

St Helens Heart Failure Service: Improving information, quality and service knowledge

Our mission

To improve the knowledge and quality of information available to referrers and patients so that timely and appropriate patient care is delivered.

How we made the change

Qualitative research was carried out with GPs and patients in St Helens to understand their expectations and needs. We also discussed this with our own team to gain further insight.



Clinical Lead	Nurse Lead	Marketing Lead
Amanda Leyland	Karen Ashton	Amanda Burton

Why we needed to change

Patients told us they were unsure what to expect from our service and that they would benefit from receiving information prior to referral. GPs also said that they were unsure of the referral criteria, process and what the service offered.

The difference we made

By using insight from patients and partners we have developed a range of resources to increase awareness of the service and support appropriate referral. In addition to improving the process for referrers, we have also refined our service information for patients, so they know what they can expect from us and in turn we know what we can expect from them.

This has resulted in increased patient and staff satisfaction.



The way we do things around here