

## ESTHER Café 18<sup>th</sup> November 2020 – Elaine’s story Improvement.

Top 3 Improvement Suggestions Group 1	Top 3 Improvement Suggestions Group 2	Top 3 Improvement Suggestions Group 3
<ol style="list-style-type: none"> <li>1. Consultant to arrange fitting of canula on same day of Consultant Clinic appointment, to eradicate waiting period for this.</li> <li>2. All professionals involved with Elaine’s care to have access to the single patient record system, to minimise repetition when attending appointments with the different professionals and organisations involved.</li> <li>3. Better joined up working between all involved in Elaine’s care, with all trained in Parkinson’s Disease.</li> </ol>	<ol style="list-style-type: none"> <li>1. All professionals involved in Elaine’s care to be trained in Parkinson’s Disease and more time to be available for listening.</li> <li>2. Ensure there is continuity of care, instead of long waiting periods.</li> <li>3. Ensure that all care is person centred and based on listening to Elaine.</li> </ol>	<ol style="list-style-type: none"> <li>1. Care plan to contain a link to a good information source on Parkinson’s Disease, so that all professionals accessing the care plan can be well informed and up to date with their knowledge.</li> <li>2. Better communication in place, regular checking in with Elaine. Communication to include family and carers depending on what is decided by the patient. Continue to build on trust through regular communication.</li> <li>3. System wide solutions to ensure agreed treatment plans are not completely compromised by unexpected factors or events.</li> </ol>