-quality information and evidence together in one place, making it easier for people to find useful, high-quality and excellent peer support resources. By making this information more accessible, the Hub aims to support the development of more effective peer support in the UK.]

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This Bulletin was created by Sian Hudson of NHS East Dorset Knowledge and Library Service

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