Leading innovation & improvement

**84** CARE NAVIGATION IN PRIMARY CARE: A STUDENT-LED CLINICAL AUDIT & QUALITY IMPROVEMENT PROJECT

Aims Aims included assessing the need for a care navigation intervention and creating a tool to help patients access care more efficiently. Further objectives were developing leadership and management skills as medical students and pursuing a role in service evaluation and improvement within the practice.

Methods GPs at the practice were experiencing a high demand for telephone consultations as well as face-to-face appointments. Although some were reserved for same-day booking, elderly patients were often disadvantaged due to the need to call early for an appointment. 110 triage telephone consultations were analysed which suggested that 43% of calls were misdirected, with pharmacists being the most overlooked alternative. A patient education flowchart was developed and presented to 9 patients to raise awareness of alternative healthcare providers and appropriate reasons to book appointments. Feedback was evaluated using questionnaires.

Results Although all patients were aware of some services pre-intervention, 89% said they were more aware of others post-intervention. Some patients suggested having services like Women’s Aid in the flowchart and having it both online and in-person.

Conclusions The needs analysis showed how education can help direct patients to appropriate healthcare providers. The flowchart was successful, but dissemination will be vital in the future. Incorporating patient education into appointments may improve efficiency and the primary care network (54k people) intend to circulate the diagram. Care navigation benefits both practices and patients – potential benefits being patient satisfaction, empowerment and efficiency. Further, it may relieve GP workload and boost morale. The medical students involved also developed research and leadership skills by using quality improvement methodology. Leadership and management are vital for service improvement and there is great advantage to medical students designing and leading quality improvement projects.

Leadership lessons from across the world

**85** A FAST REFOCUS; AN IRISH DERMATOLOGY DEPARTMENT IN THE ERA OF COVID-19

The arrival of Covid-19 in early 2020 posed a unique challenge for Dermatology, a largely outpatient based and highly visual specialty. We, a large Dermatology Department based in the south of Ireland, recognised that a dramatic reduction in face-to-face interaction must be delivered on a tight timeline to ensure patient and staff safety.

The response to a crisis like this required us to refocus on our core objectives; maintaining care and safety for returning patients, whilst also providing continued access for acute and serious new referrals.

With the arrival of Covid-19 to Irish shores in late February we immediately moved to telephone clinics for returning patients. Video consultations for new patients were introduced within two weeks. Later we increased the number of ‘see-and-treat’ surgical lists to manage suspected skin cancers, thereby minimising exposure risk. Our pre-existing photo-advice email service for GP’s was re-advertised, which helped us to triage referrals. Meanwhile our multidisciplinary meetings for Malignoma, Dermatology/Pathology and Dermatology/Plastic Surgery were moved to teleconferencing.

We employed a ‘fail fast, learn fast’ approach. By example we soon learned that patients referred with skin lesions are not suitable for video consultation due to video fidelity issues. This led to a successful increase in ‘see-and-treat’ surgical lists to compensate.

As a result of these changes we have managed to maintain our service, an achievement which is demonstrated by our clinic numbers for new and returning patients, our clinical meetings proceed uninterrupted and even unintended benefits, such as a reduction in our ‘did not attend’ rate (a decreased from 22% pre-COVID to a ‘did not answer’ rate of 7% during lockdown).

Change may be forced, but in the words of Voltaire ‘Perfect is the enemy of good’. Through focus, courage and flexibility we weather the storm.

Leading innovation and improvement

**86** IMPROVING COMMUNICATION AT NHS NIGHTINGALE HOSPITAL NORTHWEST: MEDICAL UPDATES TO NEXT-OF-KIN

Megan Woolford, James Todd. NHS Nightingale Hospital Northwest, Manchester University NHS Foundation Trust, UK

The Nightingale Northwest (NNW) is a UK temporary field hospital set up to provide extra capacity during the COVID-19 pandemic. Policies and standard operating procedures were undeveloped. Visitors were permitted only in exceptional circumstances, resulting in heightened anxiety for patients, and their family/carers.

Recognising the crucial importance of effective communication at this time, we led a quality improvement project aiming to improve telephone communication between the medical team and next of kin (NOK).

NOK satisfaction with communication received from doctors (rating 1–5, plus qualitative feedback) was the primary outcome measure and was surveyed through standardised phone-calls.
We identified a wide, four point (1–5) variability in satisfaction. Less satisfied NOK predominantly reported reduced frequency of medical communication.

We used PDSA methodology and introduced three interventions: 1) ‘Gold standard’ for frequency of routine medical updates; 2) Record date of most recent NOK update on the doctors’ list; 3) Disseminate a light-hearted informative video of the ‘gold standard’ to increase awareness and motivation.

Early post-intervention data showed reduced variability in satisfaction, with levels consistently reported as 4 or 5 towards the end of data collection. Process measures demonstrated excellent uptake of interventions with 81.3% adherence to the ‘gold standard’ and 95.7% compliance to accurately updating the doctors’ list.

Early data indicates a promising tool for improving doctor-NOK communication primarily by prompting doctors to update NOK more regularly.

Our timeline was very limited but the excellent uptake of interventions suggests a potential for sustainable improvement. The lack of defined protocols and openness to rapid change were used. Despite some promising initial results, benefits were not sustained which were multifactorial.

**Leading innovation and improvement**

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<th>INFORMATION GIVEN POST DIAGNOSIS OF AUTISM: OBTAINING PARENT FEEDBACK TO IMPROVE EXISTING PRACTICE</th>
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<td>Dannika Buckley*, Charlotte Pay, Naomi Elson, L Killian. Western Sussex Hospitals NHS Trust, UK</td>
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**Aim** To gain feedback from parents of children diagnosed with an Autistic Spectrum Condition regarding information they received following diagnosis, with a view to improve our service.

**Method** Feedback was initially sought using a questionnaire that was distributed to all parents of children with a new diagnosis of autism by consultants at Worthing Child Development Centre (CDC), during a 6 month period. After a very low response rate, a focus group was arranged by inviting 20 parents, randomly selected from all those diagnosed in a 4 month period. Children with dual diagnoses and parents unable to speak English without an interpreter were excluded. There were 3 facilitators and 1 scribe.

**Results** 4 parents attended the focus group. Parents preferred diagnostic information given to them by a Speech and Language Therapist alongside their consultant. They found it difficult to take in the information and would have liked written information to take home. A follow up visit from a specialist health visitor was very useful and was felt best at 3–4 weeks post diagnosis. Parents wanted clinic reports to contain information specific to their child, rather than general implications of diagnosis. Social media support groups were named as more useful than official websites.

**Conclusion** This qualitative study suggests positive aspects of post diagnosis information provided by Worthing CDC, however parents want written information provided sooner. Parents also value social media groups that are not regulated, making their recommendation controversial. Most importantly, although it can be difficult to obtain, parent feedback can provide valuable information to ensure services best meet the needs of their users and therefore must be sought routinely.

Babylon GP at Hand is an NHS GP practice which predominantly uses remote video or telephone consultations for provision of healthcare; and has done for the last 6 years. Various clinicians are available including GPs, prescribing pharmacists and advanced practitioners.

**Preparation**

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<th>CONDUCTING REMOTE ASTHMA REVIEWS TO INCREASE ACCESSIBILITY: BEST PRACTICE</th>
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<td>Nabila Chaudhri*, Alison Cooper, Farah Haque. Babylon GP at Hand</td>
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At Babylon GP at Hand we have been providing asthma reviews via telephone and video initially. A search enables us