how to access additional expertise and support. The management team adapted national guidelines to take into account the resources available at the Nightingale. These guidelines were made available on the hospital intranet, and in a physical resource folder on the ward.

These interventions modestly improved confidence in palliative care from 65% to 68% over 3 months, but significantly improved for those with no previous experience, from 38% to 51%. All training attendees reported feeling more confident. Those who received the most training saw confidence improve by 8%, compared to 2% for those who received the least.

Working as a junior doctor leader ensured the palliative care management team were aware of and responded to day to day issues on the ward affecting patient care, helping make interventions to improve the service.

Leading innovation and improvement

55 ESTABLISHING A STANDALONE MENTORSHIP SCHEME FOR NEWLY GRADUATED FY1S DURING THE COVID-19 PANDEMIC: FEEDBACK AND EXPERIENCES

Adam Pailing*, Huma Naqvi, Harriet Marsland. *Sandwell and West Birmingham Hospitals NHS Trust, UK*

10.1136/leader-2020-FMLM.55

Aim A cross-site trust in Birmingham was tasked with setting up and providing a 6-week internship scheme for 24 newly graduated doctors from medical school as extra support in the midst of the COVID-19 pandemic, termed FYi1s.

Method A bespoke 1:1 buddy scheme between an FYi1 and current FY1 was opted for. Wherever possible, FYi1s were placed on the specialty and site they were starting on in August, and their buddy would be an FY1 currently working on that specialty. Feedback was obtained at the end of the internship. 16 of the 24 FYi1s responded to the feedback with a mixture of multiple choice and free text responses addressing communication, support, responsibility and the 1:1 buddy scheme.

Results Feedback from the internship was overwhelmingly positive and used to modify features of the full induction process in August, such as dedicated coffee meetings solely for new starters to share their experiences without senior presence.

The buddy system received excellent feedback and gave each FYi1 a personal support mechanism during their first weeks at the trust. Overcrowding on surgical wards was raised as an issue with a proportionally larger number of FYi1s starting on surgical rather than medical specialties volunteering to for the internship. Individual FYi1s would sometimes have to shadow different senior doctors each day if their buddy was taking annual leave or was working out-of-hours (eg. night shifts). Some FYi1s also did not manage to spend time on their August ward or specialty as that area remained a COVID zone throughout the whole of the internship.

Conclusions A comprehensive and successful mentorship scheme gives new employees invaluable experience and support to enable them to perform without limitation when they do begin work on their own in August.

56 THE VALUE OF WRITTEN INFORMATION IN IMPROVING PATIENT EXPERIENCE

T Crotty*, E Keane, T Moran, TP O'Dwyer, M Rafferty, SG Khoo. *St. Vincents University Hospital, Nutley Lane, Dublin 4, IRE*

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Flexible nasendoscopy (FNE) is a common procedure performed in ENT outpatient clinics. Although the majority of patients tolerate the procedure reasonably well, approximately 25% patients find the procedure distressing. Considering written information is cheap and widely accessible, we provided patients with an information leaflet prior to performing FNE and measured their satisfaction using a structured questionnaire.

Our results demonstrated a large improvement in patient satisfaction and understanding post-procedure. Additionally, patients found physicians who administered the information leaflet as having explained the procedure more comprehensively than without a questionnaire.

As healthcare professionals, we are committed to continually trying to improve patient experience. Providing leadership and innovation in healthcare can seem like a daunting task. However, small, simple changes can often result in large improvements in patient outcome. As leaders, we must increase awareness of the potential implications of small changes, such as written information on patient satisfaction.

Quality Improvement, Leadership, Workforce Wellbeing

57 FATIGUE & FACILITIES AT KETTERING GENERAL HOSPITAL THE IMPORTANCE OF HIGH-QUALITY REST TO MAXIMISE THE PERFORMANCE OF JUNIOR DOCTORS AND ENSURE PATIENT SAFETY

Geeth Silva, Aiken Yam, Jessica Court, Rabia Imtiaz.

10.1136/leader-2020-FMLM.57

Introduction Junior doctors are increasingly working in an overstretched NHS. In 2018 Kettering General Hospital (KGH) was awarded £60,800 of government funds to create high-quality rest facilities and improve junior doctor wellbeing.

Methods Through auditing doctors working at KGH, alongside consulting senior management, a project initiation document was constructed to spend this money. From November 2019 to June 2020 £46,275 was spent on creating new rest facilities, including separate sleeping and working areas. Furthermore, the purchase of modern furniture and equipment met the functional needs of busy junior doctors. One month after the completion of the project, the team conducted a post-action review by re-auditing how the changes impacted morale, wellbeing and quality of patient care.

Results Now, the majority of doctors are happy with the current rest areas on offer at KGH (60%), and a majority feel that they will use the on-call room area (63%). Overall, the feedback from both interviews and the JDF was positive and, the renovation improved morale and wellbeing. There was an