

Improving the experience of patients who attend the NHS Greater Glasgow and Clyde Orthotic Service

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Introduction

As part of the Dementia Champion programme I carried out a care area evaluation. Staff contributed their ideas about what may help improve the experience of patients living with dementia who were attending Orthotic clinics.

From this a positive action plan was developed with one of the items being to question patients about their priorities for the Orthotic Service.



As it wasn't possible to identify patients living with dementia the developed Questionnaire was sent out to all patients with their appointment letter over a two month period.

Graph 1



Results highlighted that patients with dementia have similar priorities to all patients but six specific issues were given more importance.

One important issue (Graph 1) was that patients wished to find the out-patient clinic easily

Aim

The improvement project aim is that 95% of patients with dementia will be satisfied with their experience, when attending their appointment at an NHSGGC Orthotic Service clinic by October 2018

Vision: Improve the ease with which the clinic can be found by patients, especially those living with dementia

Method

With expert assistance a Questionnaire was developed to gather baseline data and allow outcome measurement following any improvements. Help received from -

AHP Dementia Consultant

Quality Improvement Coordinator

Patient Experience & Public Involvement Manager



The Questionnaire was given to all patients on departure from their appointment at an

Orthotic clinic between March & April 2018.

Patients living with dementia needed to tick one box to identify themselves and their family/carers could do the same.

Staff on each of 8 NHS GGC Orthotic clinic sites were given a collection box with slot and a clipboard and some pens. Patients were encouraged to complete the Questionnaire independently, but ask for help if needed.

It was easier to administer Questionnaires on some sites versus others due to shared facilities, layout of waiting areas and location of the clinic.

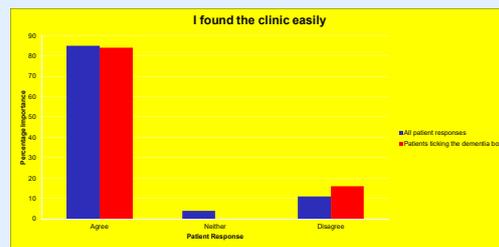


The same method was followed for all successive data collections.

Results

The baseline Questionnaire showed that there was room for improvement as 16% of patients ticking the 'living with dementia' box disagreed that they could find the clinic easily.

Graph 2



1. A small test of change was proposed on one site with the aim of collecting 20 Questionnaire responses following alteration of the signage in the corridor & waiting area.

Graph 3



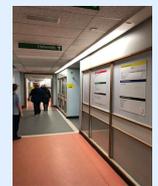
2. A second small test of change was proposed because the first change of signage had resulted in no improvement – negative outcome – less agree versus baseline.

Staff in collaboration with stakeholders developed an Orthotic symbol to assist with path finding and signage.



Results of second change show all patients agreed that they could find the clinic easily

Graph 4



Conclusion

Small test of change was successful so project aim has been met for this patient priority. If repeated testing gives similar results then this change could be implemented on all other NHS GGC Orthotic clinic sites.

Dementia within Orthotic Care Working Group can now actively work on addressing the other five patient priorities. The developed Questionnaire can be used to measure any future improvements.

Acknowledgements

Please see Power point Presentation and Final Project Report for the names of all the wonderful people who helped me and for References