were analysed. Qualitative data was collected through a semi-structured questionnaire and a Braun and Clarke (2006) method of thematic analysis was carried out.

**Results** The majority of patients found that TFU post cataract operation was an acceptable way to receive follow up. On average patients scored 4.94/5 on the likert scale for the simplicity and ease of use. Overarching themes that emerged were that TFU is more desirable as it saves time, travel and NHS resources. Overall, patients felt that if they had a post-operative complication they would have preferred to have seen a clinician in person. We found patients’ views influenced by the COVID-19 pandemic meaning they saw additional benefits of telephone follow up compared to face-to-face review.

**Conclusions** The majority of patients felt that TFU after cataract surgery was an acceptable way to receive healthcare. This has implications for how follow up is provided after the most common operation in the UK and worldwide and opens the possibility of this being provided by an automated AI driven system in the future.

### Understanding leadership through research

#### 111 REDUCING INTRA-HOSPITAL TELEPHONE COMMUNICATION TIME USING APP TECHNOLOGY

Mohammed Hamid. Royal Shrewsbury Hospital, UK

10.1136/leader-2020-FMLM.111

**Background** Lengthy switchboard waiting times result in delayed communication between healthcare professionals in a hospital. Wasted time impedes patient care, costs the Trust a substantial financial sum and impacts healthcare professional’s morale. Aim: To reduce intra-hospital telecommunication time utilising the Induction phone application, an easy to use, regularly updated telephone directory. Methods: Initial audit: Five chosen specialities were contacted between 9–10 AM from the Emergency department for 2 consecutive weeks. The time taken to reach each speciality via switchboard was recorded. A survey seeking the number of calls made per day, the preferred method of contact and the feelings associated with telephone waiting times was sent to department doctors. PDSA cycle 1: One-month application advertisement and re-audit. PDSA2: Eye-catch tele-directory board with the most used extensions and bleeps displayed in the department. Satisfaction survey sent post PDSA2. Sustainability: New doctors were provided induction information. Results: Initial average waiting time via switchboard was 48 seconds. The average calls made per doctor each day was 12. This calculated to a total departmental loss of 20.16 hours per week waiting on the phone, equating an annual loss of £26,208. PDSA1: Average waiting times reduced to 12 seconds utilising the application; saving an estimate ~£19,665 per annum. PDSA2: Instant availability of contact details on the display board further reduced waiting times to an average 6 seconds. 84% of doctors (n=16) disliked waiting more than 20 seconds, with associated feelings of frustration. 100% preferred the display board, then the use of the application before resorting to switchboard. 100% Sustainability was recorded one year later. Conclusion: The use of application technology reduces wasted time which hampers patient care; reduces Trust running costs; and improves health care professional’s morale at work.

### Leadership lessons from across the world

#### 113 TRAINING EMERGENCY MEDICAL STAFF TO APPROPRIATELY HANDLE PATIENTS WITH CHEST PAIN

1S Sarayoo Ravishankar Vaidya. 1Independent researcher, MS Ramaiah Medical College Bengaluru, India; 2Masters in International Health student, Charité – Universitätsmedizin Berlin, Germany

10.1136/leader-2020-FMLM.113

Coronary artery disease (CAD) is a common cause of morbidity and mortality in the world and many patients with CAD present with chest pain in an emergency setting as a first presentation. In emergency settings in India, the burden of diagnosis and treatment of patients with chest pain often falls on the emergency physician alone, who also has to deal with...