

Empathy Not Sympathy

Developing a support group for patients following critical illness in Gloucestershire

Abby Harper

Introduction

Critical illness results in extended physical and psychological ill health and poor quality of life. Problems include:

- Physical – weakness in up to 67%, dyspnoea, hair loss, sexual dysfunction
- Psychological – depression, anxiety, PTSD, nightmares
- Lifestyle – relationships, employment, finances

ICUsteps founded in 2005 by ex-patients and ICU staff. Shown that follow up can aid understanding, improve awareness of long term effects and increase self-confidence

Our Team

Dr Andy Foo, Consultant ICM
Dr Nick Dodds, SpR ICM

Carol Sarrington, Senior Sister in ICU
Mark Charania, ICU Physiotherapist

Our Aim:

A support group for all adult patients who underwent ICU treatment for Critical Illness in Gloucestershire
6 patients attending 2 support group meetings by August 2018

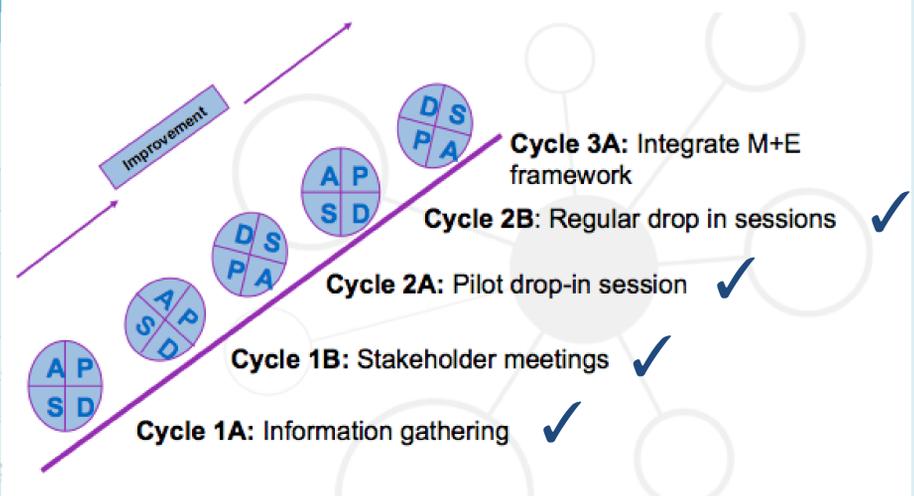
Driver Diagram

Primary Drivers	Secondary Drivers	Ideas for change
Stakeholder engagement	Clinical evidence for benefit of follow up service	Literature search Visit established support groups
	Define group structure	Staff and patient mix Clear group rules and aims Roles of chairperson, treasurer and secretary
Environment for patients to share their experiences	Location	Easily accessible venue Chairs and tables Refreshments
	Agenda	Speciality input Group discussion Private discussion
Sustainability and propagation	Engage patients in steering group	Increase percentage of patients in stakeholder group Opportunities for feedback
	Advertising	Signpost patients leaving ICU Community advertising Engage GPs
	Affiliation with ICUsteps	Complete paperwork

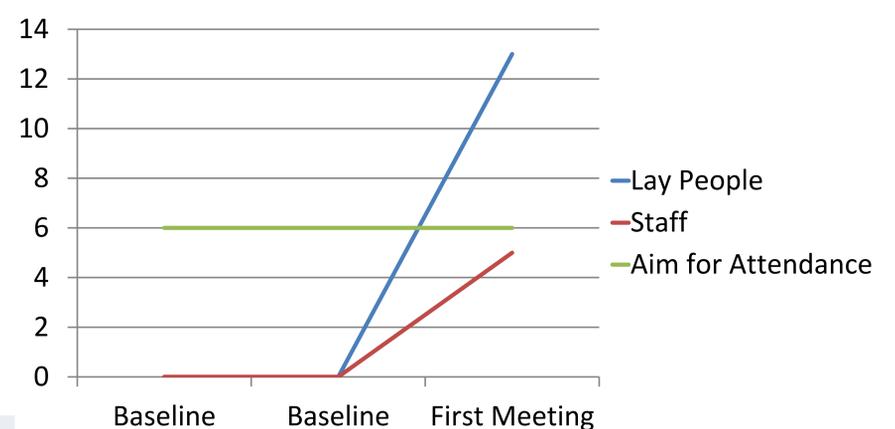
Measures

Outcome	Establish patient support group	Support group is self-sustaining and self-propagating
Process Measures	<ul style="list-style-type: none"> • Proportion of ICU staff trained on referral to support group • Percentage eligible patients given information 	<ul style="list-style-type: none"> • Percentage patients in steering group • Number of patients attending more than one session
Balancing Measures	<ul style="list-style-type: none"> • Number of admissions to ICU • Average length of stay on ICU 	<ul style="list-style-type: none"> • Availability of transport links

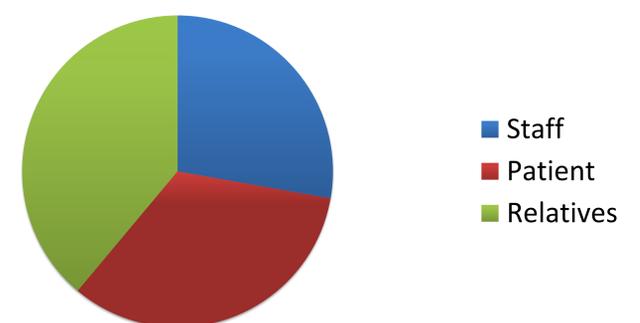
PDSA Cycle



Graph of Attendance



Breakdown of Attendance



Next Steps

- Spread the word
- Future meetings
- Affiliation with ICUsteps
- Future funding
- Platform for future improvement

“Its such a relief to talk to people who understand”



“I don't feel so alone”
“I want to help others like us”