

# Providing Support for Patients Following Discharge – A Standardised Approach

Anna Simpson RGN BSc (Hons) Stoma Care Nurse, SecuriCare (Medical) Ltd.  
Contact: [info@securicaremedical.co.uk](mailto:info@securicaremedical.co.uk)

## Introduction

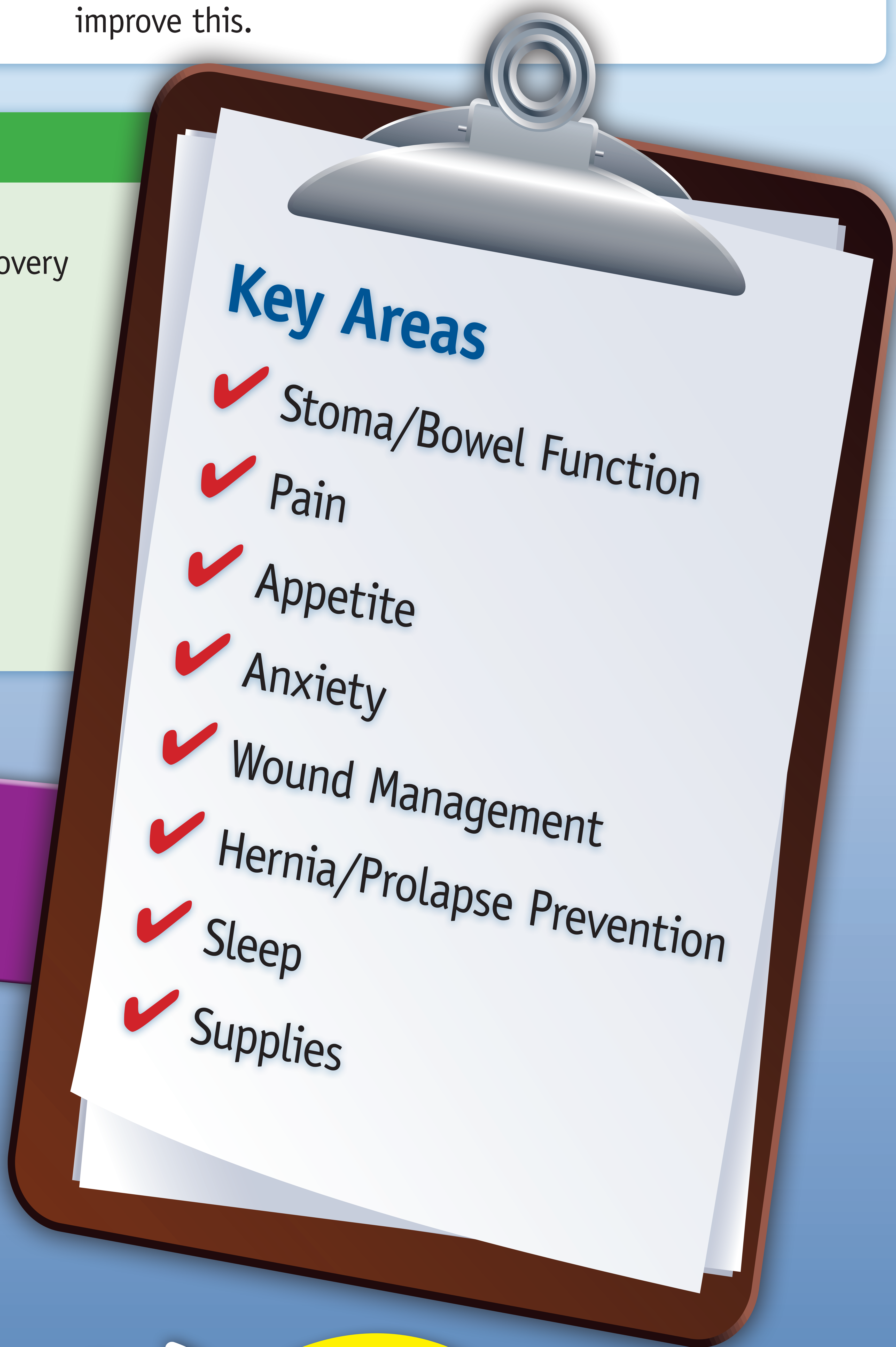
Enhanced Recovery Pathway (ERP) is designed to optimise patients before, during and after surgery (Lassen et al 2009). All patients in the Leicester area who are on the ERP will have a follow up phone call from a specialist nurse 24-48 hours following discharge from hospital. The aim is to highlight any problems since discharge home, reassure and assist patients via telephone and therefore may reduce readmission to hospital.

A focus group led by Taylor & Burch 2011, involved collecting feedback from ERP patients following colorectal surgery, who had received telephone follow up; 42% of patients considered the call to be useful and reassuring. This is further supported by a SecuriCare satisfaction survey where 84% felt that their aftercare since being discharged home was satisfactory. The use of a standardised telephone follow up protocol aims to improve this.

## Method & Rationale

The patients were asked a set of evidence based, standardised questions in key areas, to assess their recovery while giving the patient the opportunity to ask for any advice.

- Highlight any problems since discharge
- Provide reassurance and information
- Regulate aftercare
- Minimise readmission



## Future



References:

- Taylor C, Burch J (2011) Feedback on enhanced recovery programme for colorectal surgery. British Journal of Nursing. Mar 10-23;20(5):286-90
- Lassen K, Soop M, Nygren J et al (2009) Consensus review of optimal preoperative care in colorectal surgery: Enhanced Recovery After Surgery (ERAS) Group recommendations. Arch Surg 144(10):961-9