

# Patient question sheet



## Inspiring Change

A review of the quality of care provided to patients receiving acute non-invasive ventilation

### Questions for patients/relatives/carers to ask when someone is having acute non-invasive ventilation (NIV)

**Question:** Do you understand what is happening and what acute non-invasive ventilation is?

**Suggestion:** If not, ask if a consultant or senior member of the respiratory team is available to explain to you what is happening.

**Question:** Do you know who is in charge of your/your relative's care?

**Suggestion:** Ask to know the name of the consultant in charge and their specialty. This should be acute medicine, respiratory medicine or intensive care medicine.

**Question:** Do you understand what treatment is planned? including what will happen, how it will happen, why it will happen, when it will happen and what is expected to happen afterwards?

**Suggestion:** If not, ask the doctor or nurse treating you to explain it again. It may be a good idea to make some notes.

**Question:** Have you been told that non-invasive ventilation is not always effective?

**Suggestion:** If not, you may want to discuss with the doctors what will happen if it does not help to resolve your/your relative's problem?

**Question:** Does the mask fit comfortably? Is it causing any pain, can air be felt blowing around the eyes or are there any rasping noises around the sides?

**Suggestion:** If it is not fitting well or gas is leaking ask a doctor or nurse for this to be looked at.

**Question:** Do you feel confident that the person working the machine knows how to use it?

**Suggestion:** If not, ask to see the specialist consultant on-call.

**Question:** Are your/your relative's oxygen levels being recorded continuously?

**Suggestion:** If not ask why not. You may also want to ask what the level should be so you can be aware if it is too high or too low.

**Question:** Are your/your relative's pulse, blood pressure and breathing rate being recorded regularly and are the settings on the ventilator being checked regularly too?

*(‘Regularly’ means at least once per hour for the first few hours of treatment)*

**Suggestion:** If not, ask whether the frequency is appropriate.

## Questions for patients/relatives/carers to ask when someone has had acute non-invasive ventilation (NIV)

**Question:** At the point of being discharged from hospital, has a follow-up appointment been arranged with a specialist in your/your relative's condition?

Suggestion: If not, speak to a doctor or nurse to ask for this to be arranged.

Suggestion: If it has, are you clear about the arrangements? If not ask the doctor or nurse to explain again and ask them to write the details down.

**Question:** Have you considered what you would like to happen in the future if you/your relative has a similar illness?

Suggestion: If so, discuss your future wishes with the staff caring for you and aim to get a plan in writing for your notes, your GP and a copy for you/your relative.

**Question:** Do you know if your GP has been informed of your hospital stay and follow-up arrangements

Suggestion: You may want to ask for a copy of the discharge letter so you can hand it to the GP.

### Useful links:

[British Thoracic Society: www.brit-thoracic.org.uk](http://www.brit-thoracic.org.uk)

[British Lung Foundation: www.blf.org.uk](http://www.blf.org.uk)