

Hertfordshire Community Trust - Our core values

Care - We put patients at the heart of everything we do

Respect - We treat people with dignity and respect

Quality - We strive for excellence and effectiveness at all times

Confidence - We do what we say we will do

Improve - We will improve through continuous learning and innovation



Leg Ulcer Service

For further information please contact: enhertslegulcer@nhs.net

What does our service do?

This nurse-led service offers a detailed assessment for people who have a leg ulcer. We have dedicated local leg ulcer clinics providing assessment for patients registered with GP's in Baldock, Hitchin, Stevenage, Royston, Welwyn and Hatfield and also offer a domiciliary option when necessary.

Patients benefit from a detailed assessment (including Doppler) to ascertain the cause of the ulcer enabling treatment in line with best practice guidance/recommendations and/or referral to other specialists as is necessary.

What are our top 3 achievements in the last 12 months?

1. Access to ICE - patient investigation results system.
2. Promotion of self-management options for patients within our service.
3. Healing rates maintained above national benchmarking levels (see outcomes).

What are the top 3 things we would like to achieve in the next 12 months?

1. Support the proposed service redesign proposals to promote county wide access to specialist leg ulcer services for patients and staff.
2. Work more collaboratively with other services – tissue viability, lymphoedema, podiatry to provide an enhanced level of care for patients with leg ulcers and clinical support/learning within the multiple services.
3. Embed the self-management philosophy within our care pathways on a more comprehensive level.

How do our patients benefit from our service?

The patients benefit from treatment under the guidance and direction of the specialist leg ulcer service, supported by community and practice nurses, who have received appropriate leg ulcer management training also provided by our team.

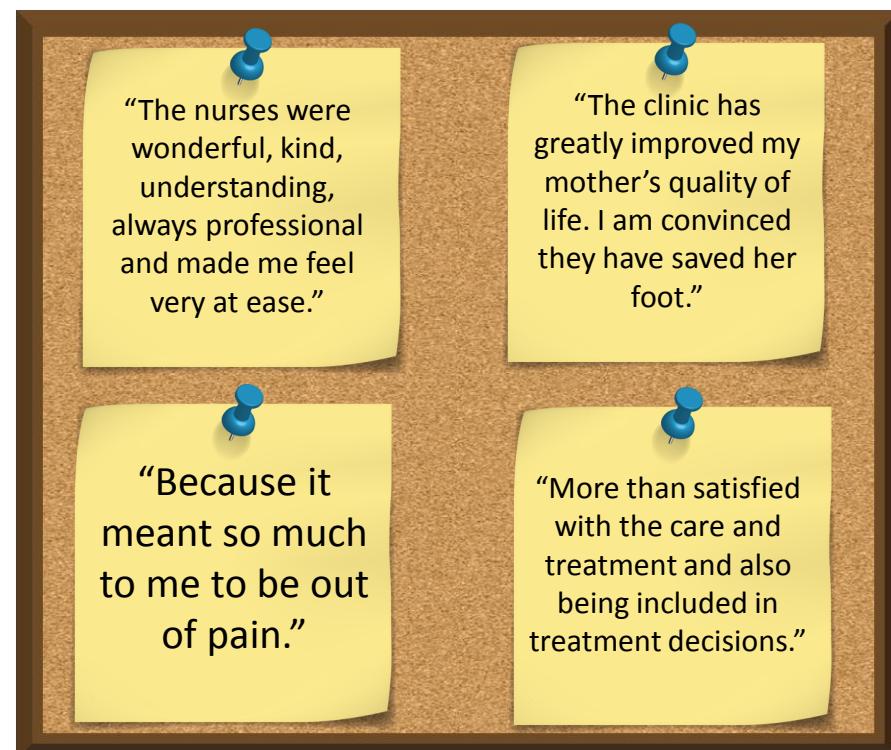
Patients benefit from improved healing rates and quality of life (see outcomes), as well as reduction in the recurrence rate of venous ulcers. Patients also benefit from our closer liaison with other specialists such as vascular, dermatology and rheumatology when aetiology requires a multi-disciplinary input.

How does our service improve the outcome for our patients?

Greatly improved 12 week healing rates for venous ulcers from 19%-45% once the service was set up. Healing rates were benchmarked nationally in 2015 showing an increase to 63% (higher than the average national benchmarked figures). 94% of patients reported improved quality of life e.g. reduced pain, improved mobility (Oct 2017 patient satisfaction survey).

What do our patients and staff tell us about our service?

Our Friends and Family
Test score is: 100%



You Said, We Did

You Said: "Signs to toilets are not clear enough!"

We Did: We created and displayed clear unisex signs in all our clinic settings