

The impact of patient focus group on patient care in the ICU.

Dr V. Navapurker and G. Brunskill

Cambridge University Hospitals NHS trust.

Introduction

All ICU patients experience sensory deprivation and sensory overload.
(Khalaila R, Zbidat W, Anwar K, et al, 2011)
As a unit we wished to identify what our patients felt.

Sensory deprivation and overload

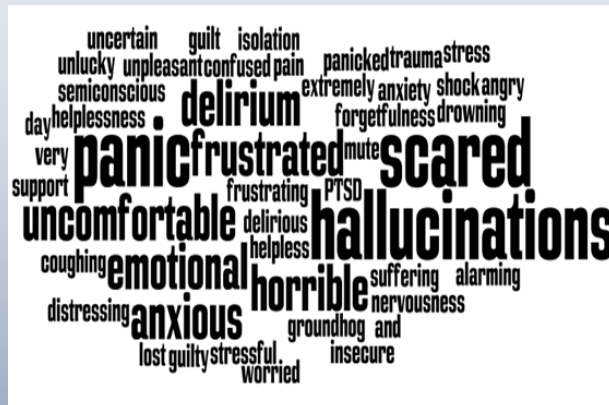


Method

Patients completed a questionnaire and then the group met first in 2013 to establish what our patients felt and how we could support future patients.

Results

"I felt..."



...and I couldn't tell anyone"

The primary findings of the group were that the patients had an inability to report symptoms, which resulted in psychological damage, and caused the most distress.

Conclusion

In response to what our patients had said myICUvoice was born, a software system that allows patients to communicate with care givers. We also made psychological support available to all patients who want it. As a result of this information the units practice has been developed.

