An evaluation of a New Care Models (NCM) initiative to improve stroke services across Dorset

C.F. Brooks, A. Argyropoulos and C.B. Matheson-Monnet

Introduction

In 2017-18 Dorset Clinical Commissioning Group (CCG) recorded the third highest number (19,473) of patients with stroke or transient ischaemic attack (TIA) amongst all CCGs in the UK. Given the significance of stroke in Dorset, a key objective of a Dorset NCM stroke services initiative is to improve consistency of stroke services, provide availability and access to high quality stroke treatment, care and rehabilitation and prioritise the needs of the patient.

Aim

The Centre for Implementation Science at the University of Southampton worked with Wessex Academic Health Science Network to evaluate staff views, perceptions and experiences of the main changes, barriers and enablers in developing the NCM stroke services initiative.

Methods

Using a survey (n=18) and semi-structured interviews (n=12) with staff from a range of occupations including managers, doctors, nurses and allied health professionals, themes were used to analyse stroke performance data.

Results

Participants reported positively on the development of the NCM initiative (key interrelated thematic findings presented in Figure 1). The two main core themes were: ‘Working towards a patient-centred approach’ and ‘Improved communication and relationships working with colleagues in Dorset’.

Conclusions

Balanced against these developments was recognition by participants to understand how and with who future development of work will progress to optimise patient benefit. Examples of further areas to explore include ensuring involvement of all relevant staff within the hospital and community, involvement of patients and carers, and provision of ‘protected’ staff time, resources, training and support.


Contact: C.F.Brooks@soton.ac.uk