



One Glos 'Personalisation into Practice' Our People Stories

All it took was to ask...

What matters to me...



Rachel Bucknell
Senior Matron for Frailty



1. Tell us about how it happened, and why you are proud of it.

We worked with John to understand what mattered to him, we spent time getting to know John, ensuring he had a full Comprehensive assessment using the GCA tool. This included looking at both, his physical, emotional, and mental health as well as his environment in which he lived and exploring his support network. We took our time to build a therapeutic relationship so that John could trust us to provide him with the care and support he required to ensure his health and wellbeing were optimised, we also enabled John to plan for the future with an advanced care plan approach.

2. Tell us, who did you work with?

We've worked with NHS Glos ICB, GCC adult social care, Primary Care Social Prescriber Link Workers, GHC's Equipment services, John and his family/carers. Respiratory nurses, Heart failure team, Bowel screening team, housing scheme manager, EZEC transport, Gloucester fire safe and well team, memory assessment team, Royal British legion, Association of Royal Engineers, Colbolt scanning unit. Bristol School of anatomy as John wanted to leave his body to medical science.

We took an holistic approach using the wider MDT to ensure we meet Johns needs through a Personalised approach to care.

3. Tell us, how you did it?

We have been working with our clinical leads and integrated Multidisciplinary teams across organisations to develop the model for John's universal personalised care across the . We codesigned a care pathway to incorporate digital capabilities with the efficient use of technology to support clinical decision making.

4. Tell us, what was the impact on the person?

The personalised care and support plan is developed following an initial holistic assessment about the person's health and well-being needs so they have an agreed personalised care and support needs. Patients/families have stated they feel a 'what matters' conversation has given them time to think much more about what they want in the future. We can mitigate the risks associated with a hospital stay for people and allow them to recover in the best place but with the addition of technology brings.

5. How did working in a personalised care make you feel?

Having better conversations that balance the power dynamic and address what is important to the individual is also empowering for staff. The feeling of truly listening to them and aligning this future planning means that there is time to fully enable them to be in control of their decisions. This is especially evident in the FVW project where more advanced planning is needed after discharge.

6. What could health and care leads do to help make that happen? Time allocation for personalised care consultations to be held to build trust and truly understand the whole person's needs and wishes, digital interoperability to liaise with other teams.



John - Royal Engineer Veteran.

Living with advancing COPD, Breathlessness Hypertension, AAA, moderate frailty, cardiac issues, Colonic high-risk polyps and poor memory lives alone no NOK.

My name is John, I'm 73 years old and a Royal Engineer Veteran. I live in Gloucester; I have no formal NOK. I have life limiting long-term conditions, including COPD and breathlessness. I have issues with eating due to poor dental hygiene and struggle to eat the foods I enjoy. Due to my breathlessness, I struggle to manage my activities of daily living, simple things, like taking out the rubbish, having a shower, keeping my flat tidy and getting to and from appointments.

The frailty team have worked with me, listening to what matters to me, to ensure my health and social needs have been addressed. They have ensured that I have accessed all the health assessments and medical professional to ensure my health is optimised.

They have also engaged with community led teams including adult social care, and the Royal British legion to ensure I have planned, for the future. This included a free will writing service and they have helped me apply to leave my body to medical science.

I have also been able to register with an NHS Dentist so I can try and get my teeth fixed and I look forward to eating a steak.

