



HUG IN A BAG

Emergency and Critical Care
Milton Keynes University Hospital

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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








INITIATIVE AIMS


Aim is to directly improve patient experience by:

<p>Promoting hygiene</p> 	<p>Maintaining dignity</p> 	<p>Providing comfort</p> 
<p>Providing reassurance</p> 		<p>Informed care</p> 




IMPACT ON A LARGE SCALE

<p>1 in 4 pregnancies end in miscarriage</p> 	<p>250,000 miscarriages in the UK each year</p> 	
<p>29% feel cared for emotionally</p>	 <p>Significant patient group</p>	
 <p>45% did not feel well informed about what was happening</p>		<p>50,000 inpatient admissions</p> 




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

Patients



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”



TRANSFERABILITY

Transitional across departments



Ward



Emergency Department



Early Pregnancy Assessment Unit

Adaptable across patient groups



Adaptable across Trusts nationwide





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

