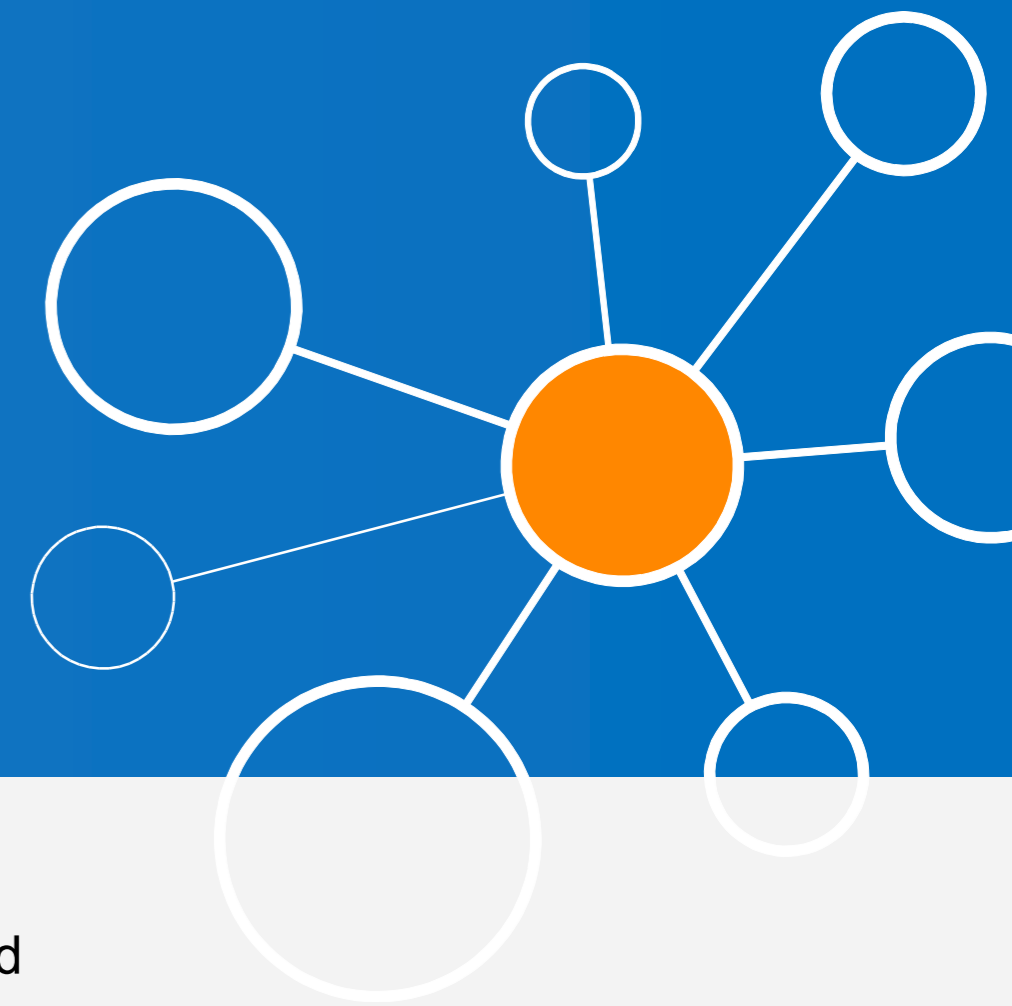


Developing an online patient information enquiry service

Lisa Riddington



1. Background

The 2016 Picker inpatient survey score showed that our provision of patient information had exceeded the “Picker average” of 19% and we needed to improve. Patients need to agree to consent, are encouraged to self manage their care and we need to ensure person centred care, therefore patients need the best information.

2. Aim

To improve the provision of good quality information to digitally literate patients. The ultimate goal is to decrease the Picker Score, however it is acknowledged that this project is just the start of larger patient information journey.

3. Method

We developed an online enquiry form and used a process map to ensure enquiries received would be dealt with appropriately. User testing helped us measure our processes including access, time taken and satisfaction. The service was launched in Autumn 2018. Posters and flyers have been produced and there is an ongoing publicity plan. As this is an innovative service we have nothing to benchmark against, however evaluations from users will be analysed to ascertain satisfaction and usage rates measured, staff workload is one of our balancing measures.

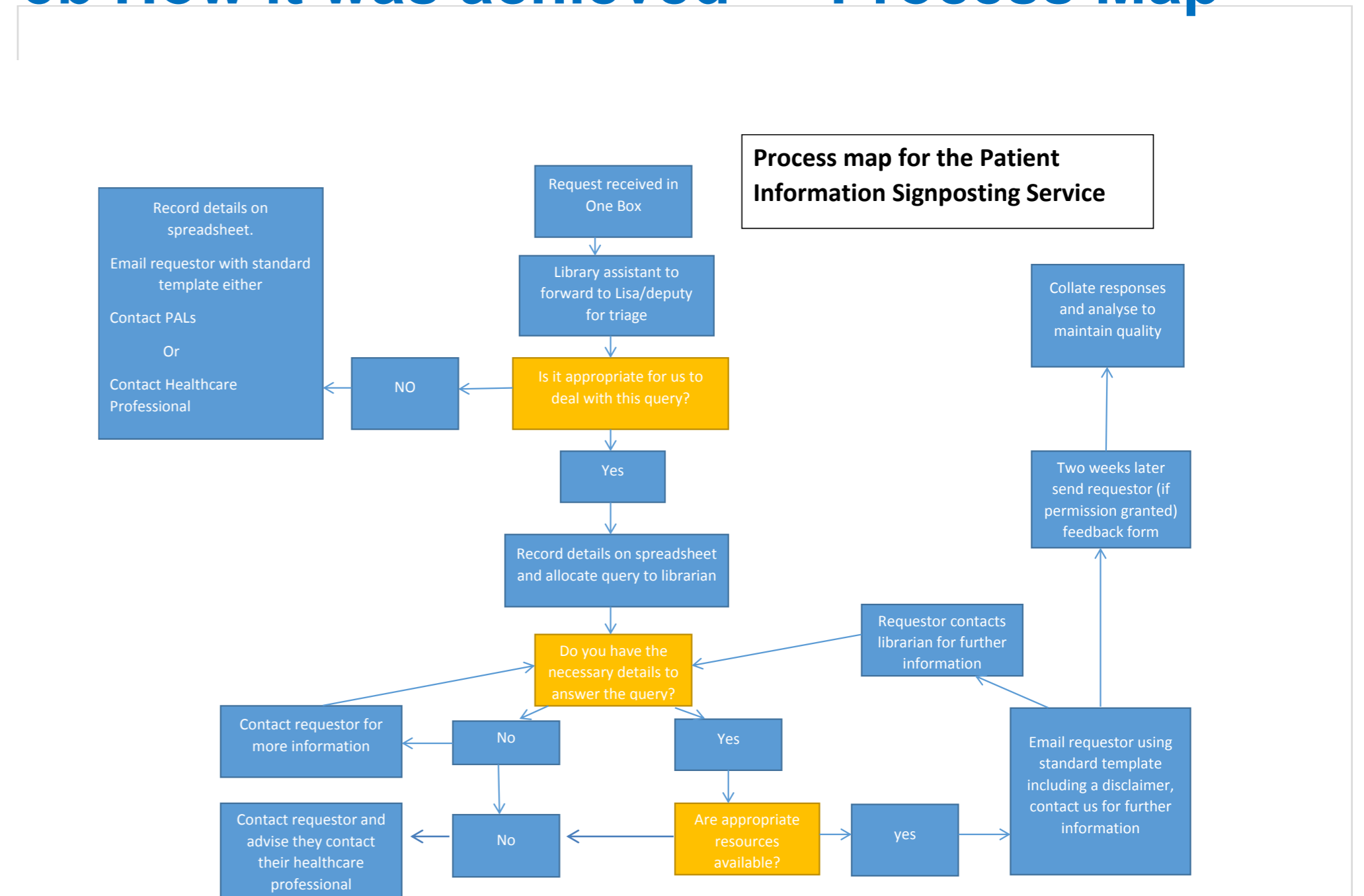
4. Results and the future

The service is operational and several queries received. The service needs to become established and further evaluations received to ascertain the full benefits. There is a potential for working collaboratively with 2gether Library Service to expand the service to all patients in Gloucestershire. There is considerable interest from other library services and this could be easily replicated in other Trusts.

5a. How it was achieved—Driver Diagram

Aim	Primary Drivers	Secondary Drivers	Change Ideas	
Development of an online patient information signposting service for digitally literate patients, carers and public	Website presence	Web page	To send a query have a button that links to our email address on the patient information webpage	
			Explanation of what the service can/can't do	
	Accessibility	Visibility		Appropriate location on Trust webpages and button to be in prominent position
		Awareness		Pilot in a patient letter with friendly/supportive consultant
				Put details on the bottom of the patients leaflets
				Communications plan – internal and external
	Engagement		Take to Trust members group	
			Feedback from supportive consultants/matrons	
			Meet with PALS (with Suzie)	
Dealing with the enquiries	Process for library team		Inappropriate enquiries – requestor to be told to contact PALS	
			Creation of a resource list	
			Creation of a process/pathway	
			Create a monitor/audit sheet to record queries	
			Training for library team	
Quality assurance	Satisfaction		Send short feedback survey to users	
			Analyse responses	
	Collect the impact of service to our patients			Further contact with patients to collect impact case
Expectations			Write a disclaimer and create standard wording/template for the reply which explains what the service offers and where else to get help	

5b How it was achieved — Process Map



6. What was achieved—the service

<https://www.gloshospitals.nhs.uk/your-visit/patient-information-leaflets/>

Patient health information enquiry service

Our library service can direct you to quality health information available – just complete this form.

Do you need more information about a treatment or a condition? Our library team can direct you to quality health information

Please note that we are unable to provide advice on your condition or treatment. If you have any confidential health questions contact your healthcare professional.

We will endeavour to use the best, most appropriate and most recent sources of information available on the internet, but can make no warranty, express or implied as to the accuracy of any of the information supplied.

Your enquiry will be treated confidentially and no personal identifiable data will be kept.

Today's date (dd/mm/yyyy) *

Name

Your email address *

Details of your enquiry *

7. Future measurements

- **Outcome** - improvement satisfaction and increased usage from patients increased - measured by usage statistics and evaluation analysis
- **Process** - enquiries processed within 24 hours
- **Balancing** - staff workload

8. Next steps

- **Publicity and marketing**— Continue with publicity plan
- **Share** - with NHS Library services to help develop Patient and Public Information Services as per Health Education England strategy