



NHS Doncaster CCG - Governing Body

5th November 2020

Patient Story

Patient details

- Debbie is 57 years old, lives alone, has three grown up children who live locally and she works at Mecca Bingo
- Debbie considers herself generally healthy.
- Debbie has epilepsy, well managed with medication
- Previous gynaecological issues requiring a hospital admission now resolved.
- Debbie has had some emotional health problems and has managed this with medication and support from local services (Talking Shop)



Accessing Urgent and Emergency services

- Debbie attended A and E by ambulance as she had collapsed, fluids given and sent home.
- The next day Saturday 22/08/20 Debbie felt unwell, she called 111 and was sent to the Same Day HC
- On Friday 28/08/20 Debbie felt worse and rang 111 again and was sent to Accident and Emergency (she thought she might be wasting people's time as she had been seen the week previous)
- Debbie was admitted to the ward for surgery -the ward was quieter than her previous admission and the nurses more attentive.



What went well?

- Debbie felt safe in all settings
- Excellent timing- “quick and efficient”
- Good service received -problem explained clearly to her
- Information was either given or displayed
- All the episodes handled well, praise given
- Unexpected call from the ward following discharge to check on her
- Calls received regarding further surgery



What didn't go so well

- With hindsight Debbie left the Same Day HC feeling satisfied but feels that she should “maybe have pushed it a bit more” as she knew she had a problem.
- Nothing else identified



Thank You

Any Questions?

