

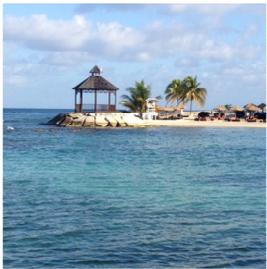
# Northern & Yorkshire Directors of Health Informatics Forum

Tankersley Manor Hotel  
8<sup>th</sup> – 9<sup>th</sup> November

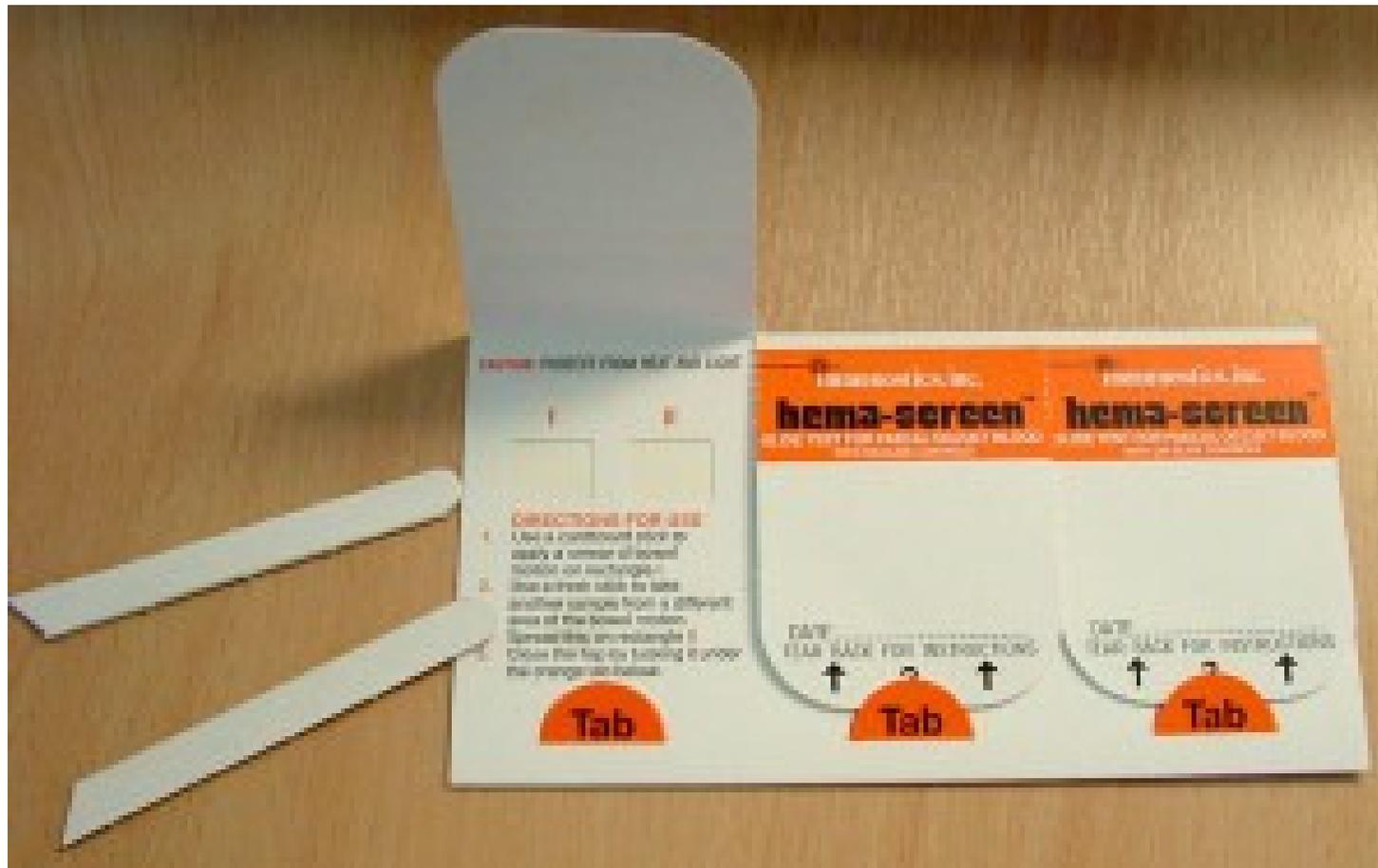
From PRINCE to Patient

Dave Lang – Ex-NHS Programme Director

# My 60<sup>th</sup> Birthday



# Unexpected Present



# So What Next

- I did the business
- Results inconclusive, so I did the business again
- I was Informed I needed further tests
- Received the bad news shortly after
- I was admitted for major bowel surgery in July 2017
- Were all the Cancer Fast Track Requirements met?

# Memoirs of an in-patient

- Staff brilliant but under pressure, always under staffed
- Prescribing
  - No longer responsible for home meds
  - Complex process for simple pain meds
  - H&S v Mental and Physical discomfort for delaying meds, has anyone done the research
  - Delayed Discharge
- Discharged on a Sunday (thanks to a brill Junior Doc) with a stoma, I think as expected.

# So the journey continues

- My local hospital is styled on an Airport; similarities inc:-
  - Expensive to park and gets more expensive the longer you stay
  - Both have booking in processes, digitised to some extent
  - You can get something of average quality to eat in both
  - You have to play musical chairs
  - Neither are places you probably enjoy hanging around, but there is some minimum attempt to provide distractions
  - Before you get there, you are given some indication of departure / appointment time although these are very dependant on the management of processes
- However
  - What is the minimum / average / maximum time from arrival to departure
  - At the airport I'm provided with some update information when things are running behind, not usually so in the hospital
- I suggest that in this day and age its not good enough, someone needs to know what's going on and update the patient.

# It never rains.....

- In October 2014 Jill was diagnosed with Breast Cancer.
- 14<sup>th</sup> September 2017, Jill's 27 year old Daughter died of a brain haemorrhage.
- In November Jill started to become quite ill, showing real physical symptoms
- The Primary Care Diagnosis of depression and stress due to our loss
- Jill continued to worsen, until in March 2018, when I couldn't watch anymore
- Jill was admitted to Hospital and we had nearly lost her
  - BP 80 / 50, sats >70% she was asked if she wanted her record marked DNR
- Jill was diagnosed with Secondary Breast Cancer (Heart, Lung & Brain)
- There is no cure at the moment, but she has had Chemo and the Cancer is now in remission, although this has left her quite weak.

# So could it have been different

- I can't prove it, but I'm sure Jill's prognosis would have been better if she had the correct diagnosis earlier.
- Brilliant work on-going to cure cancer, but there seems to be less on early detection.
- Every time I turn the TV on there is someone saying they have added AI to something (usually to produce a better selfie)
- We still attract some of the best and brightest
- We now have longitudinal medical records we could use to predict against
- NHS IT Providers have resources
  - Saints or sinners (altruism or profiteering), does it matter
- Can't we build partnerships so that we could put these things together

# A bit of bad, a bit of good

- Say goodbye to 30 minute wait in clinics
- I was never given any choice, not that I wanted any for the first op
- RTT doesn't seem to exist anymore
- A&E waits seem to be in crisis and winter is just around the corner
- But –
- I did eventually receive all the necessary treatment
- I'm still been cared for well (for the most part)

? Does this leave capacity for our Informaticians to do something else (Are we counting things that no-one is interested in)

# Overall

- We're both still here
- The staff in the NHS are still fantastic
- The NHS is under enormous pressure, but does this excuse them from being so careless with patients time.
- Modern hospitals can't run without technology, but some of that should be more focused on the overall wellbeing.
- Bottom line - If there isn't a role for us in solving some of the underlying issues, spend the money on front line staff.

**And I'm still very proud of the NHS**

And on a positive note

