



## Welcome to the Elective Orthopaedic Centre quarterly newsletter

Welcome to the fifth edition of the Elective Orthopaedic Centre (EOC) quarterly newsletter, designed to keep our primary care partners and CCG's informed on how we are performing and what is happening within the centre.

## Staff education and patient experience: the age simulation suit



Here at the EOC, we have a unique approach to staff education – especially when it comes to bettering patient experience, maintaining safety and reducing inpatient falls. Throughout our professional education and involvement with programmes at Kingston University, individuals have been donning the 'age simulation suit'. This suit enables the wearer to experience what it is like to be an older adult with many of the orthopaedic conditions we see here at the EOC. By getting the individual to complete tasks expected of patients, such as finding their way to another department, mobilising, or simply pouring a cup of water whilst wearing the suit, triggers a greater awareness of what safety and positive experience really means for our patients. This has proven to be a very emotive way of encouraging deep learning and improving patient care from all levels of hospital staff.

If you would like any further information please contact Jessica Inch, Practice Educator on 01372 735 428 or [Jessica.Inch@eoc.nhs.uk](mailto:Jessica.Inch@eoc.nhs.uk)

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## New hip and knee outreach clinic at the Cross Deep Surgery, Twickenham

The EOC has recently launched a monthly, hip and knee specialist outreach clinic at the **Cross Deep Surgery, 2-4 Cross Deep, Twickenham, TW1 4QP**. Patients can be referred via Choose and Book for an initial consultation, with Mr Railton, at a location that is convenient to them. By providing this service we can ensure that patients receive their care closer to home, offering easier access to a specialist consultant.

**If you have any problems booking your patient into the clinic through Choose and Book please let our GP Liaison Manager Charlotte Gaynor know on 01372 735 835. Charlotte will be happy to assist.**

## EOC facts and figures 1st October - 31st December 2014

**363**  
**HIP**  
OPERATIONS  
PERFORMED

**470**  
**KNEE**  
OPERATIONS  
PERFORMED

**AVERAGE**  
**PATIENT LENGTH**  
**OF STAY** **HIP**  
4 DAYS  
**KNEE**  
4 DAYS

**99%**  
**OF PATIENTS** **FELT THERE WAS**  
**PRIVACY**  
WHEN THEIR CONDITION  
OR TREATMENT WAS  
DISCUSSED ON THE WARD

**98%**  
**OF PATIENTS** **FELT THEY WERE**  
**INVOLVED**  
IN DECISIONS  
ABOUT THEIR  
TREATMENT  
AND CARE

**99%**  
**OF PATIENTS** **FELT THAT**  
**EVERYTHING**  
WAS DONE TO  
**CONTROL**  
**THEIR**  
**PAIN**

**99%** OF PATIENTS  
**HAD CONFIDENCE AND**  
**TRUST IN THE DOCTOR**  
**TREATING THEM**

### Successful launch of the knee replacement activity classes

Patients who have recently had a knee replacement at the EOC are now invited to take part in our knee replacement activity class, consisting of 45 minutes exercise alongside a physiotherapist and exercise assistant, as well as one hour of networking.

Patients will be offered the service at their six week follow up appointment, after their course of physiotherapy ends. The class will consist of 30 patients at each session where they will complete a circuit style course of various exercises which are graded to individual fitness levels and mobility.

Patients have been very keen to use the service and there is no charge for the class, although a voluntary donation of £3 per session is requested.

### Wound care for discharged patients

Patients with Monocryl, Stratafix, Vicryl, Dermabond, Steri-strips, or a combination of these, will be encouraged to remove the dressing themselves at home.

In general, we will not routinely send patients to the GP Nurse when they have a wound closure that does not need to be removed. Steri-strips can be left on the skin and trimmed as they come away.

Patients will be reminded that once they have removed the dressing to phone the EOC 24 hour discharge advice line on 07975 232 519, if they have any concerns.

The EOC patient discharge advice booklet has also been amended to reflect this change.

## Friends and Family Test

September - December 2014

	Response Rate	Percentage Recommended	Percentage Not Recommended
September	56%	92%	0%
October	47%	93%	1%
November	67%	98%	0%
December	59%	98%	0%



### What the patients say

“ All the staff made me feel so relaxed and looked after me from the moment I checked in until leaving two days later. ”

*Mrs Crick, Surrey*

“ Thank you so much for doing such a work of art on my replacement knee...I am doing well at home and it feels like my knee now but without the pain! ”

*Mrs Burgess, London*

“ The reason I am writing to you now is to say a very big thank you for changing my life in May last year. That may sound very dramatic but it is true. I am now so much more confident in my mobility and can now do things again which I had almost forgotten I could once do. ”

*Mr Cornwell, Surrey*

## Reducing patient falls

At the EOC we strive to ensure high standards of care for all our patients. An area we wanted to focus on was reducing inpatient falls. In January we carried out a falls awareness week where we introduced a falls risk assessment for all our patients over 65 years of age and for any patients under 65 who have mobility issues. The assessment provides a trigger as to when a patient is at high risk of falling. If they score highly then staff will provide the patient with a yellow wrist band with the word 'falls' on it. This enables any staff member to recognise a patient who is high risk of falling, so it not only lies with the nursing staff but also porters and domestic staff. A senior member of staff will now attend to any patient that has a fall in order to gain more information about what the patient was doing at the time of fall.

Our new Head of Quality and Improvement who has led on this along with the Practice Educators will be monitoring our inpatient falls closely and working with the ward staff to reduce the rate of falls.

**If you have any questions please get in touch with Sophie Bevan, Head of Quality and Improvement on 01372 735 835 or [Sophie.Bevan@eoc.nhs.uk](mailto:Sophie.Bevan@eoc.nhs.uk)**



### Feedback

**Feedback from General Practices to our GP liaison service is both welcomed and encouraged, if you would like further information on any of our services please feel free to contact our dedicated GP Liaison Manager for advice and support.**

### THE ELECTIVE ORTHOPAEDIC CENTRE

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