

Stories help describe what services do.

Every day and ordinary, or life-changing and extraordinary?

Zafar's story September 2023

Service name: Locala's OPAT (Outpatient Parenteral Antimicrobial Therapy) team, also known as the IV (Intravenous) Therapy team.



What the service does: The OPAT service allows patients who are medically stable to complete their IV antibiotic treatment at home rather than staying in hospital. The team, made up of specialist nurses, provides care to patients in their own home, care home or rehabilitation setting throughout Kirklees. The team works closely with colleagues within the hospital settings making sure a patient's progress is reviewed. If there are any concerns, these are escalated by the team.

About the patient: Zafar is 67years old and retired. He enjoyed working as a driver, both as a taxi driver and as a delivery driver all over the UK. He has been unwell for many months due to an ear infection and was visited at home by the OPAT Team.

Feedback: Zafar is very positive about the OPAT service. **"They are all really good. I have no complaints! I'm really happy. They came here"** He goes on to say, **"They looked after me like a brother. Vicky, Kath, Little Vicky, Elkie, Zeema – I treat them like a sister! They are all my favourite!"** Zafar says that the visits would sometimes take an hour and that during this time, he enjoyed the nurse's company. He feels a friendly approach it is so important when you are not feeling well. **"I got very close with them. I offer food and they say no! I had a good time with them. I talked with them, even when I was poorly, even though my English isn't good. They're really good for me."**

Zafar regularly goes to Pinderfields Hospital where his ear is syringed and cleaned. He feels supported by the consultant clinic there and says he has made friends with other patients who are also regulars. **"We all support each other."** Zafar has been told his ear infection is fungal and is on new specialist medication. He no longer needs the OPAT team to visit. **"I really miss them!"**

Zafar talked with Joanne Vaughan about the OPAT team on 5.9.23 and gives full consent to share his story.