

Emotional Touchpoints -

Patient Centred Evaluation of a Hospice Day Service

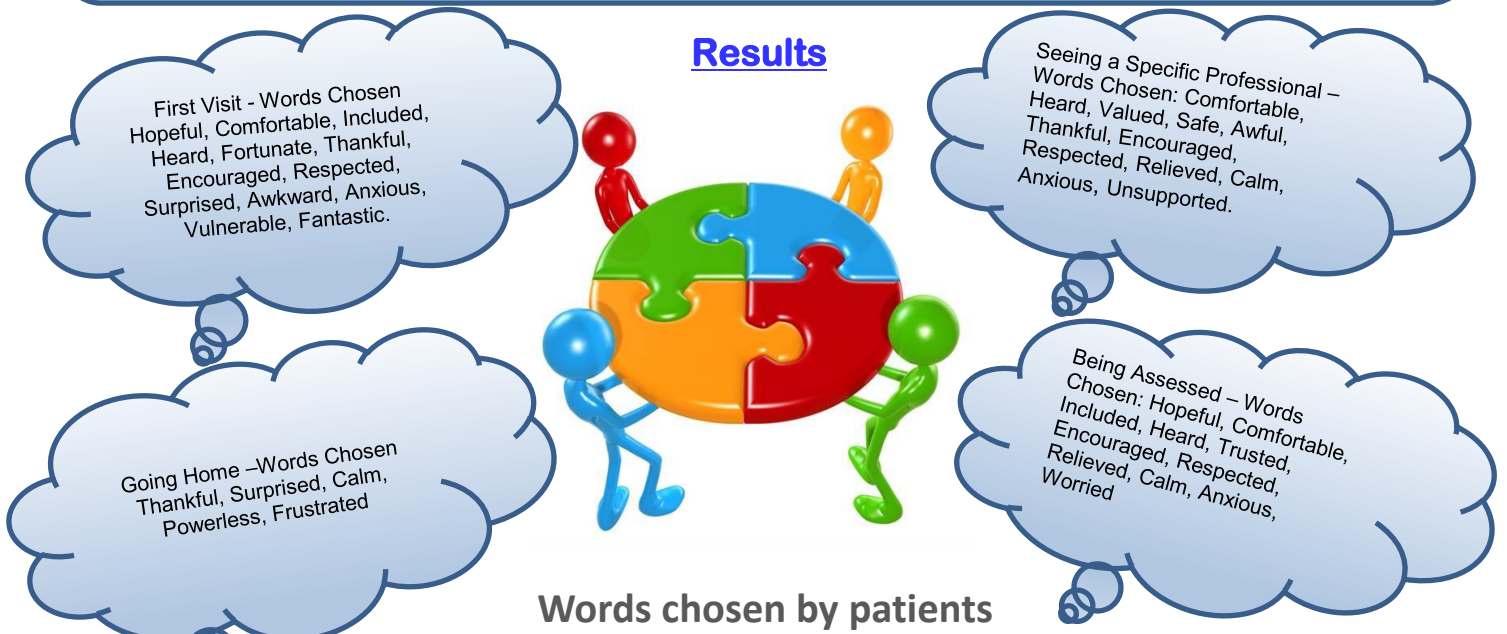
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Background: Emotional Touchpoints (ET) is a structured approach to ensure that patient views and experiences are heard. (1) (2) It is vital that patients are fully involved in any service development in a newly established service.(3)

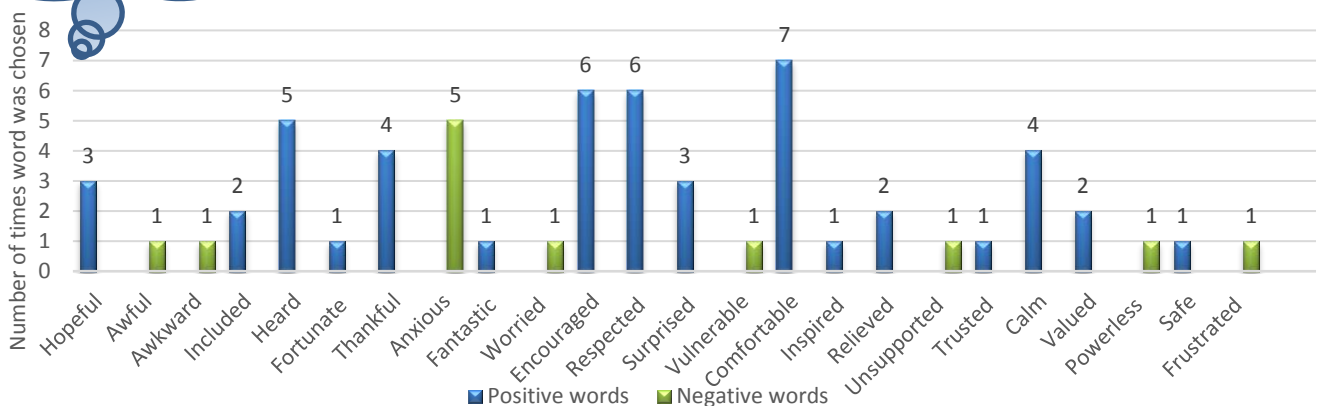
Aims: The use of emotional touchpoints to evaluate a service development. Aim to develop an open approach to both positive and negative experiences of care within day services and outpatient clinics.

Methodology: A prospective study of ET was used to capture patient opinions of a service. Purposive sampling was implemented (n=20) from a caseload of 30 patients. Data collection was by ET questionnaire and data was captured using thematic analysis, noting recurrence of positive and negative words. Analysis was carried out by 2 researchers. Recurring themes were identified.

Results



Words chosen by patients



Conclusions: This patient-centred means of evaluating our service ensures poor experiences are identified early and acted upon to improve practice. Positive responses are fed back to staff to improve staff wellbeing and resilience. This study is subject to bias as ET was facilitated by staff. Future studies would use external professionals to elucidate this information.

(1) Dewar, B., Mackay, R., Smith, S. *et al.* (2010). Use of emotional touchpoints as a method of tapping into the experience of receiving compassionate care in a hospital setting. *Journal of Research in Nursing*, 15(1), pp.29-41.
 (2) Stevens, E., Martin, C.R. White, C.A. (2011). The outcomes of palliative care day services: a systematic review. *Palliative Medicine*, 25(2), pp.153-169.
 (3) Coulter, A., Roberts, S. Dixon, A. (2013). *Delivering better services for people with long term conditions. Building the house of care*. London: The Kings Fund.