





HUG IN A BAG

Emergency and Critical Care Milton Keynes University Hospital

Christina Riley



THE PROJECT

A pack to provide **practical** and **emotional** support for women attending the emergency department experiencing miscarriage/threatened miscarriage in early pregnancy



Contents

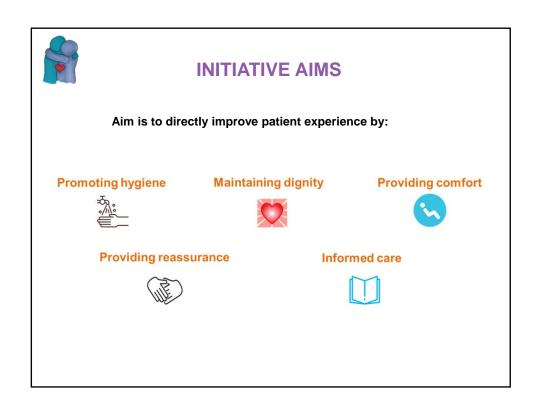
Pads

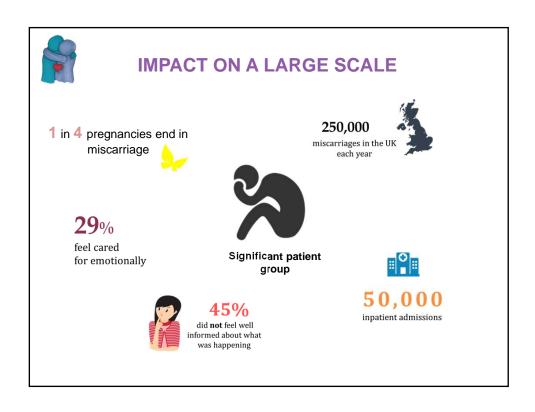
Knickers

Wipes

Tissues

Information Leaflet







INFORMED BY PATIENT EXPERIENCE



Experiences as a newly qualified emergency nurse

Recognised a gap in the provision of holistic, compassionate care and open communication



Feedback from patients

PALS had been involved with women who were unhappy with their experiences of miscarriage in the Emergency Department.



PRODUCT OF EFFECTIVE COLLABORATION

Newly Qualified Nurse

Practice Development

Patient Experience





Communications

Emergency Department Staff

PALS / Complaints

Early Pregnancy Assessment Unit



PATIENT EXPERIENCE AT THE HEART



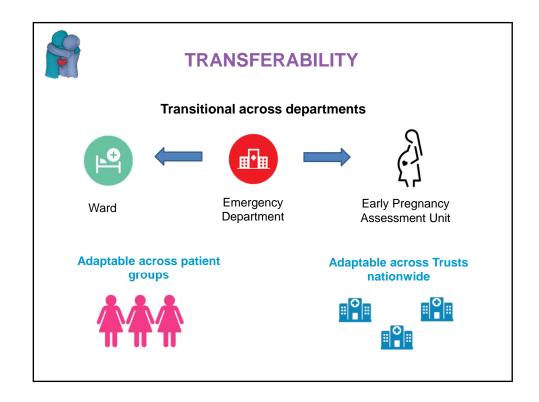
Focus groups



"it has given me goose bumps......genius idea"

"the concept of a hug is exactly what the hug in a bag does for you"

"it makes the woman feel that the hospital are there for them...it counteracts the fear...pretty amazing"





REGIONAL AND NATIONAL CHAMPIONING









NHS Fab Changes Day OSEM Conference NHS Thames Valley Leadership Awards 2017 Patient Experience Network National Awards 2018



WINNER OF NURSING TIMES AWARDS – EMERGENCY AND CRITICAL CARE

