



Impact Reports – demonstrating what we have achieved

Please provide a short and concise overview of your project, max 200 words each box.

<p>Project Name: ACE (Accelerate, Collaborate, Evaluate) Patient Feedback</p>
<p>What we did: ‘Accelerate, Coordinate, Evaluate’ (ACE) Multidisciplinary Diagnostic Collaborative (MDC) is an innovative diagnostic pathway that challenges ‘silos’ in healthcare. We now want to conduct a survey to gain feedback from patients who have recently been through ACE to gain a better understanding of the quality of care and service we provide to our patients. Opinions and suggestions are important to us and will help us improve the Leeds ACE MDC (Multidisciplinary Collaborative)</p>
<p>Why we did it: The aim of this survey was to help us to get a better understanding of the patient’s experiences at the start of the pathway; the aim being to ask further questions at different stages of the ACE patient journey.</p>
<p>How we did it: Patients who had recently accessed the ACE pathway (within a month of them accessing it) were asked if they would complete a simple survey. People had the option of completing it via a scheduled telephone call (supported by Leeds Hospital Teaching Trust Patient Involvement Team) or via paper survey, or via an online link.</p>
<p>What was the result? From the feedback received so far, patients were extremely happy with the ACE process. It appears patients found it easy to access, fast and efficient. Patients had confidence in the process and the discussions with their CNS. Recommendations have been identified to improve the patient leaflet (which is underway) and to reinforce the message with GP’s the importance of explain to patients what ACE is and why they are being referred.</p> <p>Quotes: <i>“I felt very at ease with the process and was seen straight away and was able to talk to them very comfortable. If I have to be seen any time soon I would prefer to come to the ACE project.”</i> <i>“Thank you for the opportunity to express our appreciation for the journey so far. The system worked quickly and efficiently. The clinical Nurse was absolutely lovely, calm manner, explained everything that had happened so far and the next steps that were to happen in understandable manner. Rang back as soon as the next step was done and explained what was to happen next. If all departments were this efficient the NHS would have far fewer problems. Thank you.”</i></p>
<p>Statistics and facts:</p> <ul style="list-style-type: none"> ● In total we had 55 responses ● 39 % of respondents said the GP explained what ACE was

- 84% of respondents felt their wait time from seeing the GP to the CNS was 'completely reasonable'
- 96% of respondents had confidence in their CNS appointments, with 98% of respondents saying the next steps were clearly explained.
- 98% of respondents said that the setting met their needs
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Timescales of project:

- May-July 2019 (Engagement)
- Ace as a pathway started in July 2017 and is ongoing