

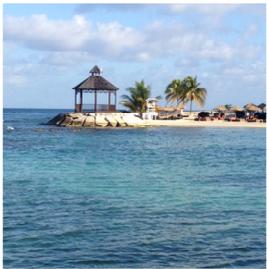
Northern & Yorkshire Directors of Health Informatics Forum

Tankersley Manor Hotel
8th – 9th November

From PRINCE to Patient

Dave Lang – Ex-NHS Programme Director

My 60th 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.
- 14th 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

