Improving Patient Experience of Prescription Footwear

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Introduction/Background

Around 60% of the patients seen within the Orthotic Department attend for prescription footwear. These patients have a range of health matters including diabetes, arthritis, polio, and stroke. Interestingly, 2.6% of all orders end up being discarded. The data below shows that ill fitting footwear is the main reason why footwear is discarded. This amounts to around £13,000 a year.

An online questionnaire was utilised prior to treatment and subjectively answered by the patient on their experience with current methods of shape capture, fit and cosmesis of prescription footwear and these all showed room for improvement.

We decided to test if use of a body image scanner would assist with improving these three factors. Thus leading to this Quality Improvement Project to improve patient experience of footwear prescription. This project commenced in February 2019.

Aim

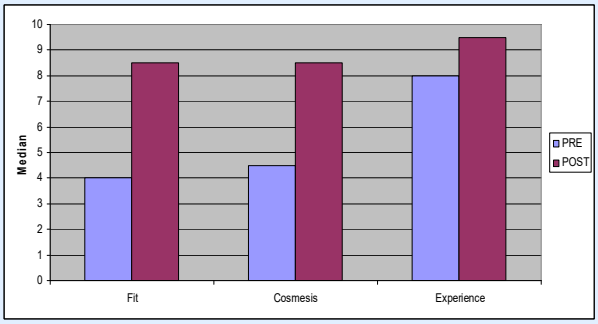
Our main aim is to understand if the body image scanner does:
Improve fit
Improve cosmesis
Improve patient satisfaction

Methods

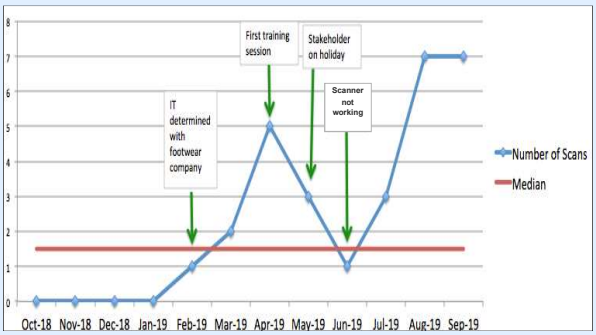
Baseline questionnaire answered by the patient → **Specialist footwear clinics set up** → **Advanced training on scanner set up** → **IT systems confirmed** → **Post treatment questionnaire answered** → **Data analysed to determine outcome**

Results

From comparing questionnaires completed by patients assessed using the new scanner, it was evident there had been an improvement in patient fit, cosmesis and experience with the main change being use of the body image scanner and perfecting the training and knowledge of it. At time of write up of the project, the results were based on 8 patients who completed a post treatment questionnaire. Towards the end of the project there was evidence of a more positive run of number of scans therefore this will allow us to add to our data over time and continue our small tests of change.



Showing results or pre V. post experience from patient questionnaires comparing fit, cosmesis experience



Various issues causing issues with collecting data however at the end showing an upward trend starting

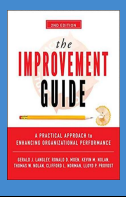
Conclusion

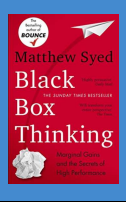
From this small test of change, we can see a positive outcome with use of the footwear scanner. Patients reported to feel an improvement in the fit, cosmesis and experience which should improve the experience for the treating clinician also.

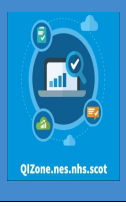
Future Developments

We hope to continue adding to the data collected to further prove that the footwear scanner assists with patient experience for prescription footwear. With this extra data, we will determine if repeatability and cost saving is also improved and inevitably feed into a larger quality improvement project for streamlining scanning for the full body within the NHS GGC Orthotic Department.

Reading materials







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