Patient Journey of Primrose Hill

62 years old female living in Leeds Has been with her current GP in Burley for 30 years and has an excellent relationship Has a **DNR** order

York Teaching

Cardiovascular specialist

(unavailable at Harrogate)

Two emergency operations to

- No access to SCR on ward

- Did not bring prescription or

remove clots in neck and elbow

Hospital

Jan 15th 2018

Discharged

Prescribed Apixebam

blood thinning tablet

Jan 19th 2018

Wetherby

Outpatient clinic

Primrose has a number of complex health problems including:

- Vascular problems

Issues with access during treatment

Taken to Harrogate

- No access to SCR in A&E

- 22+ medications (eq)

- Serious mental health

controlled drugs?

- Name and address 20 years

- Allergic to penicillin & eggs

<u>Key</u>

Inpatient treatment

Outpatient treatment

Reason for treatment

Timeline of events

Urgent transfer

Jan 12th 2018

out of date

problems

- Continuous chest infections
- Continuous pneumonia
- Only has one usable hand as a result of post-op

Primrose has a number of complex mental health problems, including:

- Dissociative identity disorder (DID)

Feb 9th 2018

Taken to LGI A&E

Hand becoming discoloured

concern about gangrene

- Out of date demographics

Saw consultant and sent home

- Post Traumatic Stress Disorder (PTSD)

999 call, ambulance

Demographics now up to date

to St James' A&E

Admitted

Feb 12th 2018

Acute pneumonia

- Anxiety

Feb 19th 2018

Respiratory ward at

X-Ray showed large shadow in

- No understanding of mental

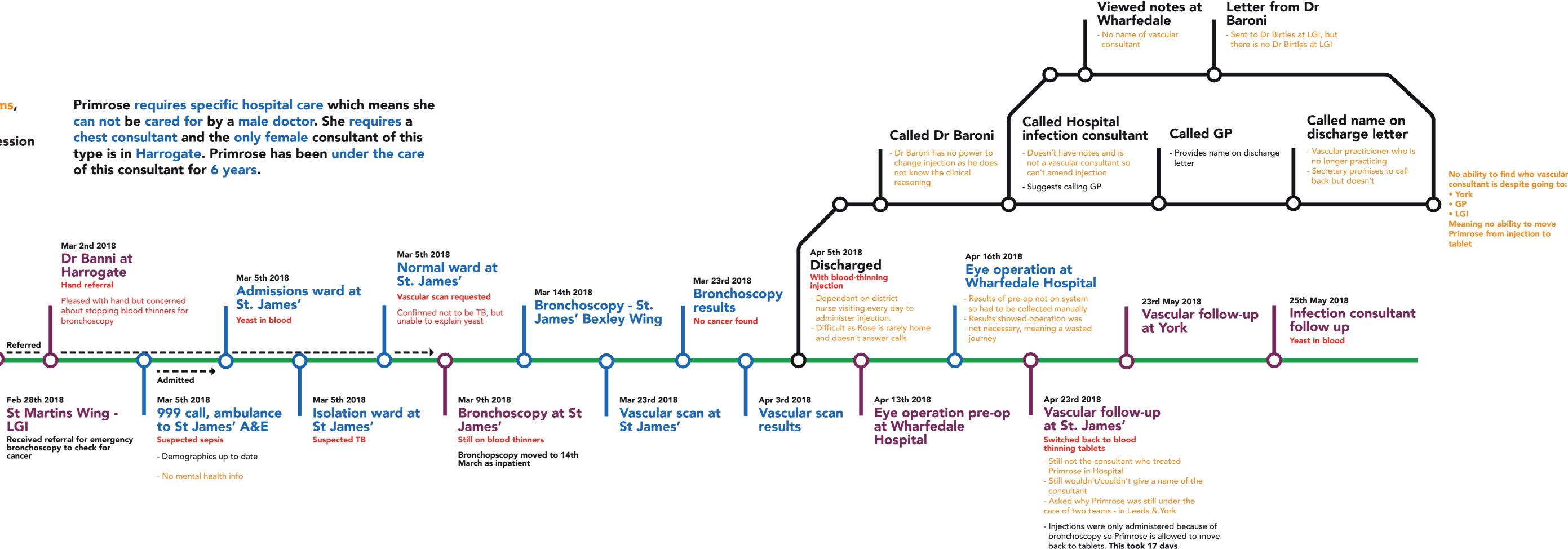
Feb 13th 2018

Pneumonia

health history

Discharged

- Severe Depression



consultant is despite going to:

Meaning no ability to move Primrose from injection to