

Stroke Services Engagement across North Yorkshire

Background

In North Yorkshire, stroke care has been reorganised across all localities with Hyper Acute Stroke Units (HASUs) located at Middlesbrough's James Cook Hospital, York Hospital, Leeds General Infirmary and Hull Royal Infirmary with an expectation that this will deliver high quality stroke care, in line with national clinical best practice, for all our patients.

In April 2019 stroke care for Harrogate patients was reconfigured to ensure access to high quality stroke care at the HASUs in either York or Leeds depending on patient location.

The Acute Stroke Services at Scarborough Hospital have been under pressure since 2015. In May 2020, temporary changes at Scarborough Hospital were implemented and involved patients who suffer a stroke in the Scarborough and Bridlington area to receive hyper acute stroke care (typically up to the first 72 hours of care) at York Teaching Hospital, Hull Royal Infirmary or James Cook University Hospital rather than receiving initial assessment and care (scan and thrombolysis where appropriate) at Scarborough Hospital.

In June 2021 the findings and data associated with the direct transfer model for patients on the East Coast, along with background information on the national picture in terms of stroke care, were shared with the North Yorkshire Scrutiny of Health Committee. They were satisfied that the nationally recommended stroke pathway delivered improved benefits and outcomes for those North Yorkshire patients who would previously have received their initial treatment at Scarborough Hospital, and they were happy to recommend that this direct transfer model be made permanent in line with the stroke pathway being delivered elsewhere in North Yorkshire.

At this time, a commitment was made for NYCCG to undertake an engagement exercise.

Objective

The key aim of the engagement exercise is to:

- Enhance the public understanding of the current delivery model of stroke services across North Yorkshire and East Riding CCG.
- Describe the national recommendations and why it is important that a patient having a stroke or suspected stroke needs to get the specialist treatment in the quickest time.
- Understand the patient experience of those who had been through the stroke pathway in the last 18 months.

Methodology

Public events – In partnership with Healthwatch North Yorkshire, two events were held to discuss the stroke pathway for NYCCG one for Harrogate area patients and one for the East Coast patients working with East Riding CCG. These are the two areas where the hyper acute stroke pathway has been brought in line with national clinical best practice over the last few years.

These events were delivered virtually and led by front line working clinicians through a presentation follow the patient journey. This included discussion of hyper acute service provisions in specialist centres, with a focus on what stroke treatment looks like from a patient perspective from becoming unwell to entering supported rehabilitation in the local area and provide an opportunity to ask questions/share views.

- Local GP – recognising the signs of a stroke and prevention
- Background – the national changes and the local context
- Yorkshire Ambulance NHS Trust – to describe how they get the patient to hospital
- Hyper Acute Stroke Unit – the treatment provided
- Rehabilitation – How you will be supported
- National Stroke Association – Life after stroke

Harrogate Event – held 11 November 2021 – was supported with clinicians and healthcare representatives from: Harrogate and District NHS Foundation Trust, Yorkshire Ambulance NHS Trust, York and Scarborough NHS Foundation Trust and Leeds Teaching Hospitals NHS Trust and National Stroke Association.

Ten members of the public registered to attend the virtual event and eight members joined the event. No concerns were raised about the current model and a patient experience was shared and reinforced the need to ensure that each person is able to access the best possible care.

The presentation, supporting recordings and questions and comments raised during the event are available at: <https://northyorkshireccg.nhs.uk/get-involved/patient-engagement/previous-engagement/>

East Coast Event – held 17 November 2021 which as supported with clinicians and healthcare representatives from: Yorkshire Ambulance NHS Trust, York and Scarborough NHS Foundation Trust and Hull University Teaching NHS Hospitals, Humber Teaching NHS Foundation Trust and National Stroke Association.

Thirty-six members of the public registered to attend the virtual event and 24 members joined the session. Many of the questions raised were around the transport times by the ambulance service and the impact that this may have on the start of stroke care. Others were on the demise of the Scarborough stroke service which was well thought of. In

response the ambulance service reassured the participants that in most cases a patient conveyed Scarborough Hospital first would take longer to receive the clinically excellent treatment available at a HASU and this would detrimentally affect their outcome. They were also reminded that in order for a unit to be clinically viable it requires the staff to see 600 strokes a year and in the case of Scarborough Hospital this number is around 300 so it would never reach the required threshold to allow staff to maintain their clinical skills. In addition, despite multiple attempts to recruit, it has not been possible to recruit the staff required to provide a HASU on the East Coast. The meeting was also advised that when audited the former stroke unit at Scarborough was consistently rated as a 'D' or an 'E' whereas the HASU at York rates at either an 'A' or a strong 'B' with outcomes above the national average.

Yorkshire Ambulance Service (YAS) also advised that they have procured 28 more ambulances, which will be on the road before Christmas, to support the transport of patients which should ease waiting times.

Although there was a vocal minority who challenged the move to the new stroke pathway, despite the clinical benefits and the national drivers, there were also those who attended the meeting who were grateful for the opportunity to better understand the stroke pathway and were reassured by what they heard.

- *'Thank you, a lot of things are clearer now. It is clear that we are not being victimised on the East Coast, we are getting the best treatment possible, especially with very limited resources.'*
- *'Thanks for the presentation. As a student, I've learnt a little more about the pathway for people after suffering from a stroke.'*

The presentation, supporting recordings, questions and comments raised during the event are available at: <https://northyorkshireccg.nhs.uk/get-involved/patient-engagement/previous-engagement/>

Patient feedback – During the exercise we reached out to service users, carers and their families to share their experiences

- We spoke directly with 10 patients and their family members from the Scarborough area, who had or were receiving rehabilitation from the community team and agreed to share their own experiences having been through the stroke pathway and accessed the HASU at York Hospital.
- Example of what we heard was shared in the presentation - some very positive feedback towards the paramedics, the staff at the stroke unit at York Hospital and the staff providing community rehabilitation, further comments below:

“By being sent to a centre of excellence for stroke patients, I feel that my outcome was the best that could be achieved. I am sure that my full recovery might not have happened at my local hospital”

“NHS 111 were excellent, they alerted the ambulance and stayed on the phone talking to me until the ambulance arrived”

“The ambulance crew got me to York, I have no complaints they were so helpful”

“York is a long way to travel from Filey – but my husband received excellent hospital care at York Stroke Unit”

“When arriving at York I was greeted by the stroke team, who I must say were brilliant and very caring”

“The nurses at York were my angels sent from heaven, they went above and beyond the call of duty”

“The physio who came was so encouraging – really helped with my recovery”

“I was discharged on the Wednesday, got a phone call from the physio and they came to see me the following Monday – came for 6 weeks - could not have done more”

- As well as receiving the positive comments we also heard where the experience could be improved, the one key theme raised by many of the patients was the need to have a support network available following discharge from the community service and knowing who to contact if they needed help, with a specific focus on the emotional wellbeing and life after stroke.

Patient Experience Survey – In partnership with Healthwatch North Yorkshire and with support of East Riding Clinical Commissioning Group and our local acute hospitals, a patient survey was shared with a random sample of patients who have experienced the stroke pathway in the last eighteen months, including patients transported to Hull and York HASUs.

The survey aimed to seek feedback on how the patient travelled to the HASU, at which HASU they were treated at, how long they were treated for, where they were discharged to and what their overall view is of the quality of the service and treatment that they received.

Key facts: A total of 355 surveys were shared with patient – 145 patients from the East Riding area, who received care in either Hull or York HASU – 176 patients from the Scarborough and Ryedale area and 34 patients from Harrogate area who received care at the HASU in York.

114 surveys returned – 47.2% (52) patients from the East Riding area – 31% (34) patient from the Scarborough area – 13.6% (15) patients from the Ryedale area – 7.2% (8) patients from the Harrogate and District – 1% (1) patient from Whitby area.

(not all responders shared their postcode)

Please see Appendix 1 for the full survey results

In summary –The feedback from those who participated in this survey and shared their own personal experiences with us is overwhelmingly positive regarding the care and treatment. Although some anxieties remain about the new stroke pathway, particularly from residents on the East Coast and mainly related to travel and transport times, those who experienced the new pathway were very positive about the care that they received at the HASU.

The direct transfer model of stroke care, initially introduced in 2020 as a result of sustainability issues at Scarborough Hospital but now recommended as clinical best practice for stroke care, is seen as the most appropriate and evidence based service model for East Coast residents. This will ensure that all residents of North Yorkshire will now have access to the same high quality stroke care at a Hyper Acute Stroke Unit wherever they live in North Yorkshire.

It remains the view of North Yorkshire CCG, Yorkshire Ambulance Service, the Acute Trusts, the Stroke Network and the Stroke Association that there is no viable alternative delivery model for stroke services for East Coast patients which meets the required National clinical standards.

The next steps –A programme of engagement will be developed to ensure we maintain a focus on stroke:

- Stroke awareness and the F.A.S.T campaign – findings show that some people call for emergency care much later than they should
- Greater awareness of prevention of stroke and lifestyle changes
- Continue to develop NYCCG stroke services web space
NYCG has a designated section on the website, providing detailed information on the changes to the stroke services across North Yorkshire.

<https://northyorkshireccg.nhs.uk/your-health-and-local-services/stroke-services-in-north-yorkshire/?highlight=stroke>)

Share your experience – survey results about the stroke services (December 2021)

Background

In partnership with Healthwatch North Yorkshire a patient survey was shared with patients or their carers to complete who have experienced the stroke pathway in the last eighteen months. The survey aims to seek feedback on how the patient travelled to the Hyper Acute Stroke Unit (HASU), at which HASU they were treated at, how long they were treated for, where they were discharged to and what their overall view is of the quality of the service and treatment that they received.

Objective

To key aim of this engagement is to gain a greater understanding of the patient experience of people who have either had a stroke or suspected stroke and experienced the stroke pathway.

Methodology

Our colleagues in the hospital shared the survey with 355 patients, selected at random who had experienced the hyperacute stroke pathway in the region, during the last 18 months.

- 145 patients from the East Riding area, who received care in either Hull or York HASU
- 176 patients from the Scarborough and Ryedale area and 34 patients from Harrogate area who received care at the HASU in York.

Summary of feedback

A total of 114 surveys were completed, 82.30% (93) were patients who had had a stroke or suspected stroke. **31% (34)** patients from the Scarborough area, **47.2% (52)** patients from the East Riding area

87.97% (95) rated the experience from home to HASU as very good/good

- The ambulance staff looked after me very well, the journey was all good. I was more than happy to go to York as I knew they were going to help me.
- Can't remember a lot but it was quick and well organised
- The ambulance staff were excellent, and I was greeted by the stroke team at York
- Comfortable with friendly, caring paramedics.

91.51% (97) rated the overall experience in the Hyper Acute Stroke Unit as very good or good.

- All the staff were marvelous, the staff at York were fabulous. I cannot fault anything at York Hospital
- They helped me to understand. I felt scared not knowing what was happening to me.
- Everyone was so good, helpful and caring
- There was no hanging around and I was treated efficiently and quickly
- To say that we are grateful for the skill of the Surgeon is an understatement. He did an amazing job and saved my brother from a severe stroke or death. He is now back to his normal self. Thanks to the team in York.

73.45% (83) rated the overall discharge process as very good or good.

- Discharged very quickly and would have liked more notice to arrange journey home
- Told an ambulance would bring her home then after a long wait asked to go and fetch her
- Car booked to take me home to Scarborough. Tablets explained carefully to me by staff on duty
- Waiting for medication was the only problem.

50.44% (57) of responders received rehabilitation and **44.25% (50)** did not

- This was difficult to arrange as it seems there was only one physiotherapist covering the North York Moors area, but the young lady came several times and was very helpful getting my arm and hand working and giving me advice for the future.
- There was a gap between discharge and community rehab - the hospital had difficulty communicating with Community Services in Scarborough and we had little information about what would happen. Although an Occupational Therapist did visit within weeks, Speech Therapy was too late to be of any use.

87.10% (54) responders rated the overall rehabilitation as very good or good

- Received outstanding treatment - 4 visits per week for 6 weeks and 2/3 visits per week thereafter, treatment ongoing - Physio's exceptional.
- It took nearly 6 weeks to be contacted at home although we were in a pandemic so understandable.
- I had to wait a few weeks but once they contacted me service was very good.
- Very efficient and professional care received

Feedback relating to the location of the Hyper Acute Stroke Unit

"Filey is a long way to travel to **York**, but we understand you need to go to the bigger hospital."

"I went to **Scarborough** in the first instance but was dismayed when taken to **York** which is such a pity with a population size of **Scarborough**. I am glad it was only a TIA and not a full stroke.

"I would have liked to have my treatment at a hospital nearer to where I live!"

In summary The feedback from those who participated in this survey is overwhelmingly positive regarding the patient experience. The travel is a concern raised for family members who have to travel when not at their local hospital, but those who experienced the new stroke pathway have shared positive feedback regarding the care and treatment they received from all services involved, including the paramedics, the treatment received at the HASU and rehabilitation.

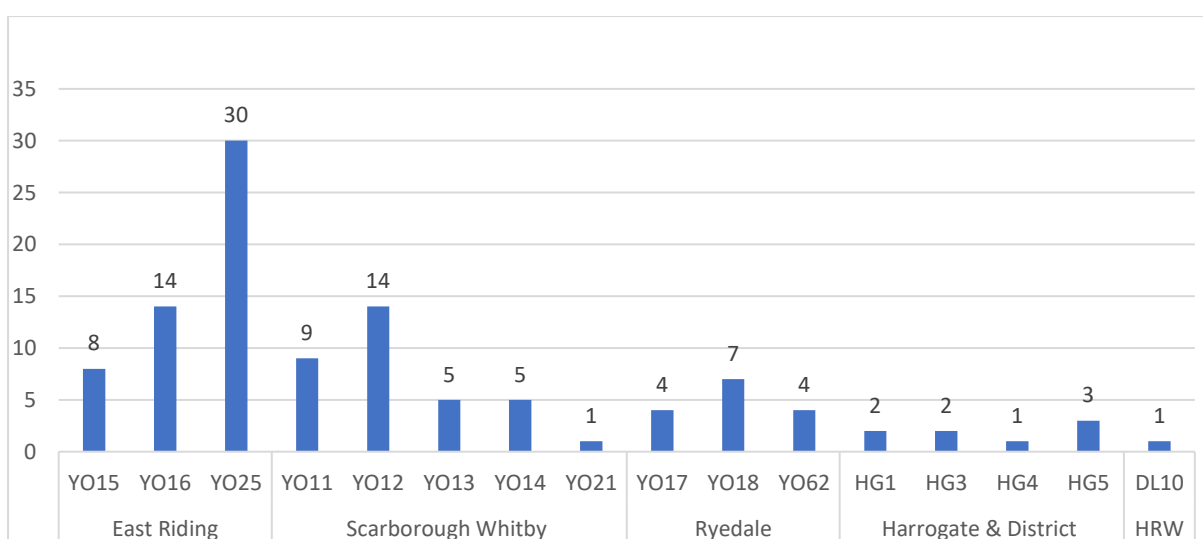
Issues raised regarding the discharge process being delayed due to waiting for an ambulance and medication were a concern and having to wait for community rehabilitation was a particular concern in the Scarborough area. This is already been addressed, work is being undertaken to review all community stroke services to improve equity across the Humber Coast and Vale and nationally. However, the results of the survey show that those who did require rehabilitation 87% rated as very good or good.

For the full data set please see below:

1. Are you completing this survey as:				
Answer Choices			Response Percent	Response Total
1	A stroke or a suspected stroke patient		82.30%	93
2	A carer of someone who has had a stroke or a suspected stroke		3.54%	4
3	A family member/relative of someone who has had a stroke or a suspected stroke		12.39%	14
			answered	113

2. How long ago did you, or the person you are completing this survey on behalf of, experience a stroke or a suspected stroke?				
Answer Choices			Response Percent	Response Total
1	In the past 6 months		28.32%	32
2	6-12 months		44.25%	50
3	12-18 months		27.43%	31
			answered	113





3. Which area do you live in? / What is the first part of your postcode (e.g. DL7)				
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110 responders shared their postcode - 47.2% (52) patients were from the East Riding area – 31% (34) patients from the Scarborough area – 13.6% (15) from Ryedale – 7.2% (8)





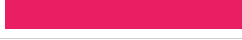

patients from Harrogate and District and 1% (1) from the Hambleton and Richmondshire locality.

3. Section 2 - your journey

4. What action did you, or the person who had a stroke or a suspected stroke, do at the onset of symptoms?				
Answer Choices			Response Percent	Response Total
1	Called an ambulance		66.67%	76
2	Called NHS 111		21.05%	24
3	Went direct to A&E		7.02%	8
4	Other (please specify):		6.14%	7
			answered	114
			skipped	0




At the onset of symptoms, 66.67% (76) responders advised they called an ambulance, 21.05% (24) called NHS 111 in the first instance who then arranged an ambulance. Only 7.02% (8) responders made their own way to A&E.

4. If you called an ambulance please answer these questions

5. If an ambulance was called, which hospital were you, or the person who had a stroke or suspected stroke taken to?				
Answer Choices			Response Percent	Response Total
1	Castle Hill Hospital		0.00%	0
2	Friarage Hospital		0.00%	0
3	Harrogate District Hospital		2.47%	2
4	Hull Royal Infirmary		40.74%	33
5	James Cook Hospital		1.23%	1
6	Leeds General Infirmary		0.00%	0
7	Scarborough Hospital		11.11%	9
8	York Hospital		41.98%	34
9	Other (please specify):		2.47%	2
			answered	81
			skipped	33

The responders who called an ambulance 40.74% (33) were taken to Hull Royal Infirmary and 41.98% (34) to York Hospital.




6. Was the hospital you, or the person who had a stroke or suspected stroke, taken to the closest hospital to you?

Answer Choices			Response Percent	Response Total
1	Yes		51.85%	42
2	No		44.44%	36
3	Not sure		3.70%	3
			answered	81




51.85% (42) of responders who were taken to hospital were taken to the one closest to their home

Of the 24 responders who contacted NHS 111, in all cases but two an ambulance was sent. The other cases, the patients were able to get to hospital by family.

8. If NHS111 alerted an ambulance which hospital were you, or the person who had a stroke or suspected stroke taken to?





Answer Choices			Response Percent	Response Total
1	Castle Hill Hospital		0.00%	0
2	Friarage Hospital		0.00%	0
3	Harrogate District Hospital		0.00%	0
4	Hull Royal Infirmary		25.00%	6
5	James Cook Hospital		0.00%	0
6	Leeds General Infirmary		0.00%	0
7	Scarborough Hospital		29.17%	7
8	York Hospital		45.83%	11
9	Other (please specify):		0.00%	0
			answered	24
			skipped	90

9. Was the hospital you, or the person who had a stroke or suspected stroke, taken to the closest hospital to you?


Answer Choices			Response Percent	Response Total
1	Yes		62.50%	15
2	No		33.33%	8
3	Not sure		4.17%	1
			answered	24

6. If you went directly to A&E, please answer these questions



10. If you went directly to A&E which hospital did you/or the person you care for initially attend?

Answer Choices			Response Percent	Response Total
1	Castle Hill Hospital		0.00%	0
2	Harrogate District Hospital		0.00%	0
3	Hull Royal Infirmary		12.50%	1
4	James Cook Hospital		0.00%	0
5	Leeds General Infirmary		0.00%	0
6	Scarborough Hospital		62.50%	5
7	York Hospital		12.50%	1
8	Other (please specify):		12.50%	1
			answered	8
			skipped	106

11. Was this the closest hospital to you when you/or the person you care for had a stroke or a suspected stroke?




Answer Choices			Response Percent	Response Total
1	Yes		100.00%	8
2	No		0.00%	0
			answered	8
			skipped	106

12. Thinking of the hospital you/or the person you care for first presented at, were you/they transferred to another hospital to continue treatment?






Answer Choices			Response Percent	Response Total
1	Yes		75.00%	6
2	No		25.00%	2
3	Not sure		0.00%	0
			answered	8
			skipped	106

7. Section 3 - Hyper Acute Stroke Unit

13. If you/or the person you care for was transferred, which Hyper Acute Stroke Unit were you/they transferred to, to continue treatment?

Answer Choices			Response Percent	Response Total
1	Castle Hill Hospital		0.00%	0
2	Hull Royal Infirmary		25.96%	27
3	James Cook Hospital		0.96%	1
4	Leeds General Infirmary		0.00%	0
5	York Hospital		59.62%	62
			answered	104
			skipped	10

14. Overall, how would you/or the person you care for describe the experience from home to arriving at the Hyper Acute Stroke Unit?

Answer Choices			Response Percent	Response Total
1	Very Good		50.93%	55
2	Good		37.04%	40
3	Acceptable		7.41%	8
4	Poor		2.78%	3
5	Very Poor		0.93%	1
			answered	108
			skipped	6

Please explain your answer (37)

Patient was rushed up to Newcastle too.

The ambulance staff looked after me very well, the journey was all good. I was more than happy to go to York as I knew they were going to help me.

After some time in A&E I was transferred to the stroke ward.

Can't remember a lot but it was quick and well organised

The ambulance staff were excellent, and I was greeted by the stroke team at York

Comfortable with friendly, caring para medics.

Taken to emergency dept accessed and then to acute stroke ward

I was unconscious most of the time. I awoke in a wheelchair at Scarborough Hospital. I remember being transferred to the ambulance to York Hospital but then slept. I felt well looked after. It was very cold.

The ambulance team took my husband to York and the stroke team were waiting at the door

I was looked after from Ambulance to Hospital very well

They were kind and efficient

Felt well looked after and comfortable

Everyone was fantastic

13. If you/or the person you care for was transferred, which Hyper Acute Stroke Unit were you/they transferred to, to continue treatment?

Extremely efficient from entry by ambulance to leaving hospital. Coordination between all parties was brilliant.

All NHS staff were helpful and attentive

A first responder came to my home initially and then an ambulance arrived and took me to Hull Royal Infirmary. Very swiftly into the hospital and was dealt with immediately

The ambulance people were so good and did not leave me

I had to spend a long time at Scarborough A & E as it was very busy and was then told that I needed to be sent to York Unit. That was an ambulance journey, and it went well. I was then admitted to the stroke clinic there but late in the afternoon.

Even though we were aware that we were in the Covid crisis and understood that precautions had to be taken, to be told to wait in a carpark for some kind of medical attention and to be told to drive my brother to a hospital 20 miles away without an ambulance was very poor indeed.

Having taken him to Scarborough he had tests done and it was realised that he may have a blockage in his Carotid Artery and would have to be transferred in an ambulance to York. He was operated on in York.

It took quite a while to get me off and on the way to York.

Very professional and reassuring despite the treatment.

Often left without a bell and access to a bottle - relied on other patients to help out!!

Kept a close check on me all the way

Refused at Scarborough Hospital - taken to York

Quicker to have been taken to James Cook instead of York

Waited 1 week for an MRI scan to confirm stroke - no physio






Both Scarborough and York Hospitals very good

Treated very well





The paramedics were very good - explained everything they did every step of the way and told me what would happen in hospital

Communication from Scarborough very poor - not told that being moved to York

15. How long did you/or the person you care for spend in the Hyper Acute Stroke Unit?

Answer Choices			Response Percent	Response Total
1	Less than 24 hours		6.48%	7
2	1 - 2 nights		33.33%	36
3	3 - 4 nights		27.78%	30
4	5 – 6 nights		11.11%	12
5	7 or more nights		21.30%	23
			answered	108
			skipped	6

16. Overall, how would you or the person you care for rate the experience in the Hyper Acute Stroke Unit?

Answer Choices			Response Percent	Response Total
1	Very Good		57.55%	61
2	Good		33.96%	36
3	Acceptable		5.66%	6
4	Poor		2.83%	3
5	Very Poor		0.00%	0
			answered	106
			skipped	8

All the staff were marvellous, the staff at York were fabulous. I cannot fault anything at York Hospital

They helped me to understand. I felt scared not knowing what was happening to me.

Everyone was so good, helpful, and caring

I was amazed at the care when the hospital was under such pressure with COVID.

Hospital staff were always attentive and carefully explained my condition. They were very sympathetic about my painful headaches.

They were excellent, couldn't do enough for you

The care I had was wonderful I thank staff very much indeed

The treatment and care at Bridlington Hospital was very good

Again felt well looked after and comfortable

All staff caring and looked after me really well

Staff were very helpful and cheerful

Efficient pleasant staff - very professional

I was confident that everyone wanted to do their best for me. It was reassuring to see Consultants/Registrars on the ward. Very smooth and all staff excellent.

Everyone was so kind and sorted me out

The staff were helpful and kind. The consultant explained some things to me and the OT who undertook some tests was sympathetic to the fact that I found everything very outside my usual experience. Please note this was also during Covid times and my husband had to deliver items to the hospital and not visit me.

To say that we are grateful for the skill of the Surgeon is an understatement. He did an amazing job and saved my brother from a severe stroke or death. He is now back to his normal self, thanks to the team in York.

I have no complaints. The Doctors, Nurses and the Paramedics were very good.

Great care despite being very busy

There was no hanging around and I was treated efficiently and quickly

Scarborough Hospital was acceptable

Wonderful staff and care - cannot praise them enough

Well looked after

They got me medically fit - nothing else - no rehab

Unable to get update when rang the ward.

16. Overall, how would you or the person you care for rate the experience in the Hyper Acute Stroke Unit?

Because of COVID I was in a small room on my own most of the time




All went well

Told me what was happening to me and why - very kind

He contacted COVID in York Hospital, but this was not realised until he had been moved to the Stroke Unit. He was then moved to COVID ward at Scarborough Hospital and then to Bridlington.







8. Section 4 – Discharge and rehabilitation

17. Thinking about when you or the person you care for was discharged from hospital - where were you/or the person you care for discharged to?

Answer Choices		Response Percent	Response Total
1	Home		84.96%
2			0.88%
3	Local hospital (please specify)		14.16%
		answered	113
		skipped	1
<p>White Cross Court</p> <p>Transferred from York Hospital to rehabilitation unit at Bridlington Hosp. Remained there for 10 weeks then home.</p> <p>Bridlington Hospital</p> <p>Scarborough</p>			

Results show 84.96%(96) of responders advised they were discharged home following treatment at the HASU. 14.16% (16) responders were transferred to local hospitals eg: Bridlington, Scarborough and White Cross Court in York.

18. How would you or the person you care for rate the discharge experience?

Answer Choices		Response Percent	Response Total
1	Very Good		40.71%
2	Good		32.74%
3	Acceptable		18.58%
4	Poor		4.42%
5	Very Poor		0.88%
6	N/A		2.65%
		answered	113
		skipped	1

18. How would you or the person you care for rate the discharge experience?

Please explain your answer (40)

Left the ward with no escort to reception so got lost on the corridors

I had a long wait in the discharge area but kindly supplied with tea. Appears to be a disjoint between discharge and collection for home - wife told I would be discharged later than I was.

The discharge from the stroke unit was fine, it was in White Cross where the problem was. The family brought my husband home

Brought home by car accompanied by 2 physiotherapists

Exceptional

Waited for Consultant to discharge me but he had gone. Someone else had to do it

I was informed that I would be contacted by a Stroke Nurse and an occupational therapist for a series of visits. This was done very well.

Transported sitting in discomfort

Being rushed into hospital did not have any money with me. The staff arranged a taxi for me to go home in.

Kept me informed to what was happening throughout

Waiting for medication was the only problem.

Had to wait until late afternoon for hospital medication and discharge

I was told I could be collected. The person who did the discharge explained the paperwork and what would happen next.

My brother was told on the morning of his discharge that he could come home at 1400. I drove the 40 miles to the hospital in York to be in time for his discharge. After waiting a good hour she arrived with the papers and told us she would ask a porter to come and take him down to the dispensary to collect him medication. On arriving in the dispensary, it was very full. I informed the nurse on duty that we had to collect medication. Sitting there I noticed that most of the patients were waiting for cars to take them home. After waiting another hour, I went to the desk to ask what the procedure was for getting the medication she looked on her desk at different packages and said that the medication had arrived, and she just had to check it and we could go. By this time it was gone 1700.

Louise and Sylvia (The Stroke Team) helped me. Getting me a "walking trolley" (which I needed before I had the stroke) and a stool for the bathroom. My mobility is not good. The Speech Therapist, Jacinta, called me September and called me again. The begin with, on discharge, I was left on my own. However, the Doctors at York after many tests said they were "satisfied with me medically".

Discharged very quickly and would have liked more notice to arrange journey home

Saw no Doctor on discharge due to it being the weekend so the Staff Nurse sorted everything - my discharge letter was posted out a week later. Had to find my own way out - felt anxious

Told an ambulance would bring her home then after a long wait asked to go and fetch her

Car booked to take me home to Scarborough. Tablets explained carefully to me by staff on duty

Getting back to Whitby caused a problem - so I had to wait while it was sorted out to get me back to Whitby which York did.




On discharge from Scarborough Hospital - looked scruffy - dirty feet odd slippers on - needed a shave etc.

Discharge delayed due to lack of ambulances




Seemed rushed

On discharge he was in a bad way - This I believe was because he had not been given his prescribed medication. It was several days until he resembled normal.




19. Thinking about the discharge from hospital, did you/or the person you care for receive rehabilitation? (ie: physiotherapy, occupational therapy or speech therapy)

Answer Choices			Response Percent	Response Total
1	Yes		50.44%	57
2	No		44.25%	50
3	N/A		5.31%	6
			answered	113
			skipped	1
<p>Eventually after chasing up.</p> <hr/> <p>Physio and speech therapy assessment. Awaiting first actual appointment due to COVID it has been delayed</p> <hr/> <p>This was difficult to arrange as it seems there was only one physiotherapist covering the North York Moors area, but the young lady came several times and was very helpful getting my arm and hand working and giving me advice for the future.</p> <hr/> <p>There was a gap between discharge and community rehab - the hospital had difficulty communicating with Community Services in Scarborough and we had little information about what would happen. Although an OT did visit within weeks, Speech Therapy was too late to be of any use.</p> <hr/> <p>I received some physiotherapy input - some in person and some via video link. That was for 6 weeks.</p> <hr/> <p>I received regular visits from the stroke nurse who mostly was monitoring my blood pressure and issued me with the stroke information pack. They were for 6 months. Now this has ceased. She was sympathetic to the impact this had all had on my life and was someone I could talk to about issues such as ability to drive, poor sleep etc and she did contact the GP on my behalf about some of the drugs I was on.</p> <hr/> <p>Physio came once and I fell through the cracks, and it ended after first visit.</p> <hr/> <p>Speech and Occupational therapy performed during my time in Hospital 1-2 days. Advised of contact number if required after discharge.</p>				






20. Where did you, or the person you care for receive rehabilitation?

Answer Choices			Response Percent	Response Total
1	Home		82.81%	53
2	Local hospital (please specify)		15.63%	10
3	Health Centre (please specify)		1.56%	1
			answered	64
			skipped	50
<p>Scarborough hospital and Bridlington hospital and then home</p> <hr/> <p>Bridlington Hospital</p> <hr/> <p>After discharge from Bridlington Hospital</p> <hr/> <p>White Cross Rehabilitation</p>				

21. If rehabilitation was received at home, how long did you/or the person you care for have to wait for the first visit?

Answer Choices			Response Percent	Response Total
1	Within the first week of discharge		31.82%	35
2	More than a week after discharge		21.82%	24
3	N/A		46.36%	51
			answered	110
			skipped	4

22. How would you,or the person you care for rate the overall rehabilitation experience?

Answer Choices			Response Percent	Response Total
1	Very Good		53.23%	33
2	Good		33.87%	21
3	Acceptable		8.06%	5
4	Poor		1.61%	1
5	Very Poor		3.23%	2
			answered	62
			skipped	52

Great once in place

I had someone visit to provide help with physio, my diet and another person to help with my emotional wellbeing. Each and every one of them were excellent, they supported me in being able to walk without my sticks.

Very good and well looked after

So far physio ongoing without need for physio now. Awaiting speech therapy

There were so encouraging and brought me on so well

It was all I would have expected and got my arm working again. My face recovered on its own.

Showed real concern for my welfare and gave me valuable advice and help. Gave me confidence to recover from my stroke.

Received outstanding treatment - 4 visits per week for 6 weeks and 2/3 visits per week thereafter. treatment ongoing. Physio's exceptional.

It took nearly 6 weeks to be contacted at home although we were in a pandemic so understandable

I had to wait a few weeks but once they contacted me service was very good.

Exceptional

Very efficient and professional care received

The therapists were very helpful

22. How would you, or the person you care for rate the overall rehabilitation experience?

Patient would have liked more opportunities to walk around the ward

Excellent - lots of advice from nurses etc

I was not in need for urgent help and started to do exercises as the hospital told me before I left. When the girls came, they gave me more exercises to do but said I was doing very well. They did give me more confidence to carry on.

The physio gave me exercises and also arranged for a stick of the right "length" to be delivered. She had to discharge me after 6 weeks but advised I could pursue "Pilates" style physio if I could.

Two follow up phone calls - re-assuring and caring

Once in place and had contact with the stroke team who were excellent. Unfortunately, they were not alerted of his discharge from Bridlington Hospital so did not get in touch with me.

It didn't happen - I fell through the cracks. The physio was taking other clients elsewhere - short staffed. He rang me 4 weeks later to explain why he had not come anymore and apologised. I did not hear from anyone else.

Speech therapists were understanding, patient and kind and helpful

Non-existent after initial six weeks

They came to the house

The care team did the best they could under the COVID restrictions. Sometimes it felt very lonely and isolated

9. Overall experience

23. Is there anything else you/or the person you care for would like to share with us regarding your experience of a stroke or suspected stroke?

Answer Choices	Response Percent	Response Total
I did not know I was having a stroke, the symptoms did not ring true. With the help of a neighbour, I was able to access hospital care promptly and after the right tests, I was taken to York Hospital, who I cannot fault. All the staff were so nice and supportive, I spent three days in York Hospital, and I cannot thank them enough.		
Overall doctors and nurses were very good and helpful after care was excellent and much appreciated		
It is believed I had a mild stroke when I had an operation at York hospital. My OT identified this and was the one during a visit who realised I was possibly having a stroke and called my doctor 111 and ambulance		
I was scared to go to hospital but did not find the experience bad. The staff were excellent. I wish there was a hospital in this area as Hull Royal is quite a long way		
It is really hard for the family not being able to see (relative) for such a long time and I also don't think it's fair on the patients		
I was impressed by the consultant at York and with the number of tests carried out. It is good when the staff take the trouble to explain procedures.		
I went by ambulance to emergency dept in February this year nausea and mild chest pain during the process got sudden left side numbness and sudden loss of balance during examination by doctor 'This was early hours of the night Was sent for urgent CT scan and a nurse from stroke ward took charge Was taken on trolley to side ward on stroke unit and interviewed by the sister who at times was sarcastic was left on trolley no water to drink no bottle to use and the window opened very wide by		

23. Is there anything else you/or the person you care for would like to share with us regarding your experience of a stroke or suspected stroke?

sister very cold in February not shown where a bell was to get attention and stayed on trolley till day staff came on duty on reflection it was shocking the lack of care

Although I was recovered enough to drive a few months after my stroke, there was a great deal of confusion about what I needed to do administratively to be able to drive. It took nearly 9 months to sort out what I needed to do, causing great inconvenience to my young family, as my wife was also very ill and couldn't drive.

Filey is a long way to travel to York, but we understand you need to go to the bigger hospital. Did not like the care received in White Cross, my husband was in a room with dementia patients, and it was not appropriate for his stroke recovery.

Thank goodness I didn't need any rehabilitation I wasn't left with any side effects or difficulties

The ambulance turned up in good time. On arriving at Hull Royal I was dealt with quickly and professionally. My experience was brilliant - I can't praise the medical team enough. "Saved by Angels"

The care from Ambulance to York then to Hull was fantastic and was vital to me making a full and speedy recovery. Great Job!

I was told someone would see me when I got home but I haven't seen anyone. Fortunately I am OK and do visit my Doctors surgery. I also received phone calls from the Doctor at York asking me how I was.

I am very pleased with the treatment I have received and have felt very well looked after.

I consider that my wife had excellent care at Hull Royal Hospital during her last few days

Distance to Travel, Home to Scarborough Hospital 19 miles - Scarborough Hospital to York Hospital 40 miles - time taken 1 hour 30 mins

On discharge home a stroke nurse visited every 2 weeks

The care given at Ward 10 by all staff was excellent

When the stroke occurred, I went to the local A&E who advised calling an ambulance to Hull Royal. I was thrombolised and spent 3 nights there with physio assistance during my stay - I was then discharged. Within 24 hours I suffered a possible TIA and was ambulated to Scarborough Hospital and onward to York where I spent another 3 nights - with physio assistance. I was then discharged home. Stroke nurses visited periodically for 6 months and I have been fine since. Thank you, NHS.

Very satisfied with the care I have received and the diligence and professionalism of the Doctors and Stroke nurses.

There should be more bathing and hair washing facilities

The paramedics on the ambulance were outstanding and on arrival at Hull members of the stroke team were waiting for me. I was processed and scanned and on the ward in a couple of ours - all staff within the unit were fantastic to me. I will not ever forget them.

Referred to Liverpool Heart Hospital had a procedure to place a device in the heart. All good today.

All checks carried out on admission and the care of the nurse's excellent - after care couldn't have been better - made you feel better in yourself. Thank you.

Extremely hard to get someone to understand what I was trying to say when my speech had gone. Life changing experience as far as work was concerned. Always mindful that another might come on so quickly

Amazing Care

I was only in overnight until next afternoon. I was treated very well

Quick and efficient service.

I was totally unaware of the situation. I only felt really tired just prior to the symptoms. Fortunately, a nurse off duty was present and speed of attention worked very much in my favour.

23. Is there anything else you/or the person you care for would like to share with us regarding your experience of a stroke or suspected stroke?

Lost temporary use of the left arm and sight of right eye due to blocked artery on right side of neck. OK now since operation to unblock artery. No aftereffects at all but still on medication.

All very good for me - everyone very professional and competent. Really felt for the ward staff as they were extremely busy with some very poorly people. It felt like some patients would benefit from additional staff just engaging with those patients who had other wider needs eg dementia/elderly.

I feel that I might have needed more advice concerning hand exercises, as this seems to be more of an issue than was at first apparent. I originally had a fall resulting in a broken left wrist, (January 2021) leading to a diagnosis of high blood pressure so no operation was undertaken just a soft cast. The healing was not good and I still have issues with it. It hinders piano playing (important to me). I have had a 6 month follow up discussion over the phone from a specialist nurse at York but it seemed as though everyone was very happy to "sign me off" and thus any further follow up will be via the GP. It is hard to see a GP these days! I may need to follow up on a driving assessment, but I can do that from the information I have in the handbook. I would also appreciate knowing whether I can continue to expect improvement in mobility and hand skills or will things stay much as they are now after 6 months have passed. I have experienced difficulties in coping with unexpected things cropping up and an over-reaction to them. My husband has observed this too. I am quite reliant on him in many ways now.

Even taking into consideration the times we are living in we felt that in the initial stages of the experience the treatment was pretty poor. To send a person who is suspected of having a stroke to a hospital 20 miles away without an ambulance is not good. After eventually arriving in York his treatment was excellent, and we have no problem with his operation etc. When we had to deal with the discharge arrangements, we found them disorganised and chaotic. This is unforgivable when we are dealing with poorly patients who have been through operations and only want to go home to bed. On a lighter note we still love our NHS.

I am left with a Speech problem...and after all the tests in York, now on several different "meds".

No had good care despite ward and A&E very busy

Excellent response to telephone call. Ambulance drivers were kind and considerate and very efficient, very supportive. Care at York Hospital stroke unit was immediate and first class. Making a traumatic experience very cool and calm, excellent staff from beginning to end.

I went to Scarborough in the first instance but was dismayed when taken to York which is such a pity with a population size of Scarborough. I am glad it was only a TIA and not a full stroke.

I would have liked to have my treatment at a hospital nearer to where I live!
One of the junior Doctor had limited knowledge of my heart condition and my complex medical history and prescribed medication I was not taking. My medical notes lacked comprehensive information. The staff were lovely and caring and patient

The inability to receive information regarding his condition whilst in the stroke unit at York. Eventually got information via a family member with contacts within the hospital. Very frustrating and upsetting when you are not allowed to visit.

Whole experience a bit traumatic at times as the patient suffered apparent psychotic episodes and was very confused at times during 7 weeks at White Cross. Eventually much improved with medication before discharge.

I have attached a copy of my diary for the 2 days this episode arose. Since then no further problems - back driving my car after 30 days - exercising up to 10 miles a day on my bike and carrying on gardening. All told all seems to be going very well except for my age.

Luckily my stroke was very minor but the service I received from all staff was exemplary.

If contacting 111 - they SHOULD send an ambulance NOT expect you to get to a local A&E with own transport

The Doctors and staff in the stroke unit of York Hospital are fantastic - so kind and caring and I will always be indebted to them for literally saving my life. My nearest hospital is Scarborough and I really think there should be a stroke unit there again. York is a long drive and time is so important.

Excellent service/ready for me when I arrived. York is a 40 mile journey - too far to travel for patients. Scarborough Hospital would have been better if an appropriate unit was available. Thank you to all the staff.

23. Is there anything else you/or the person you care for would like to share with us regarding your experience of a stroke or suspected stroke?

The Paramedics who came in the ambulance were amazing. Really kind, efficient and friendly.

I feel I would have benefited from rehabilitation when I was discharged due to my ongoing symptoms and my stroke added on top. My right arm, leg and foot are a lot worse since my stroke - more pain and spasticity plus my ongoing loss of feeling for over 20 years.

Doctors and staff very helpful

No rehabilitation treatment offered. I had to arrange at my expense physiotherapy. No social services help. Failed to deliver shower stool ordered by hospital.

The service I received from 111, the Ambulance Service and York Hospital was professional and friendly and most reassuring.

Experience was first class. Thank you to all staff

Firstly I had a small stroke on the left hand side of my brain - I suppose with my husband dying two weeks earlier it confused the symptoms. The right hand side kicked in 2-3 weeks later. I think the care and help I had from everyone was just perfect. Also the follow on care I received once I got home. The NHS do a brilliant job.

Hospital care brilliant - Local care/support/communication disappointing. Thoroughly disillusioned and disappointed with no aftercare. No visit by a Doctor/Nurse/anybody. Just left to it. I felt very vulnerable as I have no family locally. One son lives in Canada and other in Bridgend South wales.

Very grateful for the overall care received especially and York Hospital

Due to the COVID pandemic the patient had t travel alone, the stroke unit used to be at Scarborough Hospital. The FAST test was carried out and it was positive. All the family were always included and very much supported during hospital and discharge after care support.

Whole experience of rehab appealing. Constant chasing up but to no avail

Disappointment that she had to go to York. Hard for me (daughter) to get information as no one answering phone. I was unable to visit due to COVID 19 restrictions.

All in all it was very good

A very thorough system with people focused on stroke patients. However difficult to assess as we were not able to visit and be a part of the initial rehabilitation. A great team working under difficult conditions

The recognition of symptoms by spouse proved critical to the rapid action taken. Ambulance arrived within 15 minutes, in York hospital within 1 hour. Immediate action by stroke unit and therapy enabled me to recover and return home within 2 days. Motor skills and memory loss returned after forcing myself to challenge these impairments.



Well impressed with the speed the ambulance arrived, the treatment and the aftercare

The patient went very much downhill after being moved to Scarborough Hospital and then to Bridlington Hospital. I consider him very lucky to have come home alive- this was achieved because I insisted, he come home after he was found on the floor very distressed on the ward at Bridlington





answered	105
skipped	9

10. Section 7 - Demographics




24. What is your gender?

Answer Choices			Response Percent	Response Total
1	Male		53.57%	60
2	Female		46.43%	52
3	Transgender		0.00%	0
4	Prefer not to say		0.00%	0
			answered	112
			skipped	2



25. What is your age?

Answer Choices			Response Percent	Response Total
1	19 or under		0.00%	0
2	20 - 34		0.00%	0
3	35 - 49		1.79%	2
4	50 - 64		11.61%	13
5	65 - 79		62.50%	70
6	80 or over		24.11%	27
7	Prefer not to say		0.00%	0
			answered	112
			skipped	2











26. What is your sexuality?

Answer Choices			Response Percent	Response Total
1	Heterosexual/straight		98.21%	110
2	Bi-sexual		0.00%	0
3	Gay/Lesbian		0.89%	1
4	Prefer not to say		0.89%	1
			answered	112
			skipped	2

27. What best describes your ethnicity?

Answer Choices			Response Percent	Response Total
1	White (British)		98.23%	111
2	White (other)		1.77%	2
3	Mixed background		0.00%	0
4	Asian or Asian British		0.00%	0
5	Black or Black British		0.00%	0
6	Chinese		0.00%	0
7	Prefer not to say		0.00%	0
			answered	113
			skipped	1

28. Do you consider yourself to have a disability? If so, please indicate the type of disability or illness you have. You may tick more than one:

Answer Choices			Response Percent	Response Total
1	No disability		51.35%	57
2	Physical impairment such as difficulty moving your arms or mobility issues		9.01%	10
3	Wheelchair user		3.60%	4
4	Sensory impairment such as being blind or having a visual impairment		2.70%	3
5	Sensory impairment such as being deaf or having a hearing impairment		1.80%	2
6	Mental health condition such as depression, dementia or schizophrenia		5.41%	6
7	Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy		9.91%	11
8	Learning disability or difficulty (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder)		0.90%	1
9	Prefer not to say		0.90%	1
10	Other (please specify):		14.41%	16
			answered	111
			skipped	3

27. What best describes your ethnicity?

Other (please specify): (16)

Slight Memory Loss

Old age causes difficulty walking but I can still get to the village.

Difficulty in walking distances without resting

Patient had Alzheimer's. Form completed by husband

Balance and Mobility

I feel I am currently experiencing physical impairment because that is how things are presenting at the moment.

Atrial Fibrillation, Mental Health condition

May have Parkinson's Disease

And Multiple Sclerosis

Also deaf

Sensory impairment and COPD

Atrial fibrillation - getting better since changing my tablets

Aphasia - speech /language difficulties associated with stroke.

physical impairment such as difficulty moving arms or mobility issues

Still not able to speak properly

Physical impairment, mental health condition, visual and hearing impairment