



**Problem statement:**

The community nursing teams in east Kent frequently receive inappropriate referrals. The teams do not feel that the current service leaflet adequately explains their remit or supports conversations around patients being housebound. Therefore, the leaflet is not routinely given out by any of the teams.

**SMART aim/Vision Statement:**

To improve the content of the existing east Kent community nursing leaflet, clearly setting out the remit of the service and requirements of service users.

**Measures to track improvement/Targets:**

Community nursing staff are unable to use the existing leaflet, as it was produced in 2015 and is no longer accurate. It also does not include any expectations of service users in relation to behaviours including smoking policy, abusive behaviour towards colleagues or risk from pets.

This project links to the Trust’s *We care ambition of better patient experience*. It will provide accurate information for service users, their carers and families. It will also support decisions for right care, in the right place.

**Results, what we learned and what’s next/analysis:**

The new leaflet was published to the trust’s public facing website in July 2023 and is available for all nursing teams to print and provide to patients.

A west Kent leaflet will be devised using this east Kent format; nuances between the two services mean one leaflet does not fit all at this time

What we learned: It is not easy to measure the impact of the leaflet on the reduction of inappropriate referrals or service user dissatisfaction, since these cannot be directly attributed to the availability of the leaflet.

**Tests of change/Programmes of work:**

- The existing leaflet and webpage information was consolidated and updated incorporating expectations of patients, in terms of behaviour, smoking and making sure pets are kept securely away from trust employees.
- The nursing clinical leads, communications team and east and west Kent nursing colleagues were given a chance to share their comments, suggestions and feedback for content. This was all favourable and changes were incorporated into the final version.
- Engagement from service users was through the Patient Experience Group and in March 2023 participants of the east Kent Community Engagement Group were positive about the leaflet and offered some wording changes which were incorporated in to the final version.

