



## Case study: Perform

We know that our hospital has been overfull for some considerable time and that this has made us inefficient in the way we care for our patients.

We have seen a 9% rise in demand for unplanned care over the last year, yet with a frail patient population people tend need additional support to leave hospital, which means they can stay on our wards longer than is good for them. This in turn impacts on our ability to move new patients from our Emergency Zone and can, on occasion, lead to the postponement of operations and procedures.

We want to do better for our patients and have launched a development programme for our staff to help every employee understand the role they can play in helping our patients receive the care they need in the right place in a timely manner.

This programme –Perform– has seen a group of senior nurses, doctors and other staff within the organisation trained as coaches and they are now taking their learning out to wards to help staff of all levels understand the role they can play in supporting the patient journey.

This will enable all staff to take ownership of ensuring our patients are treated and discharged from hospital when they are medically fit to do this.

Staff and our partners have been given the opportunity to understand the vision we have for a hospital without unnecessary delays and there is a real enthusiasm within the organisation to work together as 'OneNBT' to improve the experience of all our patients.