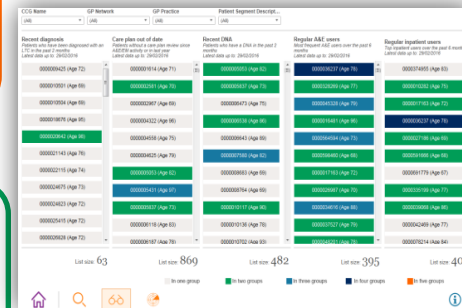


# Using WSIC Dashboard to aid complex patient care

## CC4C Hub MDTs – Psychological stress

### Case Finding

- Foundation doctor used the Dashboard to identify complex patients before the CC4C Hub MDT.
- Potential patient cases were identified using patient selection tools for regular primary and secondary care attenders, frequent hospital admissions, missed appointments and out-of-date care plans.
- Further information was gathered from their hospital notes and clinic letters.
- These were summarised and sent to the Paediatric consultant running the MDT who finalised case selection.

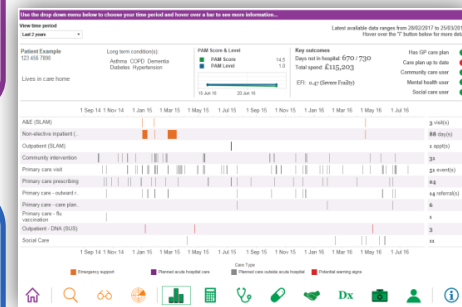


### The Patient

- A 10-year-old boy was selected because he had over 10 visits to A&E during 2017 with the same complaint of dizziness, chest pain and loss of consciousness.
- The symptoms only occurred at school and in his hospital notes he had reported being upset at school and felt he was being bullied by teachers.
- Clinical investigations were normal.

### Clinic

- The above case was discussed between the specialist Paediatric and GP MDT.
- It formed the basis for discussion and learning about the interface between physical symptoms, psychological stress and multiple consultations opening the door for the patient and their family to receive mixed messages regarding the diagnosis and management.



### Outcome

- As a result of being identified using the Dashboard tool as a case for review, the patient was discussed by a MDT consisting of specialist paediatricians and GPs.
- The case was also used to educate both secondary and primary care teams about psychological stress presenting as physical symptoms, and the importance of providing a consistent, unified message for patients and their families despite multiple consultations.