

Patient Story: Dr Chitra Acharya



About me and my health and care story:

My husband and I are the secondary and primary carers for our 8 year old son who was in hospital for the first 16 months of his life and underwent many surgeries. He now has continued medical care with frequent short-stay and long-stay hospitalisations due to his complex health needs. Our son has follow-up appointments with neurology, gastroenterology, audiology, and other departments and services in the hospital and in the community. He accesses the GP surgery for his repeat prescription, vaccinations, and minor illnesses.

Our son has fifteen different medicines every day and these medicines are administered at different times of the day at different settings by different people. These medicines are prescribed by hospital consultants and dispensed by three different pharmacies in Nottingham. The GP surgery prescribes repeat for most of the medicines.

Challenges I face when accessing health and care services:

The GP surgery is not aware of all the medicines our son is prescribed by various hospital consultants. All the three pharmacies do not have a list of all the medicines our son is prescribed. The hospital consultants are not aware of the medicines prescribed by other hospital consultants, which have led to drug interactions, duplication of medicines, etc.

When our son is admitted in A&E/ICU/in-patient ward, his patient records do not have all of his medical history, list of all of his medicines, test results, clinic letters, etc.

Due to poor communication between hospital and community, every time there is a change in the dose of the medication or a new medication is introduced, I call the GP surgery / hospital consultants and explain the changes to them.

How online digital services would help me manage my health and care or the health and care needs of someone I care for:

- It would enable us to see all relevant information and records about our son's health and social care needs. We would have a holistic picture and can contribute to decisions about our son's care.
- We would benefit from easy and manageable interactions with health and care providers, so that we can save time, effort, travel, etc.
- Health professionals involved in our son's care would see relevant information about his health and care needs, so that he receives high quality care without us having to repeat information.
- There would be easy to access and understandable information about our son's condition and his care, so that we can stay informed about his condition and manage it well.