

Pre-Assessment Information

September 2022

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Abstract: Patients are required to have an information pack following their assessment to share the required information prior to surgery. A QR code was generated to share this information reducing time spent creating the packs to release additional time for patient care.

SMART Aim

To make information accessible to patients in a suitable manner, releasing additional time for clinical care and increasing patient throughput by September 2022.

Plan

The pre-assessment team currently create a pack of information for patients following their assessment. There are two pack types, one for day case patients and one given to inpatients. Currently the team produce and distribute around 100 packs per week. Each pack is printed by the clinical team which equates to around 2-3 hours of clinical time each week whilst printing and collating the packs. Additionally, there are the costs relating to paper (an average of 6 reams per week) and printing. The plan was to review the current way in which patients get the information and explore alternative methods.

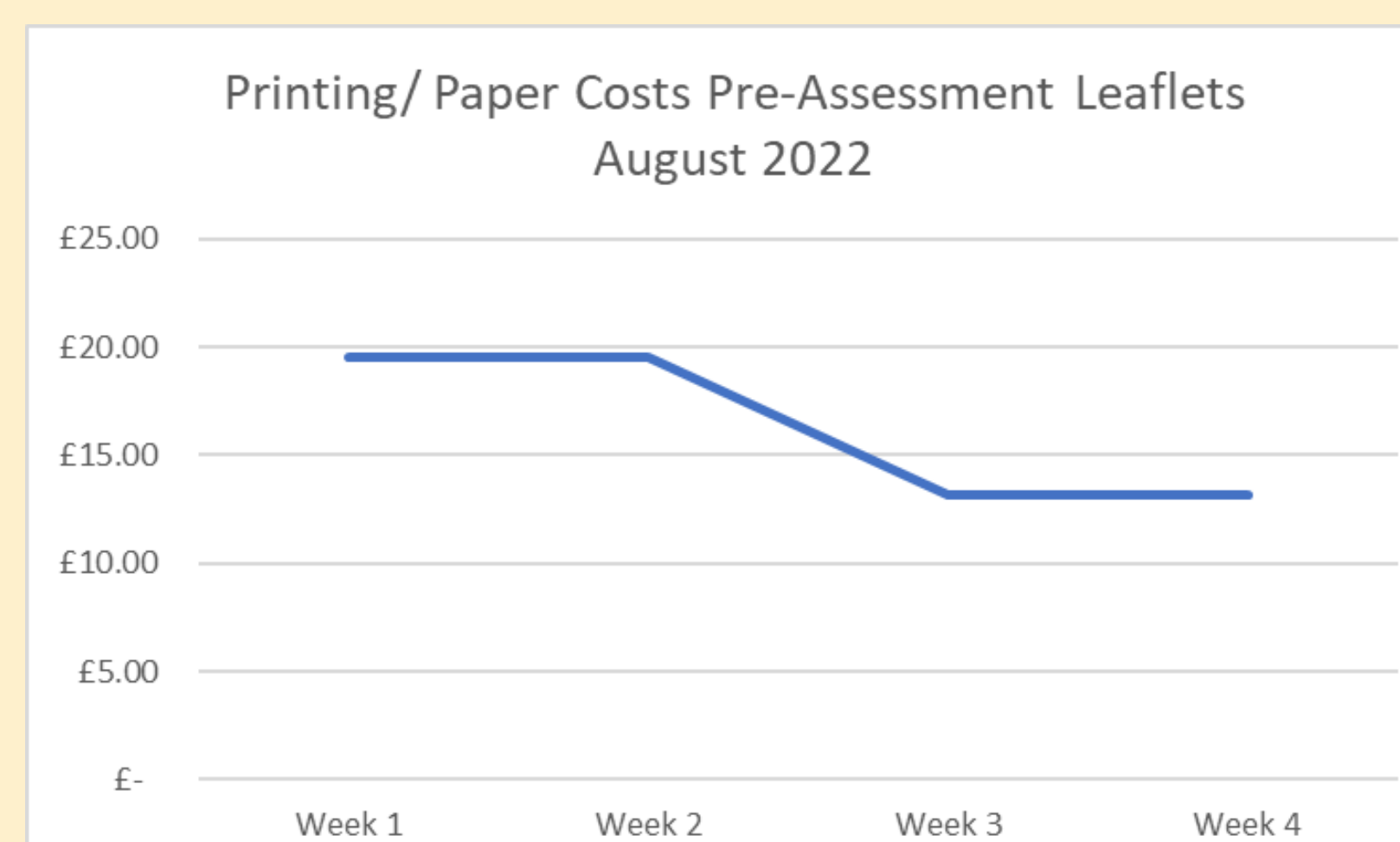
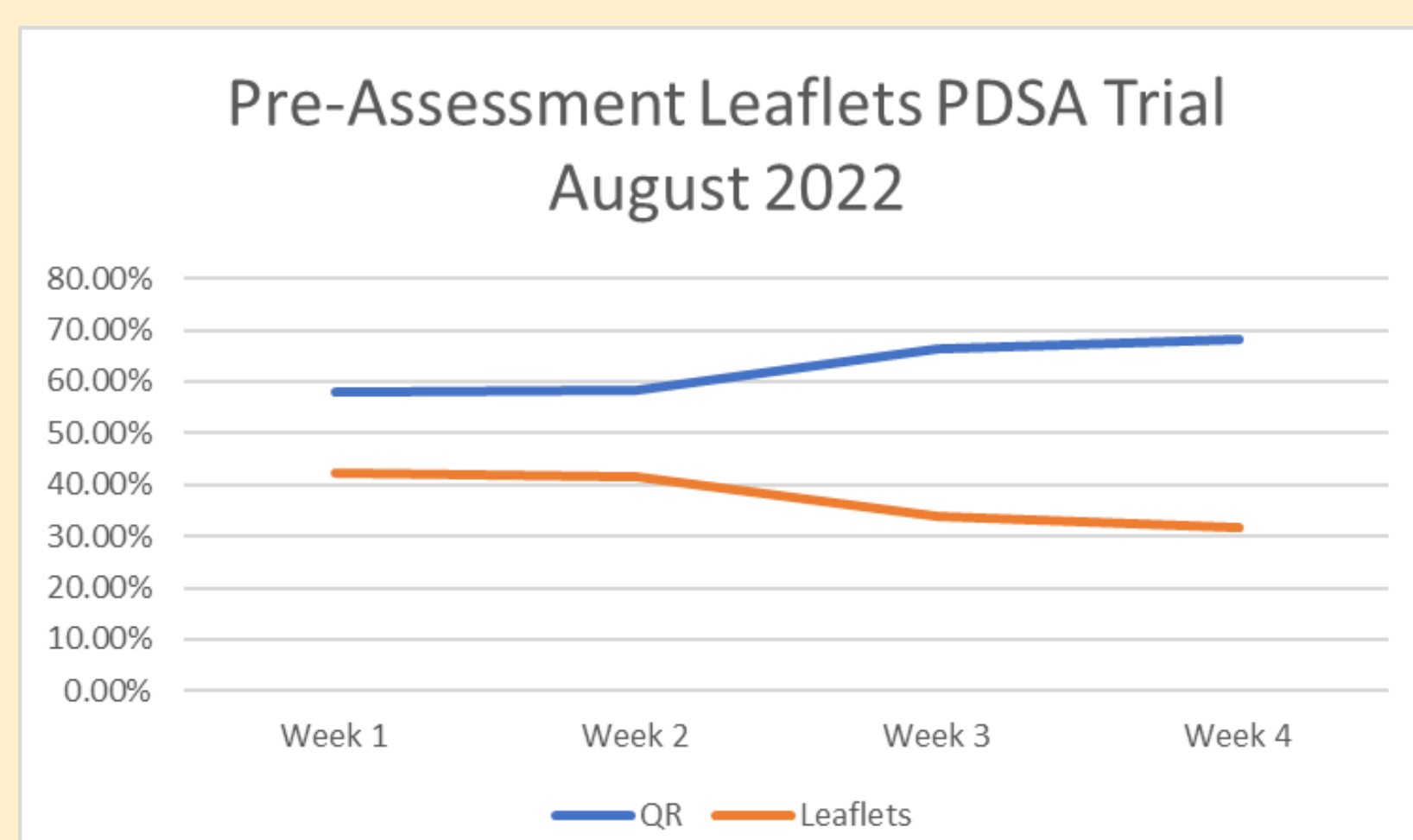
Do

Teams involved reviewed the current process and documentation available to patients and generated ideas on how to provide the required information in a different way.

Following the idea generation session, the team opted to trial the use of QR codes utilising a similar format to the Improvement Hub QR codes for Bitesize videos.

Patient feedback was gathered to understand whether accessing the information via QR codes would be of interest. Following positive feedback, the team worked with the Communications team to add the leaflets to the SaTH Internet page, generating QR codes and designing a poster containing the necessary codes.

Additional work was carried out to review leaflets that were provided by EIDO to understand how we could make sure that these were also accessible online.



Study

Initial feedback during the 1 month trial period shows that patients requesting the QR code pack rose from around 57% in week 1 to 68% in Week 4. The majority of patients wishing to access the leaflets via QR codes fell within the 16-70 year old age bracket. Approximately 220 QR packs were distributed, saving an average of 24 reams of paper and around 8 hours worth of staff time during the initial month that could be reinvested in patient care and training.

Act

The next steps for the team will be to continue to monitor the patients receiving the QR code packs. Daily checks will be carried out to ensure the QR codes continue to work. Additionally, the teams will work to understand how to maximise the accessibility of information for all patient groups.