

## REASON WHY?

It has been identified that patients being discharged in the General Surgery Department seem to be lacking adequate knowledge regarding their condition. This is important as we need to ensure patients feel more comfortable and reassured when going home, and that they have sufficient information to manage their condition and prevent reoccurrences. According to NICE guidelines we must ensure we give the patient information about relevant treatment options and services that they're entitled to, even if these are not provided locally.

## PLAN

We collected data to assess whether patients are receiving adequate information about their condition. This was collected through questionnaires filled in by patients being discharged. The majority of responses showed that patients were unaware of where to get information from after being discharged.

This showed a gap in patient awareness and therefore the plan was to implement a change to rectify this.

The expected outcomes of the implemented change are:

- Improved patient satisfaction as healthcare information will be more accessible with ensured accuracy
- Significant reduction in paper usage, contributing to sustainability in healthcare
- Enhanced patient engagement and understanding of their medical conditions and treatment options

The process measure that we are undertaking are giving out patient questionnaires to measure patient satisfaction and therefore ascertain whether the implemented change is having an impact.

## DO

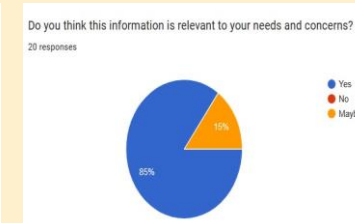
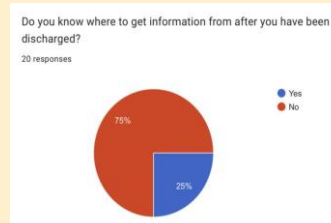
To improve patient access to accurate healthcare information, we propose the use of QR codes that direct patients to online links of relevant and reputed sources of patient information. This is also an attempt to replace paper-based information leaflets and serve as an additional source alongside the verbal information provided by healthcare professionals.

We chose 6 conditions commonly found in General Surgery to give the QR codes for:

- Pancreatitis
- Diverticulitis
- Gallstone disease
- Acute cholecystitis
- Kidney stones
- Critical Limb Ischaemia

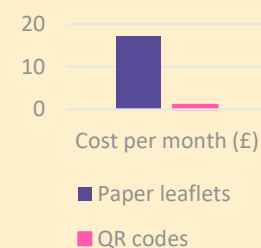
## STUDY

Following the circulation of the QR codes, we carried out another data collection where patients were given questionnaires to fill after being provided with these QR codes. This was to ascertain whether the changes implemented will bring an improvement. After comparing to the previous set of data, the results showed a rise from 25% to 100% in patients having sufficient information to go home with. Additionally, there has been an increase from 52.4% to 85% in patient awareness regarding the knowledge they receive being relevant to their needs and concerns.

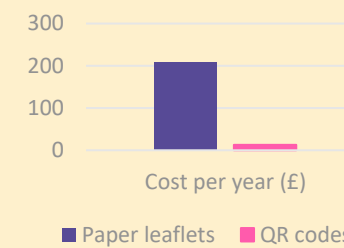


We also gathered data to assess the sustainability of this project and it highlighted that printing QR codes is significantly cheaper than printing paper-based leaflets. Consequently, the introduction of QR codes will have an advantageous effect on the carbon footprint since there is an obvious reduction in paper usage. Furthermore, the staff prefer this change as it will reduce the time and effort of printing paper leaflets which are comparatively longer. Thus, the whole process is now producing less waste and reducing employees' fatigue.

### Monthly cost



### Yearly cost



## ACT

We are going to adopt the use of QR codes, and to ensure this process is sustained, it will continue to be communicated to the wards. The expected outcomes have been met.

Additional steps that can be taken are expanding to other conditions in General Surgery.



To improve patient access to up-to-date and accurate healthcare information by the start of December 2023. A secondary aim was to use a sustainable approach to achieve this.