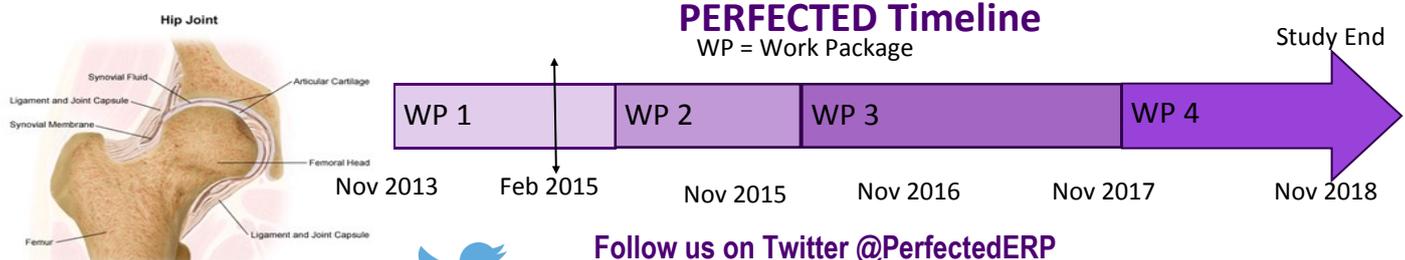


Hazel Blears MP meets the PERFECTED Team

newsletter

On 20th January 2015 four members of the PERFECTED team met with Hazel Blears MP (Co-Chair of the All-Party Parliamentary Group on Dementia) and Jessica Asato Labour's Norwich North parliamentary candidate, at the recently re-opened Silver Road Community Centre. The group discussed the project's progress and its future activities. PERFECTED team members talked about their initial reflections from the recently completed observations on orthopaedic wards in acute hospitals. They shared the difficulties faced by NHS staff, but also the determination of these same staff members to 'improve patient care.'



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Progress

- The analysis of the data collected in Phase 3 (observations of care delivery in acute settings) is now underway.
- The Phase 4 protocol went before a Full Research Ethics Committee on the 19th January 2015 and was given a favourable opinion. **Thank you** to all those involved in creating and reviewing this document. Phase 4 includes interviewing: recently discharged hip fracture patients, carers of recently discharged hip fracture patients, and dementia leads. Focus groups will also be conducted with a wide range of health care professionals.

Team Introductions- This month we learn more about [Stevie Vanhegan](#) a Service User Advisory Group member and Lay Researcher for the PERFECTED Programme. Stevie is one of three Patient and Public Involvement (PPI) members who have been conducting observations in acute hospital wards for PERFECTED alongside researchers.

Stevie is a grandmother and retired lecturer who enjoys reading and watching her husband do the gardening. Her mother fell and broke her hip whilst in the early stages of Alzheimer's. She joined the PERFECTED Service User Advisory Group in September 2014 and hopes to be carrying out interviews for the study this year.

Stevie comments on her time observing for PERFECTED:

"Observing on the ward was quite an eye-opener since the quality of care has improved so much since my mum was in there. I feel privileged to take part in a project that pushes the level of patient experience even higher. Mum had two stressful weeks in hospital and came out with very little self-confidence. That should never happen to someone in her situation and I believe that PERFECTED is key to helping."

Thank you for your contribution to the project Stevie!

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