

**OP10**

**MyCare journal**

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*Abstract*

Apple ward in Hinchingbrooke Hospital consists of both medical and stroke patients. Many patients on the unit have had ailments which affect their communication, which ranges from dementia to dysarthria following strokes. The aim of this project was to provide a tool that would help staff be more familiar with patients who may struggle to communicate and provide more comfort in their care, for example by playing TV shows they enjoy, or providing food and beverages they enjoy, which would make their stay in hospital more pleasant. To develop a communication tool which would enable the staff on stroke/geriatrics ward at Hinchingbrooke hospital to provide personalised care for patients who may struggle to communicate. The leaflet was based off 'Patient Passports' which were used in the critical care unit in Salford Royal hospital. The MyCare journals are to be filled by family/friends and left at the bedside for staff to access when needed.

I developed the MyCare journal on Canva and I used bright colours to draw attention from the audience. I took inspiration from the

questions on the original Patient Passport but tailored them to make them more suitable for the geriatrics/stroke ward. I used semi-structured interviews to assess feedback from relatives and staff and provided them with copies to keep and use. The questions included their view on the design, prompts, and whether they would change anything with the MyCare journal. Overall, I interviewed three patient families, two doctors on the medical team, and one stroke occupational therapist.

This is an ongoing pilot project, so I am continuing to gain feedback. So far, there has been overwhelming positive feedback from families, they have liked the purpose of the leaflet and the design. They also found the section on mobility aids and glasses extremely useful. The feedback from the medical and therapy team has also been very positive, they felt that it would help to personalise patient care and make the patients more comfortable during their stay. Overall, families have given positive feedback on the MyCare journal. One challenge I have faced is how to encourage use of the passport on the ward as this would require ongoing prompts to ensure it is given to patients with communication difficulties. There was quite a limited sample size, partially due to time constraints and partially due to the fact that not all families were available. There is also difficulty in implementing and keeping the project going. I discussed this with the occupational therapy team; they previously had a similar project ongoing, and they were keen to use this one with patients.

Keywords: *patient journal; patient journey; patient passport; communication tool*

