



Short Case Study

Supporting Hospital Discharge during Reset

Teddington Memorial Hospital

Building on a winter pressures model Liz Riedlinger (Clinical Lead Nurse/Acute Liaison Nurse) in reached to the acute Trust to support patient flow following lockdown.

Liz has acute, community reablement and community hospital experience. This and an honorary contract gave her access to patient records across the system informing a thorough holistic assessment.

Liz visited wards in the mornings identifying clinically appropriate patients, supporting discharge planning discussions, answering patient questions and prompting timely transfer. Teddington Memorial Hospital was admitting different patient cohorts. In reaching meant appropriate patients were transferred on the day supporting system flow and the community hospital could provide safe individualised care.

Benefits for patients:

- Clinically appropriate and safe transfers
- Improved experience of transfer

Benefits for community hospital staff:

- Improved clinical knowledge of the patient and their needs
- Patient transfers earlier in the day

Benefits for the system:

- Improved relationships and partnership working
- Sustainable model of in reach that can be flexed based on system needs

Success was due to 2 key factors:

1. A clinically confident, competent, experienced and credible senior nurse who understood the wider health and social care system
2. Access to relevant patient related electronic systems

“ **The trust developed with the ward teams allowed us to ensure the right patient received the right care at the right time. Working together saved time and resources and resulted in excellent person-centred care.** ”

LIZ REIDLINGER



Contact



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