

Improvement to Stoma Care

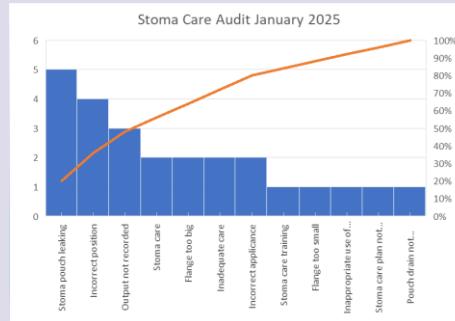
Theme | Patient Experience
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REASON WHY?

Enhancing stoma care at The Shrewsbury and Telford Hospital NHS Trust presents an opportunity to improve patient wellbeing, increase staff confidence, and raise satisfaction with the colorectal service. By introducing formal training and best practices, this project aims to foster a more positive experience for both patients and staff.

PLAN

An audit was undertaken across surgical wards, and we have identified that there are some ongoing issues with stoma care practices.



Our goal is to support both patients and staff by introducing formal face to face training and sharing best practices. We hope to boost confidence, improve patient experiences, and help everyone feel more satisfied with the colorectal service.

DO

Training sessions were arranged for ward colleagues to cover all aspects of caring for a patient's stoma to enhance their knowledge and skills.

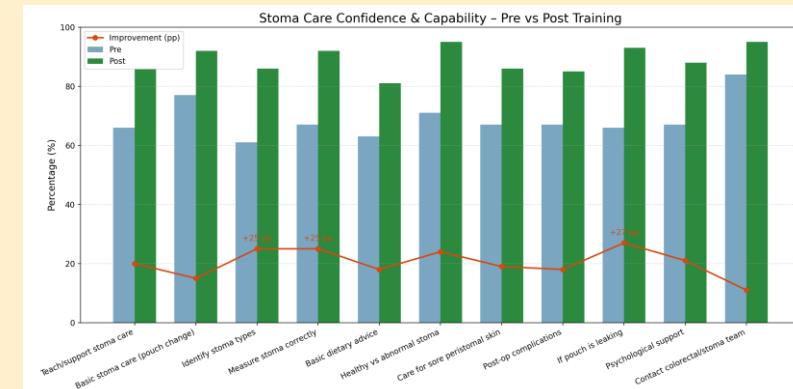
Monthly sessions were arranged between February 2025 and November 2025 across 8 areas.

Three sessions were cancelled due to hospital escalation, and one team were not aware despite the Colorectal and stoma team communicating this in advance.

STUDY

All metrics improved between the pre and post training survey. Improvement ranged between 15-26% across the categories. Stoma pouch leaking was identified as the top issue with stoma care practice. Following the training, colleague confidence had increased in this area, suggesting that colleagues would feel more confident in dealing with leaking stoma pouches.

Patient feedback included:
Exceptional staff care: Patients felt supported and valued; one noted being a retired nurse and still impressed. Hospital care rated as perfect: Multiple comments state there was nothing to improve. Life-saving treatment acknowledged: "Absolutely perfect treatment...."



ACT

The training will be ADOPTED across the wards and future dates will be added.

The use of stoma champions will also be ADOPTED.

Further improvements will focus on maintaining the confidence of teams and an improvement on communication. Support around the preparation process for emptying stoma bags ensuring all appropriate equipment is available for patients in advance.