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# Patient Care Packs Evaluation

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# Acknowledgements

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- Lewisham and Greenwich NHS Trust.
- King's College Hospital NHS Foundation Trust.
- Epsom & St. Helier University Hospitals NHS Trust.
- South London and Maudsley NHS Foundation Trust.
- Royal National Orthopedic Hospital NHS Trust.

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Finally, thanks to Dr Matthew Higgins of the School of Business, University of Leicester, for supporting and verifying the evaluation process.

# Executive Summary

This report was commissioned by Personal Care Packs Ltd and contains the findings from a research project involving 5 NHS Trusts in England. The aim of this evaluation was to explore the attitude and behaviour of patients, nursing staff and NHS Trusts towards Patient Care Packs (PCPs).

PCPs are essential toiletries available in one pre-packaged, easy-to-store, easy-grab pack. Receiving a pack improves the admission and care experience for even the most isolated and vulnerable patients.

The study involved a multi method data collection approach, incorporating questionnaires to nursing staff (58 participants across 5 NHS Trusts), one attitude and behaviour patient survey, (262 patients across 4 NHS Trusts), one information pack patient survey (4,215 patients for 1 NHS Trust). 10 face-to-face interviews with nursing staff across the NHS Trusts and participant observation exercises in the wards.

## PATIENT CARE PACKS FINDINGS



### PATIENT WELL BEING

94% of patients felt that Patient Care Packs helped them to feel more comfortable during their stay in hospital.



### CARE AND SUPPORT

93% of nurses agreed that Patient Care Packs helped to promote or develop interaction between themselves and their patients.



### SUPPORTING NURSING STAFF

9 out of 10 nurses agreed that Patient Care Packs helped to improve their job satisfaction.



### SAVING TIME AND MONEY

84% of nursing staff felt that Patient Care Packs enabled them to save time, typically 25 minutes per day. This time saving equates to £1066 per year for a Band 4 nurse.



### SUPPORTED BY NURSES

98% of nursing staff agreed that they would like to continue to provide PCP to patients in their wards.

# Executive Summary

The study outlines how PCPs are distributed across the NHS Trusts surveyed. PCPs are viewed positively by nursing staff due to their role in conveniently and efficiently enhancing the quality of care to patients. In addition, when PCPs are coupled with staff rewards, they improve job satisfaction.

Patients also viewed PCPs positively, perceiving that they improve their comfort, dignity and promote a feeling that they are being cared for. Patients reported that the literature enclosed in the packs distributed at Royal National Orthopedic Hospital NHS Trust helped them settle into the wards.

The use of PCPs provides tangible benefits for NHS Trusts through cost savings in procurement compared to competitor products, releasing nursing staff time and reduced demand on storage space.

The report provides a number of recommendations for Personal Care Packs Ltd.

## RECOMMENDATIONS



### THE NEED FOR DIALOGUE

The ability to offer bespoke PCPs is potentially a significant USP for Patient Care Pack Ltd. To ensure that the content of the packs meets the requirements of the patient or context requires the maintenance of a regular dialogue between Personal Care Pack Ltd and NHS Trusts.



### ADDING VALUE

The packs provide an opportunity to feature more than toiletries. Incorporating detailed information about the organisation and services offered by the NHS Trust through the provision of key information in a convenient and timely way makes it easier for patients to settle into the hospital environment.



### RECOGNISING STAFF

The packs are an excellent tool for staff recognition. The badge experience scheme which allows patients to acknowledge nursing staff who had given them exceptional care has proven to be very successful. Due to the number of staff involved in a patient's care, multiple badges are required.



### BUILD THE BRAND

The clear connection between the social cause, volunteering and PCPs is aligned with the values of the NHS and its staff. The relatively low unit price for PCPs is a key selling point, this unit price needs, however, to be linked to the wider financial savings that PCPs provide. The combination of values, flexibility, price and cost savings should be central to the PCP brand message.



### BOTTOM LINE BENEFITS

The relatively low unit price for PCPs is a key selling point; this unit price should be linked to the wider financial savings that PCPs provide through the staff time savings. The combination of values, flexibility, price and cost savings should be central to the message.

# About Patient Care Packs (PCP)

Patient Care Packs (PCPs) aim to improve the hospital experience of vulnerable patients that are admitted to hospital wards. Often unprepared for short/long stays, patients admitted are regularly in need of essential items such as socks, eye masks, ear plugs, and other basic toiletries.

PCPs are sold to NHS Trusts through a social enterprise with the profits used to support the charity Giving World. These packs are distributed by nursing staff to the patients at the point of admission.

This project assesses the benefits of these packs to patients, nurses and assistant health care staff as well as NHS Trust staff who are responsible for the procurement and supply of PCPs.

In order to do this, an evaluation project was undertaken, involving the cooperation of 5 NHS Trusts who supply PCPs to patients who are admitted to their hospitals.

The NHS Trusts involved in this project are:

- Lewisham and Greenwich NHS Trust.
- King's College Hospital NHS Foundation Trust.
- Epsom & St. Helier University Hospitals NHS Trust.
- South London and Maudsley NHS Foundation Trust.
- Royal National Orthopedic Hospital NHS Trust.

# Research Objectives

The objectives of this project evaluation are:

1. To determine the distribution and usage of PCPs to patients in the five NHS Trusts.
2. To identify and measure the impact of PCPs for nurses and assistant health care staff on their provision of care to patients.
3. To identify and measure the impact of PCPs for NHS Trust procurement staff in relation to time and finance.
4. To evaluate the level of satisfaction perceived by patients, NHS Trusts and nurses through the use of PCPs.



# Method

Data was obtained over a 3-month period through a series of surveys, structured interviews and quasi-ethnographic methods involving 5 NHS Trusts, nursing staff and patients. Note that the information pack evaluation involved a patient survey over a 10-month period at one NHS Trust (RNOH).

## **Patient survey**

A short non-obtrusive survey was undertaken with patients in selected wards. The survey was provided within the PCPs that patients received at the point of admission from the nursing staff. The survey was designed to be self-completed, with the completed survey returned to the researcher by the nursing staff.

## **Nursing and health care assistants staff survey**

Nursing staff at the five NHS Trusts responsible for distributing PCPs were provided with a hardcopy short survey to complete and return to the researcher for analysis.

## **NHS Trust survey**

Interviews with senior employees at each hospital were used for obtaining the data required to evaluate NHS Trusts procurement of PCPs.

## **Quasi-ethnographic Study**

The researcher negotiated access to relevant wards to undertake participant observation of the packs in situ and in process. Structured interviews with nursing and health care assistant staff were undertaken.

Observations were conducted in the Acute Medical Units (AMU) at Epsom and St. Helier University Hospital NHS Trust and Lewisham and Greenwich NHS Trust.

Further observations were undertaken in Jackson Burrows Ward, The Coleman Unit, Margaret Harte Ward and the Duke of Gloucester Ward, all at Royal National Orthopaedic Hospital NHS Trust.



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# A Summary of the Findings

# PCP Content by NHS Trust

- The Patient packs distributed at South London and Maudsley NHS Foundation Trust contained grip socks, dental kit, shampoo, shower gel, disposable washcloths and patient survey.
- The Patient packs distributed at Lewisham and Greenwich NHS Trust, King's College Hospital NHS Foundation Trust and Epsom & St. Helier University Hospitals NHS Trust contained grip socks, dental kit, ear plugs, eye mask and patient survey.
- The Patient packs distributed at the Royal National Orthopedic Hospital NHS Trust contained ear plugs, eye masks, grip socks, pen, paper, welcome booklet, safety information leaflet, and reward badge.

# Distribution Policy

In 4 of the 5 NHS Trusts, PCPs were distributed as part of the general hygiene plan, with every patient receiving a pack at the point of admission. This is regardless of their age, gender or health issues.

One NHS Trust (South London and Maudsley Hospital) distributed PCPs following an assessment of the health condition of each patient at the point of admission. South London and Maudsley Hospital support patients with mental illness and patients are often admitted against their will.

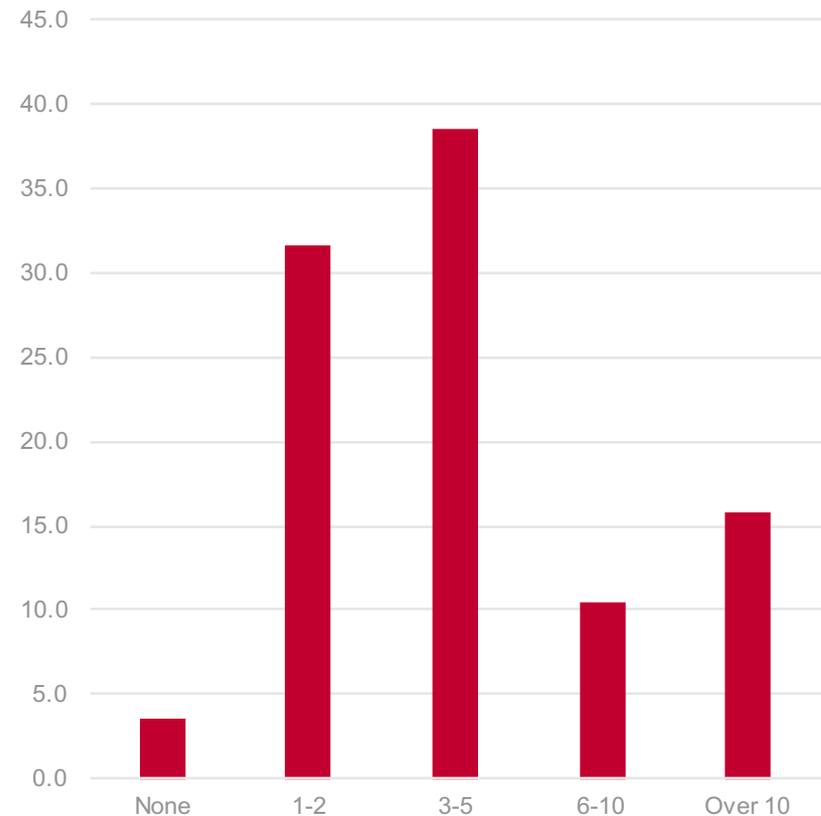
The decision to exclude a patient is contingent upon a risk assessment of the patient and in cases where the risk of suicide or personal harm is likely, items like tooth brushes and socks (both could potentially be used as a weapon) are removed from the packs to prevent patients from harming themselves with it.

# Distribution: Nursing and Health Care Assistant Staff

The number of PCPs distributed by individual nursing staff depended upon the distribution policy adopted by the NHS Trust, patient/nursing ratios and ward size.

The modal number of PCPs distributed by each nursing staff per day was 3-5. Only two participants reported distributing zero no of packs, with over 15 participants reporting distributing over 10 PCPs per day.

Distribution of PCPs per Day



# Patients: Age of Patients at Admission

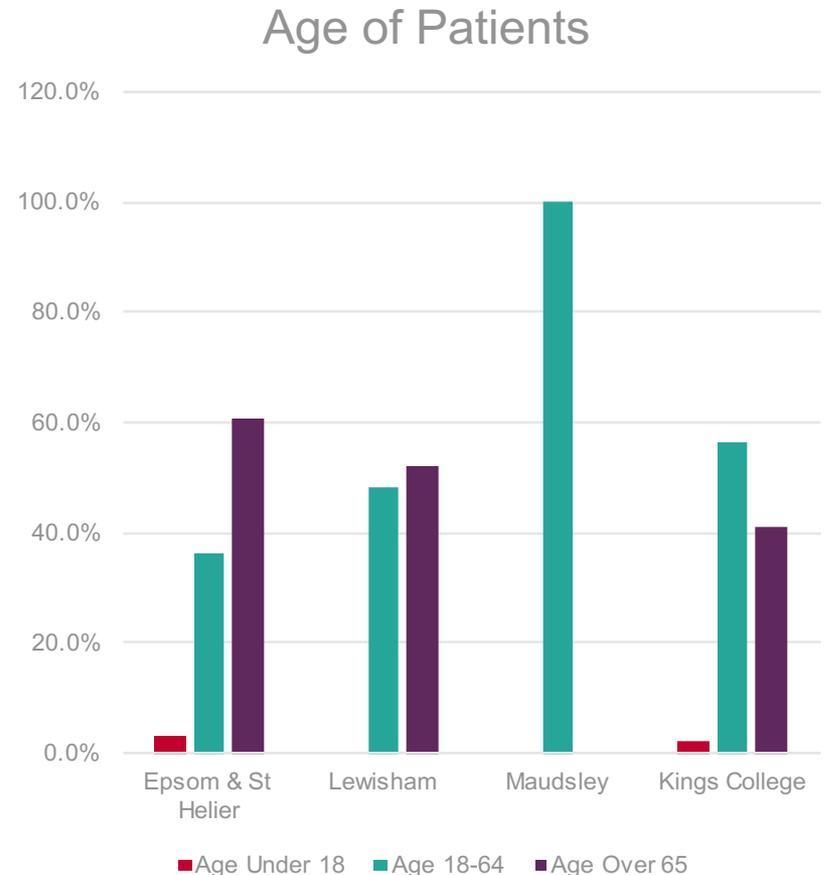
Overall, 2,460 packs were supplied to 4 NHS Trusts and distributed to patients.

262 surveys were completed by patients thus indicating a response rate of over 10% which is above average for patient studies.

Three broad age bands were used in the survey (under 18, 18-64 and over 65). The age bands of patients who completed and returned the surveys in each NHS Trust are outlined in the chart.

The findings illustrate that feedback from the packs was predominantly received from adults. Responses from individuals aged under 18 were received from only two NHS Trusts.

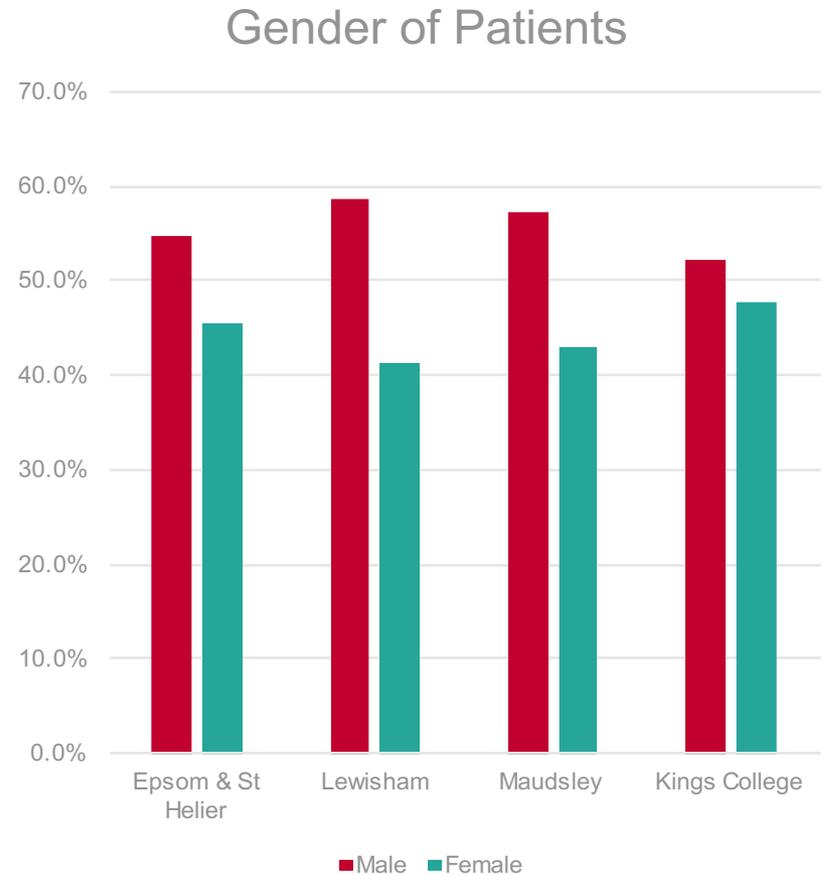
With the exception of one NHS Trust (South London Maudsley), responses to the surveys were received from both the 18-64 and over 65 age groups.



# Patients: Gender

The gender of participants who completed and returned the survey is outlined in the chart.

Across all 4 NHS Trusts, a fairly even split between male and female participants is evident.



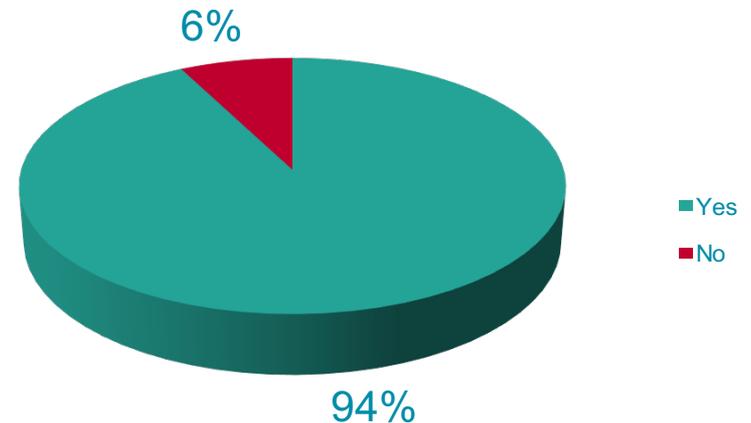
# Patients: Perception of Comfort

94% of patients who completed the survey felt that the PCPs helped them to feel more comfortable during their stay in hospital. The quotations below indicate that the relevance of the contents of the packs are context specific.

*“This is an orthopaedic hospital so most patients like myself have issues with mobility and the grip or anti-slip socks come in handy in terms of preventing slips and falls within the hospital. The socks are very useful; they are useful in helping me deal with the cold or even act as my slippers” (Patient/Female).*

*“The wards are really noisy as other patients make a lot of phone calls and we usually get lots of patients complain about the noise. But with the earplugs in the packs, I am able to block my ears from the noises, so they come in very handy” (Patient/Female).*

Did the pack help you to feel more comfortable?



# Patients: Perceptions of Being Cared For

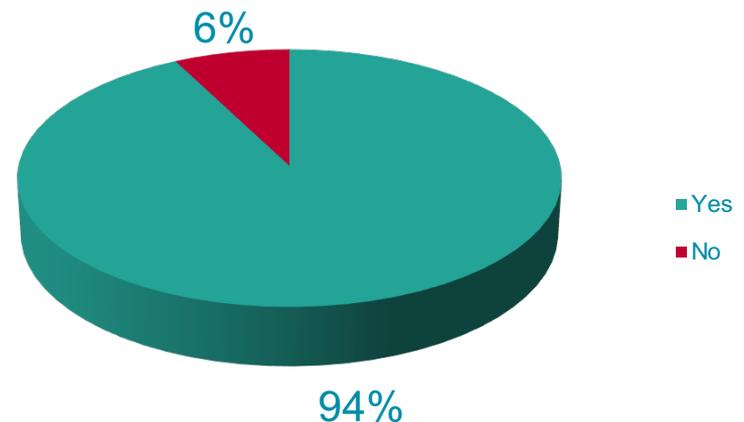
94% of participants felt that PCPs ensured they felt cared for during their stay in hospital.

*“The eye mask and the ear plugs are a blessing for me, especially because I am a light sleeper and will usually wake up at the sound of a pin drop let alone light. By providing me with these items, I genuinely feel that I am being cared for; like the hospital management are aware of my personal problem and have dealt with it”* (Patient/Male).

This sense of an expression of empathy was echoed by nursing staff.

*“Most patients were particularly pleased that they had the eye mask and the ear plugs to deal with the lighting and noise during late hours in the wards”*. Ward Staff.

Did this pack make you feel that you were cared for?



# Patients: Perceptions of Freshness

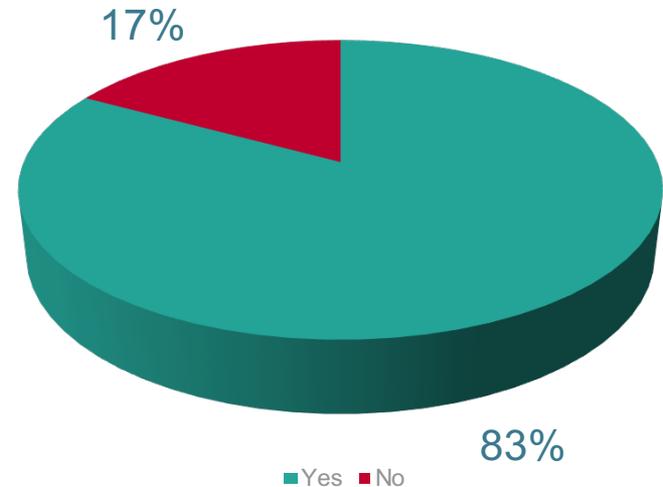
83% of patients agreed that PCPs helped them to feel clean and fresh during their hospital stay.

*“The dental kit in the pack are a life saver...it’s really useful for keeping my teeth and breath clean and fresh”* Patient/Male

*“It’s just like I checked into a hotel and the only thing missing was a towel...its really generous of the hospital to provide us with these items”* Patient/Female.

Although the nursing staff acknowledged that patients were “tremendously impressed and satisfied” with PCPs, the absence of certain items, especially female sanitary products, was noted by some patients.

Did this pack make you feel clean and fresh?



# Patients: PCPs with Literature & Badges

The Patient Care Packs distributed across Royal National Orthopaedic Hospital NHS Trust (RNOH) were enclosed with a patient information pack. These information packs contained information about the wards, uniform guides, infection control, hospital services and facilities.

PCPs were distributed as part of the general hygiene and safety plan, with every patient receiving a pack regardless of whether they are admitted into the wards. The packs equally contain badges and patients are encouraged to award these badges (bronze, silver and gold) to nurses who have given them exceptional care.

The Patient Care Packs distributed across the other 4 NHS Trusts did not include information booklets and badges. An outline of the findings from RNOH NHS Trust is provided overleaf.

Patient Information Pack



# Patients: Benefit of PCPs with Literature & Badges

Over a 10 month period, patients who received packs containing literatures and badges were surveyed. 4,215 patients completed the surveys with 83% of the patients admitting that they found the information packs to be useful. It should be noted that the high number of patient surveyed is due to the fact most of the patients surveyed maintained regular visit to the hospital.

Comments from the patients include:

*“All the staff deserve 10 million stars and badges as all were great”.*

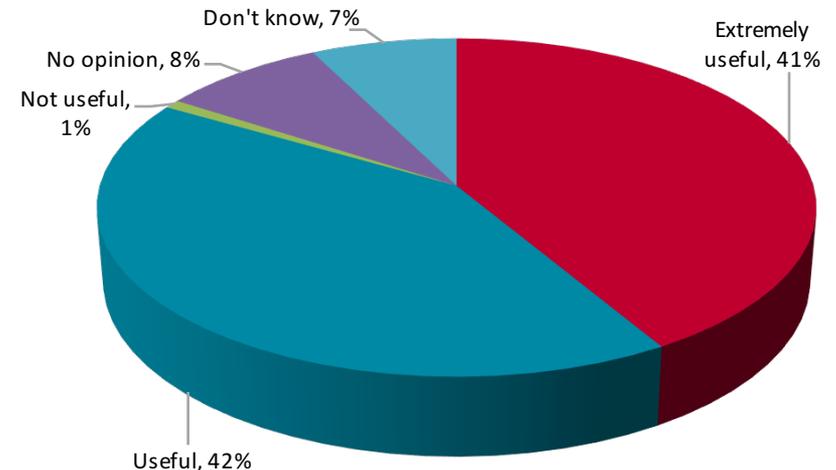
*“The welcome packs are lovely idea, and I love the idea of the reward badges”.*

*“Welcome Pack is useful, however, information for patients booklet needs to contain a map of the hospital”.*

*“My only complaint is that the welcome pack contained only one badge to give to staff when I needed a badge for every member of staff that I encountered”.*

*“Very difficult to decide who to give a badge to as there are so many fabulous people, this was an added stress, although we liked the idea maybe 2 badges would make it easier”*

How useful and informative did you find the pack?



■ Extremely useful ■ Useful ■ Not useful ■ No opinion ■ Don't know

# Nursing staff: Patient Interaction

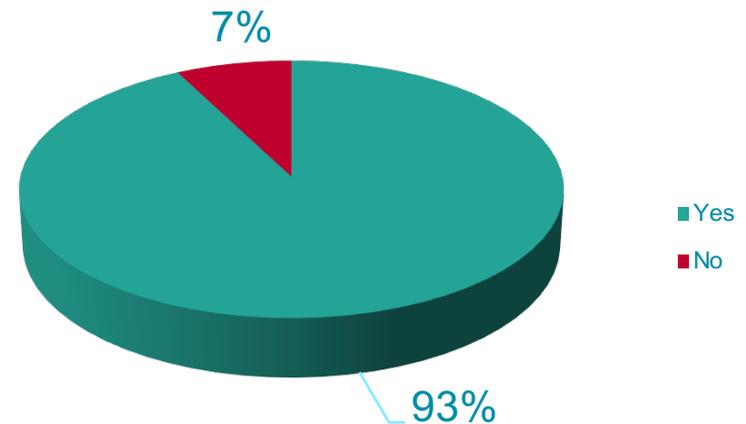
58 surveys were completed and returned by nursing staff.

10 face to face interviews were also conducted with nursing staff.

93% of the nurses who completed the surveys agreed that PCPs helped to promote or develop interaction between themselves and the patients.

*“I found that the Patients Care Packs served as an ice breaker between myself and the patients. Several patients are curious to know about the packs and in the process of giving them information about the packs we develop a good rapport” (Senior Nurse/Epsom and St. Helier).*

Did the packs help to develop further interaction with patients about their care or wellbeing?



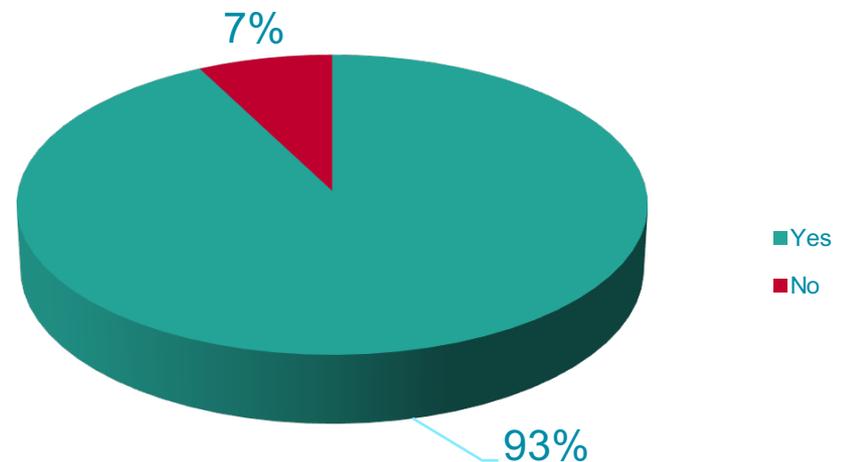
# Nursing staff: Job Satisfaction

93% of nursing staff agreed that PCPs helped to improve their job satisfaction.

At the Royal National Orthopaedic Hospital every PCP included a badge. Patients are encouraged to hand these badges to nursing staff who had given them exceptional care during their stay in the ward.

A senior nursing staff explained that the badge scheme has been successful due to patients' enthusiastic engagement in giving badges to whoever had cared for them. She explained that it is a way of thanking and appreciating the nursing staff for the care and support they provide patients during their time in the hospital.

Has Patient Care Pack impacted on your job satisfaction?



# Nursing staff: Job Satisfaction

The role of PCPs in motivating staff and promoting job satisfaction can be seen in the following feedback from nursing staff:

*“For me, the most important item in the Patient Care Pack is the badge, it’s obviously very important to the other nursing staff. If patients like your care they will give it to you. For example, I received one from a patient yesterday and I am really happy about it because it makes me feel that my work and effort is being appreciated”* (Sister/Royal National Orthopaedic Hospital).

*“The badge is really good; it is really fulfilling and rewarding to receive badges because they appreciate your care and support. It is very fulfilling to me because for someone to give you this, it means they really appreciate your care”* (Nurse/Royal National Orthopaedic Hospital).

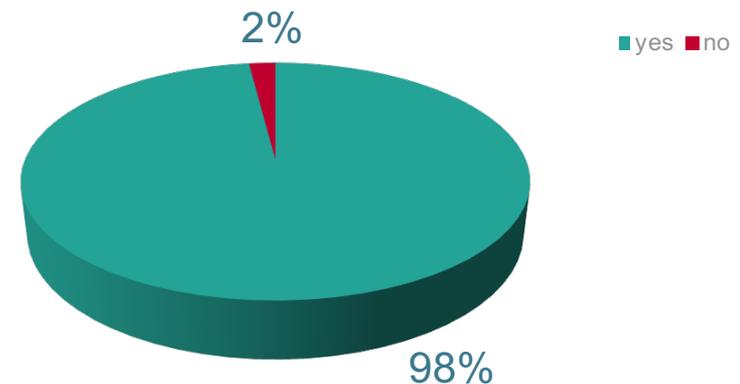
*“When we first showed everyone the packs, all the nursing team were very happy with it as they felt it looked more professional as it looks like the type of thing you will get in a hotel and also they liked the hand-written bit in the questionnaire that says this has been packed by vulnerable people. In general, it gives us a sense of pride in what we are doing and it seems more professional and a nicer quality in what we are able to provide”* (Ward Matron/Royal National Orthopaedic Hospital).

# Nursing staff: Attitudes Towards PCPs

98% of nursing staff agreed that they would like to continue to provide PCP to patients in their wards on the basis that the packs are useful.

*“The packs are really useful, it’s a brilliant idea that saves us time and allows us to provide adequate care and support to patients ... I can’t help but think about how thoughtful the vulnerable people who packed these items together to look after hospital patients (Matron/Lewisham and Greenwich NHS Trust).*

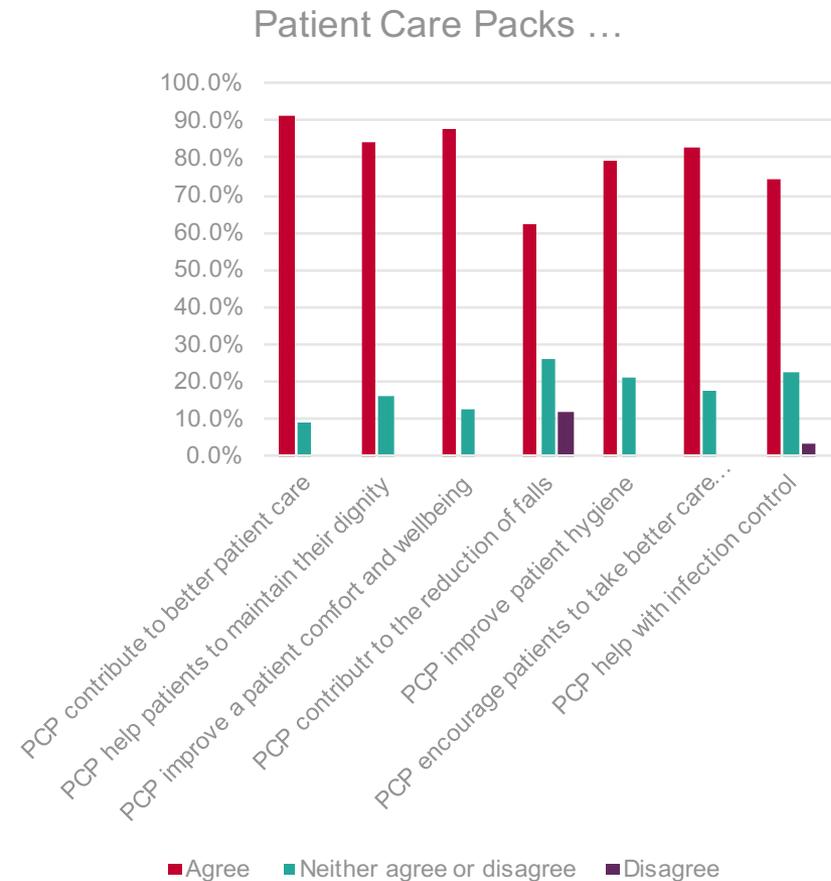
Would you like to continue to provide Patient Care Pack to patients on your wards?



# Nursing staff: Attitudes Towards PCPs

A range of benefits from the distribution of PCPs were perceived by the nursing staff:

- 91% of nursing staff agreed that PCP contributed to better overall patient care.
- 88% of nursing staff agreed that PCP improved patient comfort & wellbeing.
- 84% of nursing staff agreed that PCP helped patient to maintain their dignity.
- 83% of nursing staff agreed that PCPs encouraged patients to pay attention to their hygiene.
- 79% of nursing staff agreed that the use of PCPs improved patient hygiene.
- 74% of nursing staff agreed that PCP helped with infection control in the wards.
- 62% of nursing staff agreed that PCP helped reduced falls in the hospital.



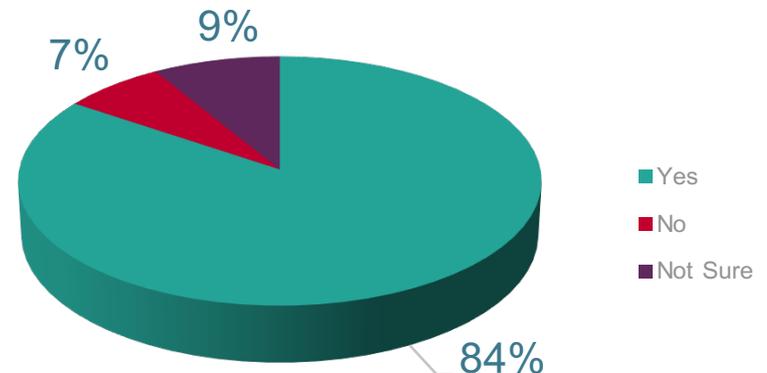
# PCPs: Time

When compared with alternative methods of obtaining solutions to patient comfort, 84% of nursing staff agreed that the presence of PCPs enabled them to save time for each patient.

7% of nursing staff did not agree that PCP saved them time.

9% of nursing staff were not sure if the provision of PCPs saved them time.

Did Patient Care Pack allow you to save time?



# PCPs: Time (Comments from nursing staff)

The interviews provided richer detail on the reasons for the time saving. Critically, nursing staff reported that prior to PCPs, the sourcing of toiletries for patients is a considerable burden, involving them identifying requirements, sourcing the items, physically purchasing the items and dealing with administrative processes.

*“If we didn’t have Patient Care Packs and could not source it from within the hospital, we will have to go out and buy it because we have petty cash that is allocated for things like this. But again, it’s the time, paper work to go out and buy them that is the real issue here so PCP is indeed a time saver”* (Patient Administrator).

*“If a member of nursing staff were to source items themselves from outside the hospital it would take ages, the only other place we could get items like these will be from other wards and so you will have to walk your way up to the other wards and ask whether they are happy to lend something with the promise that we will give it back when we receive our order or whenever, and again you will have to source each individual items in the pack. Certain wards will only have certain items based on the type of patients that they have so you might go somewhere to get an item and another ward to get another item so yeah, it is going to take hours to get an item or you don’t even get an item at all”* (Health Care Manager).

# PCPs: Time (Comments from nursing staff)

*“If we didn’t have PCP, it will take long time because you’ve got to find out the avenue in which you have to go to first. Then you got to find out what the protocol is for that and way of getting it, then you have to find out about costing as well. Who is going to pay for it? More than that, it will probably take days. There is also the risk that items procured from the stores under emergency situations might not stand up to scrutiny in terms of health and safety standards. So for example, there are risks involved with just procuring anti-slip socks from high streets. But PCP helps eliminate these issues so it’s a blessing, an outstanding one at that” (Staff Nurse).*



*“Previously, it may take up to an hour to distribute patient care packs to patients in the wards. It is very specific in that nursing staff had to take individual items to patients rather than giving patients a pack that contains all the essential toiletries. So I can say that PCP saves us a lot of time and wandering around the hospital” (HCA, Nursing Staff).*

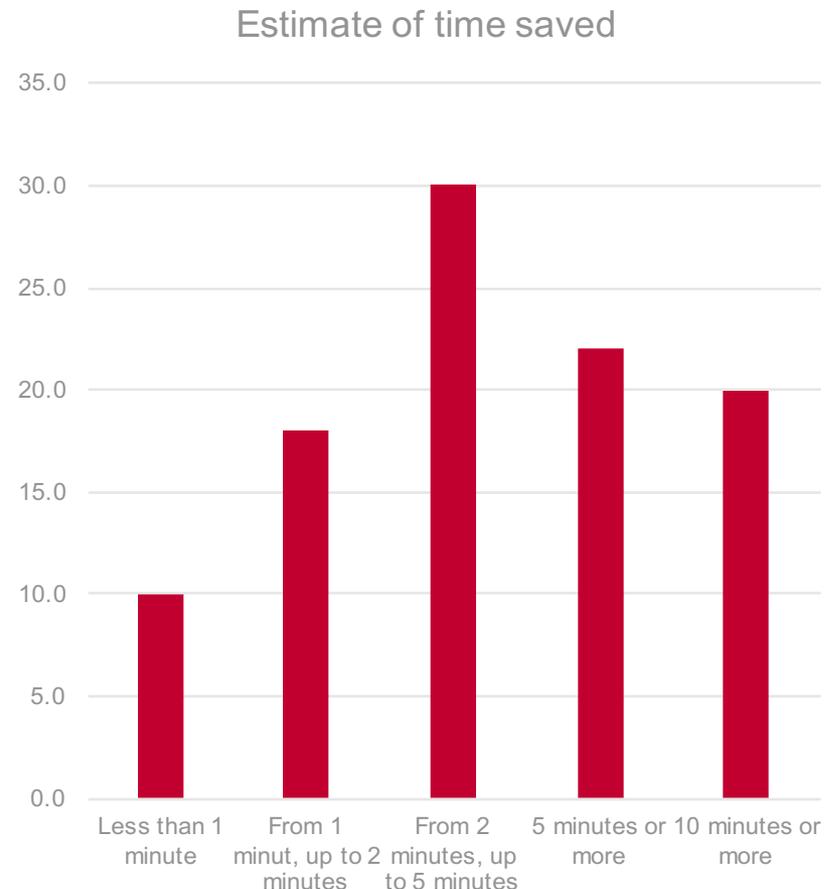
# PCPs: Time Saving Quantified

Nursing staff were invited to identify the amount of time saved through the provision of PCPs as opposed to alternative methods of obtaining toiletries for patients.

The modal saving was 2-5 minutes per patient. 42% of nursing staff perceiving the time saved to be greater than 5 or more minutes. With the modal number of packs distributed being 3-5 per nursing staff and the modal time saving being 2-5 minutes. The use of PCPs offer an approximate release of time of 25 minutes per nursing staff member per day. This is arrived at through the following calculation:

Modal number of minutes saved (5) X Modal number of packs distributed (5) = 25 minutes.

The upper end of the time saved and packs distributed ranges (i.e. 5) has been used.



# PCPs: Time Saving Scenarios

Using the modal figures for time saved and number of packs distributed per day (5x5=25), we have arrived at a calculation on the amount of time released and the financial value of this per member of nursing staff. These figures have been arrived at using the RCN salary band figures for 2017-18.

Although obviously an approximation, the figures do indicate that the time released is financially significant, if not a direct cost saving.

Annual saving by Nursing Grade (£)



# PCPs: Pack Cost Savings

In the discussion of time savings it is apparent that some NHS Trusts have an ad hoc approach to sourcing toiletries which was time consuming and administratively burdensome. One NHS Trust (Epsom & St. Helier University Hospitals NHS Trust) had a policy of not purchasing toiletries, relying instead on donations.

Two NHS Trusts source and supply toiletries in bulk.

- Lewisham and Greenwich NHS Trust spend between £5-7 in procuring packs. The packs contain toiletries such as: Toothbrush, toothpaste, shaving cream, shaver, and soap.

- South London and Maudsley NHS Trust: Standard pack cost £5.86. Contains: a razor with safety cap, soap (15g), toothbrush, toothpaste, shaving cream 10ml sachet. Basic pack cost: £4.59. Contains: comb, toothpaste (10g), tooth brush, soap and shampoo.

There was however concern expressed about the cost and waste associated with purchasing in bulk, with nursing staff resorting to purchasing individual items.

*“It’s cheaper when we buy them individually rather than when purchased in packs ... In the end, we decided as a team to do them individually as its cheaper and it allows us to eliminate wastage” (Ward Matron, Lewisham and Greenwich NHS Trust).*

# PCP: Pack Cost Savings Quantified

Based on the data collected, it is possible to provide an initial financial evaluation of the provision of packs. Using the RCN salary information on a band 4 nurse, we have undertaken a basic modelling of the financial costs and savings associated with the provision of those packs sourced and provided by the NHS Trusts.

Drawing on the modal data for time saved and packs distributed, the annual financial value of the time released of a band 4 nurse is approximately £1,066pa. The figure (£1,066) was derived using the formula;

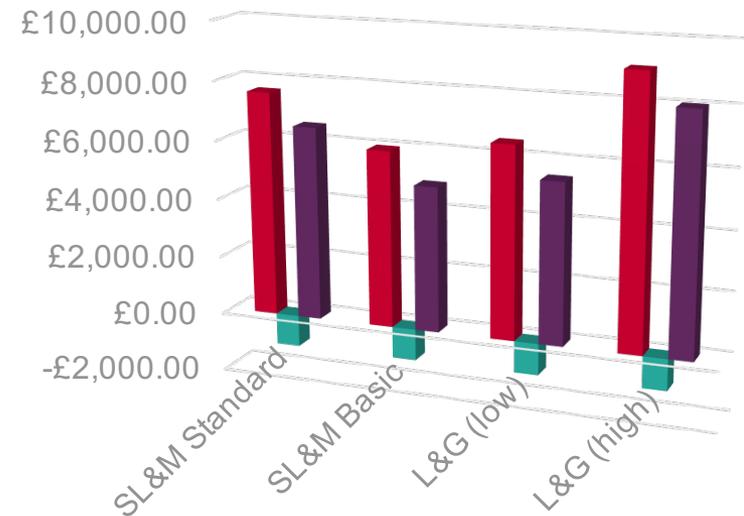
*Hourly Pay Rate of Band 4 Nurse x No of Hours Saved Per Year.*

For clarity the total Annual Pack Cost per Nurse is derived using the formula;

*Number of Packs Distributed Per Hour x Price Per Pack x Annual Hours of Nurses Worked.*

The price per pack figures have been provided by Lewisham and Greenwich NHS Trust (L&G) and South London and Maudsley NHS Trust (SL&M). See previous page for detail.

## Pack Costs and Time Saving Benefits



- Total Annual Pack Cost per Nurse
- Total Annual Time Saving Per Nurse (£)
- Total Pack Cost minus Time Saving Per Nurse

# PCP: Pack Cost Savings Quantified

Following the analysis of pack price and time released, a comparative exercise was undertaken using the range of PCP prices offered by Personal Care Packs Ltd and those patient packs provided by Lewisham and Greenwich NHS Trust (L&G) and South London and Maudsley NHS Trust (SL&M).

This exercise is informative because it illustrates that the financial value of the time released through the provision of the pack, can significantly off-set the total pack cost.

To illustrate this, allowing for time savings on the lowest price PCP standard pack results in the total cost providing an overall saving to the Trust of £65. The lowest price customised PCP pack, provides an overall saving to the Trust of £390.56.

The total cost of supplying the most expensive PCP custom pack is £3,900. After the time savings are accounted for, the actual cost is £2,833.

## Evaluation of Total Pack Cost & Savings



# Storage

During face to face interviews, participants at the NHS Trusts revealed that the toiletries previously procured were usually received and stored in a loose state (i.e. individual items packed in separate boxes). This meant that a large amount of space was required on the ward to store the toiletries.

PCPs in contrast feature all of the toiletries in a single pack making it possible for NHS Trusts to store the packs in one box, reducing the storage space required and reducing clutter.

Space is valuable in a hospital, the Valuation Agency cites an average figure of £700 per m<sup>2</sup> for new building construction.

*“From our League of Friends, we get a pack with a flannel, soap, shaving cream, toothpaste and toothbrush, moisturizer for the skin and sometimes. They are usually in a loose state meaning that it takes quite a large amount of storage space. There is a problem with storage that’s why we can’t have so much and so we got one big box up there. PCP makes it possible for us to store the packs in a box thus saving them a lot of space” (Health Administrator).*

*“The previous items came in their own boxes so we needed more shelf space to store them” (Health Care Manager).*

*“The packs come with the benefit of needing less storage space because they are all packed in one box as opposed to previous items which are collected in different boxes” (Ward Staff).*



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# Conclusions

# Conclusions

This project had 4 key research objectives.

## **1. To determine the distribution and usage of PCPs to patients in the five Trusts.**

Through the research we have identified that there was variation in the distribution of PCPs across the Trusts and this is dependent on the admissions policy within each ward. The modal number of packs distributed by a member of the nursing staff each day was 3-5.

## **2. To identify and measure the impact of PCPs for nurses and assistant health care staff on their provision of care to patients.**

Nursing staff reported that the use of the PCP is beneficial in discharging their duties, enhancing the care they provide as well as leading to an increase in their job satisfaction through better patient-nursing staff relations. Moreover, the packs are viewed as a useful tool for promoting staff/job recognition across Trusts. 98% of nursing staff would like to continue using PCPs in their wards.

# Conclusion Continued

## **3. To identify and measure the impact of PCPs for NHS Trust procurement staff in relation to time and finance.**

The use of the PCPs enabled nurses to save time in performing their duties, relieving them of an administrative and logistical burden.

Through the data collected, a series of calculations on the financial value of the time saved has been provided. Based on a band 4 nurse, the time saving is approximately £1,066pa per nurse. There are circa 322,635 FTE qualified nurses reported in the 2013 census (HSCIC 2014). The use of the packs therefore releases nursing staff time which can be used to enhance patient care. The report indicates that this time saving can be used to off-set the overall cost of the pack. The research has also provided an evaluation of the financial value of PCPs when compared to alternative care packs. The compact nature of PCPs also provide additional benefits in the space required to store the items.

## **4. To evaluate the level of satisfaction perceived by patients, Trusts and nurses with the use of PCPs.**

There is a very high level of satisfaction with PCPs, with positive consequences on the patient's experience of the hospital stay. A key benefit of PCPs is that patients are able to maintain high levels of comfort and cleanliness, increasing their sense of dignity during their stay. The connection between the social cause, volunteering and the PCP was also welcomed.



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# Recommendations

# Recommendations

This report identifies the considerable benefits of PCP for patients, nursing staff and the NHS Trusts. It is however important to not only focus on the positives of using PCPs but to also suggest ways through which the PCP scheme can be improved. The following recommendations are offered to improve the scheme.

1. Personal Care Pack Ltd are able to customise packs which is seen as valuable by the NHS Trusts. The content of the packs did not always meet the requirements of the patient or context, indicating that the dialogue between Personal Care Pack Ltd and NHS Trusts needs to be maintained to ensure that the content is appropriate or further guidance on the use of packs provided. In some instances, e.g. items which promote better sleep received positive feedback from patients, further research in this area may be beneficial to fine tune the pack contents within each Trust.

Also, with regards to wastage. There are instances where patients only used one or two items in a pack. The need to control infection within the ward has led nursing staff to dispose of the remaining items in the pack, thus leading to wastage. Reviewing pack design or devising a process for the return of unused items should be considered.

# Recommendations

2. The packs provide an opportunity to feature more than toiletries. The welcome pack in the PCPs distributed at Royal National Orthopaedic Hospital provides them with detailed information about the wards, uniform guides, infection control, hospital services and facilities. This pack not only addresses comfort and cleanliness goals but also makes it easier for patients to settle in to the hospital environment through the provision of key information.
3. The packs are an excellent tool for staff recognition. The badge experience scheme which allows patients to acknowledge nursing staff who had given them exceptional care has proven to be very successful. Encouraging NHS Trusts to incorporate that within personnel appraisal and formal recognition systems should be encouraged. It needs however to be recognised that a patient is likely to be supported by a number of nurses, therefore multiple badges need to be provided.

# Recommendations

4. PCP communications need to be reviewed. The clear connection between the social cause, volunteering and PCPs is important due to their alignment with the values of the NHS and its staff. The relatively low unit price for PCPs is of course important for budget conscious NHS Trusts, this unit price needs however to be linked to the wider financial savings that PCPs provide. The combination of values, flexibility, price and cost savings should be central to the PCP communications.



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# Appendices

- a. Financial Calculations for cost savings.
- b. Calculations for time savings.
- c. Patient survey instrument.
- d. Nursing staff survey instrument.
- e. Observation guide.

# a. Calculations Cost Savings

Hours worked	Time Saved Per Day	Time saved portion of day	Time (hours) saved per week	Time (hours) saved per year	Annual saving at Grade	Packs distributed per hour	Cost per pack	Total cost per year	Cost - time saving
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£5.86	£7,618.00	£6,551.44
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£4.59	£5,967.00	£4,900.44
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£5.00	£6,500.00	£5,433.44
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£7.00	£9,100.00	£8,033.44
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£0.77	£1,001.00	-£65.56
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£1.97	£2,561.00	£1,494.44
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£0.52	£676.00	-£390.56
1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£3.00	£3,900.00	£2,833.44

## b. Calculations for Time Saving

Band	Salary	Hourly Rate	Hours worked	Time Saved Per Day	Time saved portion of day	Time (hours) saved per week	Time (hours) saved per year	Annual saving at Grade	Packs distributed per hour	Cost per pack	Total cost per year
1	£15,251.00	£7.80	1955.25641	25 minutes	5.56%	2.08	109	£847.17	0.666666667	£2.00	£2,600.00
2	£15,251.00	£7.80	1955.25641	25 minutes	5.56%	2.08	109	£847.17	0.666666667	£2.00	£2,600.00
3	£16,800.00	£8.59	1955.762515	25 minutes	5.56%	2.08	109	£932.97	0.666666667	£2.00	£2,600.00
4	£19,217.00	£9.82	1956.924644	25 minutes	5.56%	2.08	109	£1,066.56	0.666666667	£2.00	£2,600.00
5	£21,909.00	£11.20	1956.160714	25 minutes	5.56%	2.08	109	£1,216.44	0.666666667	£2.00	£2,600.00
6	£26,302.00	£13.45	1955.539033	25 minutes	5.56%	2.08	109	£1,460.82	0.666666667	£2.00	£2,600.00
7	£31,383.00	£16.05	1955.327103	25 minutes	5.56%	2.08	109	£1,743.21	0.666666667	£2.00	£2,600.00
8a	£40,028.00	£20.47	1955.446996	25 minutes	5.56%	2.08	109	£2,223.27	0.666666667	£2.00	£2,600.00
8b	£46,625.00	£23.84	1955.746644	25 minutes	5.56%	2.08	109	£2,589.29	0.666666667	£2.00	£2,600.00
8c	£56,104.00	£28.69	1955.524573	25 minutes	5.56%	2.08	109	£3,116.05	0.666666667	£2.00	£2,600.00
8d	£66,582.00	£34.05	1955.418502	25 minutes	5.56%	2.08	109	£3,698.21	0.666666667	£2.00	£2,600.00
9	£78,629.00	£40.21	1955.458841	25 minutes	5.56%	2.08	109	£4,367.25	0.666666667	£2.00	£2,600.00

# c. Patient Survey

Please fill out this short survey to help us help more patients.

Are you    Male     Female

Age    under 18    18-64    over 65  
                        

Did this pack help you to feel more comfortable?    YES     NO

Did this pack help you to feel you were cared for?    YES     NO

Did this pack help you to feel clean and fresh?    YES     NO

Is there anything in the pack you found less useful \_\_\_\_\_

Is there anything else you would have liked to be in this care pack \_\_\_\_\_

Thank you for your time,  
we wish you a comfortable stay.

# d. Nursing Staff Survey



## Patient Care Packs Survey for Ward Staff

Thank you for partaking in the pilot across South London to hand out emergency toiletry packs, known as Patient Care Packs (PCPs), to patients in need of essential items during their stay in hospital. We want to understand the impact and benefits of these packs to patients and staff so we are asking staff to complete this short survey to let us know their experience of handing these packs out. Most questions can be answered by marking the box e.g. , or if completing on a computer please click on the box next to your answer to mark it. The data obtained from you will be anonymised and strictly confidential. Only the researcher and supervisory team will have access to the information provided in this sheet.

Name of NHS Trust you work for: \_\_\_\_\_

Your job title: \_\_\_\_\_

### Usage

**1. How many Patient Care Packs do you give out on average each day?**

Please tick  *one box only*

- None                                       3-5                                       Over 10  
 1-2     6-10

**2. Prior to trialling the Patient Care Packs how else would you get toiletries for patients that needed these?**

Please tick  *all that apply*

- Individual items stored on ward                                       The patient would not have access to toiletries  
 Borrow from other patients  
 Buy yourself from shop/bring from home                                       Other (please specify) \_\_\_\_\_

### Impact of Patient Care Packs

**3. Do the Patient Care Packs save you time? If no or not sure, please proceed to question 5.**

Yes    No    Not sure

**4. If yes, would you be able to give a rough estimate on the amount of time you saved for each patient by being able to access Patient Care Packs, rather than an alternative method of obtaining toiletries?**

Please tick  *one box only*

- less than 1 minute                                       from 2 minutes, up to 5 minutes                                       10 minutes or more  
 from 1 minute, up to 2 minutes                                       5 minutes or more

# Nursing Staff Survey

5. Generally, do you find that providing a patient with a Patient Care Pack helps to develop further interaction or conversation about their care or wellbeing?

Please tick  *one box only*

Yes  No

6. Please state the extent to which you agree with the following statements about Patient Care Packs:

Please tick  *one box for each row*

Patient Care Packs...	Agree	Neither agree nor disagree	Disagree
...contribute to better overall patient care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...help patients to maintain their dignity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...improve a patients comfort and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...contribute to the reduction of falls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...improve patient hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...encourage patients to take better care of their hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...help with infection control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Satisfaction

7. Has handing out Patient Care Packs impacted on your job satisfaction?  
 Yes, positively  Yes, negatively  No
8. Would you recommend Patient Care Packs to colleagues at other hospitals?  
 Yes  No
9. Would you like to continue to provide Patient Care Packs to patients on your ward?  
 Yes  No
10. Are there any items that were not included in the packs that patients would find useful?  
 Please state below  
 .....
11. Which (if any) of the items included in the Patient Care Packs were not being used by patients?  
 Please state below  
 .....

**Thank You for your time.** Please return this survey to Precious Akponah.

# e. Observation Guide

## Patient Care Packs – Observation Guide

Observation Category	Data to be collected	Further Details
<b>Storage of Personal Care Packs (PCP)</b>	<ul style="list-style-type: none"> <li>➤ Where are the packs stored?</li> <li>➤ How are the PCPs stored and how accessible are they for staff?</li> <li>➤ Are there problems with storage space?</li> <li>➤ Review distance between the wards and storage location.</li> </ul>	The aim of the first two categories (storage and movement) is to document evidence of time and space expended on the storage and distribution of the personal care packs to the patients in the wards.
<b>Movement of PCPs</b>	<ul style="list-style-type: none"> <li>➤ How are the packs handed out and by whom?</li> <li>➤ How are packs moved from storage location to patients?</li> <li>➤ Observe the ward environment in relation to PCPs, their distribution and use.</li> <li>➤ Who are the people involved in moving the packs across the hospital?</li> <li>➤ How long does it take for a member of staff to source and distribute a pack?</li> <li>➤ If a member of staff had to source personal care items from other means, how long does it take to do this and what policies/processes are in place for this to occur?</li> </ul>	
<b>Patients' experience of PCPs</b>	<ul style="list-style-type: none"> <li>➤ How are the packs used by patients?</li> <li>➤ Is publicity about PCP provided in the wards?</li> <li>➤ Which (items) are being used and which are not?</li> <li>➤ When are the packs distributed?</li> <li>➤ When are the packs used?</li> <li>➤ Is there evidence of multiple distribution of packs by patients?</li> <li>➤ Are there any issues of waste?</li> <li>➤ Who are the typical patients who receive the packs?</li> </ul>	This category will allow the researcher to document patients negative and positive experience of using the packs. Since I have no ethical clearance to speak to patients, I will try to uncover this information without necessarily speaking to the patients'. Instead, I will attempt to get take cues from nursing staff experiences around patients'
<b>Feedback on physical environment PCP/background information</b>	<ul style="list-style-type: none"> <li>➤ How many beds are in the wards?</li> <li>➤ Are there any complaints about the content of the pack?</li> <li>➤ Are any additional items sourced to compliment the packs</li> </ul>	Both these categories will allow the researcher to obtain some background information about the size of the wards as well as potential complaints about the packs. The data obtained here would help determine the level of patients and nursing staff satisfaction of the packs as well as any need for improvement. Equally, it will help obtain data that can be useful identifying the differences and possible advantages for using the Personal Care Packs as opposed to nurses providing single items for patients that are admitted
<b>Nursing staff experience of PCP</b>	<ul style="list-style-type: none"> <li>➤ How are the packs monitored?</li> <li>➤ What decisions are made about the recipients of a care pack?</li> <li>➤ How are the packs distributed and who is responsible for this?</li> <li>➤ Prior to PCPs, what have nursing staff previously done?</li> <li>➤ How many nursing staff are in the wards?</li> <li>➤ What guidance are available to nursing staff about their use.</li> </ul>	