

Freedom of Information request 159-19

Request

1. Training and staff awareness

Q1. What training is provided/sourced by the Board to raise awareness among staff (in particular ward based staff) about the needs of inpatients with Parkinson's, particularly around timing of medication for these patients?

Q2. How many a) staff overall and b) ward based staff have undertaken such training during 2017/2018 and 2018/2019 to date?

2. Alert system

Q1. Does the Board have any kind of electronic (or other) alert system in place to flag to the Parkinson's service when a person with the condition is admitted to hospital in a) a planned way and b) as an emergency?

Q2. If the Board does not have an alert system, how are the Parkinson's specialist service notified and subsequently involved in the care of a person admitted with Parkinson's (whether or not Parkinson's is the reason for admission.)

3. Self-administration of medication policies

Q1. Does the Board have a self-administration of medication policy? If a policy does not currently exist, are there any current plans to implement one?

Q2. If a self-administration policy is not implemented, why is this the case?

Q3. If a self-administration policy is in place what systems and protocols are in place to a) ensure full and effective implementation and b) monitor its implementation?

4. Carers

Q1. Does the Board have a policy that allows carers to visit the person with Parkinson's they care for outside of visiting hours?

Q2. What training do ward staff receive to ensure they fully understand how a carer can support an inpatient with things such as mobilising and their medication regime etc?

Q3. What systems and protocols are in place for ward staff to work with carers supporting the person with Parkinson's in hospital to ensure flexibility when the need arises?

5. Practical resources

Q1. Is the Board aware of the practical resources available from Parkinson's UK to support Parkinson's patients getting their medication on time (e.g. laminate bedside clocks, washbags) and how to access these resources?

Q2. Does the Trust make use of these practical resources?

6. Patient safety incidents

Q1. Are incidents of a) missed Parkinson's medication doses and b) delays to the administration of doses of Parkinson's medication reported as patient safety incidents through local reporting arrangements?

Q2. a) How many Parkinson's patient safety incidents relating to medication were recorded in your Board in the last reporting period?

Q3. How many complaints has the Trust received about missed or delayed administration of Parkinson's medication in a) 2017/2018 and b) 2018/2019 to date?

Response

1. Training and staff awareness

- 1) No specialist training is provided or sourced by the Board for the Parkinson's Disease Specialist Nurse (PDSN). Although the PDSN undertakes either self, charity or endowment funded regular training. This training is then cascaded to ward staff via folders containing essential information for caring for patients with Parkinson's.
- 2) This information is not held, therefore under Section 12 of the FOI(S)A 2002 we cannot provide.

2. Alert System:

- 1) NHS Borders do not have an electronic alert system in place, however stickers are used via the medicine kardex alerting staff to a patient who has Parkinson's and if this patient has medications due at times outwith medicine rounds this would be highlighted at staff handovers where appropriate.
- 2) If input from the Parkinson's nurse is required a referral is made either by telephone or email.

3. Self-administration of medication policies

- 1) NHS Borders does have a self-administration of medication policy which is currently under review.
- 2) Not applicable.
- 3) The policy is currently being audited by one of the Pharmacists. Audit results will be published to, and discussed with, the Charge Nurses for the Hospitals where it is being implemented.

4. Carers:

- 1) NHS Borders operates open visiting on all wards.
- 2) NHS Borders do not currently provide training for staff on carer support. They do however have folders containing essential information for caring for their patient with Parkinson's. All senior charge nurses and AHPs are offered training via a study day which happens on an annual basis.
- 3) NHS Borders does not have any specific systems/protocols in place for staff to work with carers to support Parkinson's patients across all the wards. Ward staff will contact carers on an individual basis to support their patients as required.

5. Practical Resources:

- 1) NHS Borders are aware of the practical resources available from Parkinson's UK and how to access these.
- 2) Resources from Parkinson's UK are available from the Parkinson's Specialist Nurse who provides these to staff to give to patients.

6. Patient Safety Incidents:

- 1) Incidents of missed or delayed medications are reported, although there is no specific reporting of Parkinson's medication.
- 2) There were 481 safety incidents relating to medications from April 2018 to April 2019. The number of these which relate to people with Parkinson's disease is unknown and would be difficult to find out as each event would need to be individually entered and the person affected's medical records would need to be investigated to discover if the person affected had a diagnosis of Parkinson's disease. The cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and therefore under Section 12 we would not be required to provide.
- 3) NHS Borders do not record the condition a patient has for complaints purposes so we would not know if the complaint related to a missed dose of Parkinson's medication and we cannot record whether the complaint is about a missed dose of medication. While reviewing each complaint may clarify whether it is about a missed dose of medication it may not identify whether it is Parkinson's medication. Under Section 15 of the FOI(S)A 2002 Duty to provide advice and assistance we have provided below the numbers of complaints with medication issues:

2017/18 – 6

2018/19 - 14

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **159-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.