



Quality Improvement
for our patients, people and planet

Improvement to Pre-Assessment Information



SaTH
Improvement Hub



Improvement to Pre-Assessment Information

- Rachael Bollands and Rachel Bladen- Pre- Assessment Team
- Problem: Large amount of HCA time spent producing leaflets for patients using vast amounts of paper and printing costs
- Identified by reviewing processes following attendance at the Trusts Improvement Training
- Solution: QR Codes for patient leaflets
- Saving: HCA time to be reinvested in additional appointment slots, around 6 reams of paper per week and savings on printing costs

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.

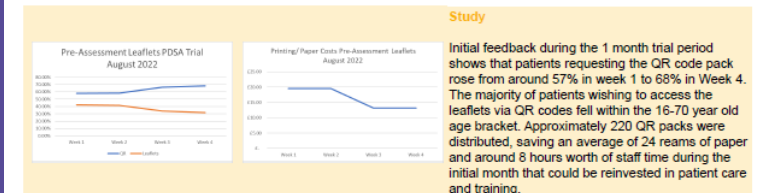
Do

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.



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.

Improvement to Pre-Assessment Information

Solution

- Provide QR codes for the accessing of patient information instead of paper packs
- Patients are asked if they wish to receive QR codes or traditional leaflet packs
- Rachael and Rachel engaged with the team and patients to introduce and review the use of QR codes
- Significant time savings have been made, alongside the additional benefits of a reduction in paper and printing costs which equal a significant sustainability gain

Pre-Op Leaflets

Use your phone to scan the 'QR codes' to gain access to the Pre-Op leaflets. If you have any problems, please ask the team for help.



Preparing for your
Anaesthetic



Prevention of
Pressure Ulcers



Reducing the Risk of
Infection in Hospital



Post-Operative Pain
Relief in Hospital



Operations During
COVID-19



Recovering from
General Anaesthetic

You can also access the leaflets here:
<https://www.sath.nhs.uk/wards-services/az-services/pre-op/>

Next Steps

- Continue to offer the Pre-op leaflets to patients and promote the use of QR codes
- Explore the use of QR codes to get Pre-op leaflets in multiple languages to ensure all information is accessible to all our patients

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Ambitious
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Our Vision: To provide excellent care for
the communities we serve