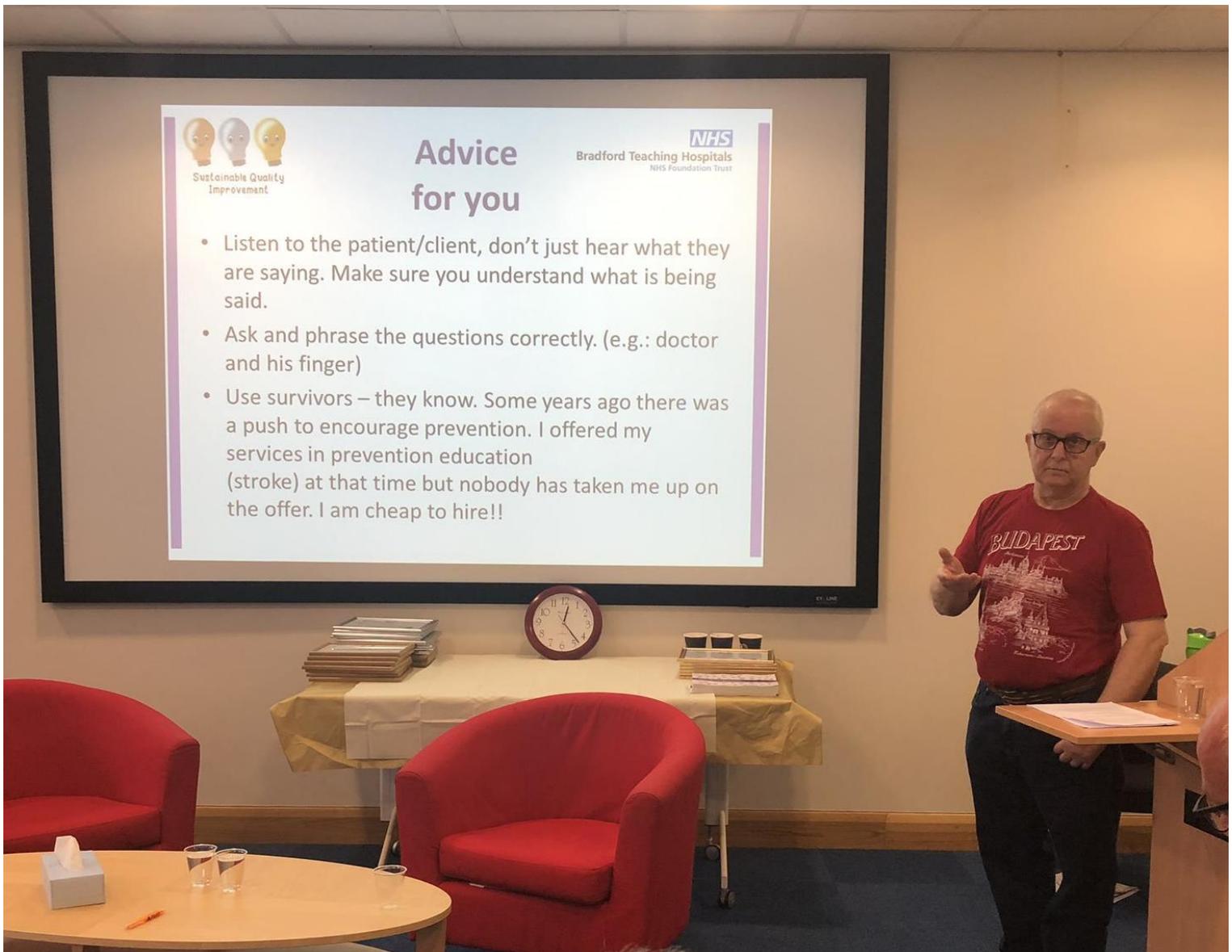




Stroke Ambassadors

How we've made

a difference




Sustainable Quality Improvement

Advice for you


Bradford Teaching Hospitals
NHS Foundation Trust

- Listen to the patient/client, don't just hear what they are saying. Make sure you understand what is being said.
- Ask and phrase the questions correctly. (e.g.: doctor and his finger)
- Use survivors – they know. Some years ago there was a push to encourage prevention. I offered my services in prevention education (stroke) at that time but nobody has taken me up on the offer. I am cheap to hire!!

Healthwatch Stroke Ambassadors are helping to improve stroke services, and their engagement is having impact and creating real change

We have previously undertaken public engagement to look at better ways of delivering care for people who have a stroke. The latest of these reports was in [2017](#).

Bradford Teaching Hospitals NHS Foundation Trust and Airedale NHS Foundation Trust currently work together to provide care for stroke patients across the Bradford District. In January 2019 Healthwatch Bradford and District established the [Healthwatch Stroke Project](#).

The project is a partnership between the following organisations:

- Local Healthwatch: Bradford and District and North Yorkshire
- Voluntary and community sector groups across Bradford and District
- Bradford Teaching Hospitals NHS Foundation Trust
- Airedale NHS Trust
- NHS Bradford, District & Craven
- Clinical Commissioning Groups

A network of Stroke Ambassadors (Stroke Community of Interest) has been created from individuals affected by stroke and their representatives from community groups and organisations who support those affected by stroke.

The network directly feeds the experiences of patients and carers in to the Stroke Service Improvement Project Group, ensuring the exchange of ideas and information and ultimately influencing and improving stroke services and patient experience.



You said, we did

You said: Car parking at the hospitals for stroke survivors attending subsequent appointments is an issue which needs to be looked at

We did: Stroke Services' Head of Collaboration approached Estates Leads to explore the Red Badge idea/temporary permit and is awaiting an outcome to this request

You said: Acronyms such as TIA is often used by staff and it is not understood what it means

We did: The clinical teams have devised a table detailing the breakdown of commonly used abbreviations and the use of this will be promoted. There are plans to have this table also included in the recently devised patient therapy rehab file

You said: We would like to be involved in training sessions and use patient story for training sessions

We did: Invited stroke ambassadors to recent quality improvement events and meetings; subsequent action plans have incorporated the views of our past patients. There are plans to record a stroke ambassadors vlog that will be shared at training events and meetings

You said: Develop activities for patients

We did: We now have dedicated breakfast clubs and afternoon activities for our patients. We are also planning on running some art classes for staff and patients in the near future



*Healthwatch Stroke Ambassadors:
Rosie, Margaret and Michael*

You asked, we answered

You asked: What stroke training are staff offered?

We answered: Regular multi disciplinary training (MDT) training sessions on stroke conditions, scenarios training, monthly programme in place and some training takes place across the teams jointly

You asked: If a person has a stroke secondary to another health condition, how are they referred for specialist stroke support if they're not on a stroke unit?

We answered: Teams liaise with a stroke specialist and decide which area is deemed clinically fit for the patient to be cared for

You asked: Do community stroke nurses still exist in Bradford and Airedale?

We answered: Yes

You asked: Who is responsible for stroke care in the community across Bradford and Airedale?

We answered: Pam Beaumont (Airedale General Hospital) and Trish Summersgill (Bradford Royal Infirmary)



The Bradford and Airedale Single Stroke Service is committed to ensuring the patient voice is the common thread that runs through all service and quality improvement plans. Working with Healthwatch has enabled the Bradford and Airedale stroke teams to start using lived experiences from stroke survivors of varying ages when decision making, co-designing and co-delivering service provision.

There is nothing more powerful than change that is brought about due to the lived experience of a patient.

Sayma Mirza
Head of Collaboration
Stroke Services
Bradford and Airedale

You asked: What happens after discharge from a hospital?

We answered: Both trusts currently offer a 6/52 package of care following discharge from hospital. Frequency of contact depends on clinical need as well as capacity within the team

You asked: What the process is for accessing physiotherapy and/ or speech and language support once out of hospital as experience shows this is difficult?

We answered: These services are offered by both trusts under the 6/52 package of care following discharge from hospital. Frequency again depends on clinical need as well as capacity within the team

You asked: How do GP practices prioritise care for stroke survivors? -Example given about accessing appointments

We answered: Our GP colleagues support patients by focussing on needs led assessment and input not condition specific therefore stroke patients are not explicitly prioritised. However great effort is made to improve secondary prevention and identify and control comorbidities that could cause further stroke events. Our GP colleagues are very interested in hearing suggestions for further co-design of services.

You asked: What stroke awareness training is done in schools and college?

We answered: This is outside of our remit as representatives for health but we are aware Age UK have previously delivered some training in local schools.



‘As a stroke survivor myself, being a Healthwatch Stroke Ambassador is a great opportunity for me, because I’m working with professionals to improve stroke services for future patients’

Geoffrey Render
Healthwatch Stroke Ambassador



Impact so far

Co-design: Healthwatch Stroke Ambassadors are attending and contributing to the ongoing experience based co-design workshops to plan for 7/7 therapy working across Bradford and Airedale

Co-delivery: Healthwatch Stroke Ambassador are attending the stroke operational group meetings to talk about the impact of the Healthwatch Stroke Ambassador network and project so far. The ambassadors are also involved with sharing their lived experiences at quality improvement events held across Bradford and Airedale

Decision making: The stroke ambassadors feedback has been incorporated into a document highlighting the gaps in service provision across Bradford and Airedale; this document is currently being reviewed regionally by the West Yorkshire Association of Acute Trusts (WYAAT). Clinical teams are also starting to attend some of the Healthwatch Stroke Ambassador network meetings to hear the patient and carer voice directly; which is helping to drive improvements.

Service and quality improvements: Through close working various improvement initiatives are underway; one such example includes the Stroke Ambassadors helping to create a map of stroke services available on discharge to stroke patients across Bradford, Craven and Airedale. This includes available NHS services for stroke care on discharge, as well as voluntary stroke groups in the community. The purpose of this map is to visually represent services and to highlight their contact details. The map will be handed out on wards by staff and volunteers

As a lot of feedback from Healthwatch Stroke Ambassadors relates to care at home in the community provided by social services, it is being considered whether a representative from Adult Services may join the project.



The future

Over the coming year Healthwatch Bradford and District will continue to support the Stroke Ambassadors and Network so that services and patient experience can continue to improve. We are also excited about our plans to extend the Healthwatch Ambassador Programme and model to cover other patient groups and communities of interest.