

Appendix

Appendix Figure 1: Teaching information given to doctors showing the restructured EDD, providing background information and baseline data

Restructuring the GP section of the EDD to address Patients

What you guys are going to be doing (Essential information):

For the next 2 weeks in the SSU (15/03-29/03) the correspondence to the GP section of the EDD is going to be written **FOR the patient**, in patient friendly terms. Following this structure:

- Dear (Patient)
- You came in with... (insert symptoms)
- Your tests showed us... (what you did for them)
- We think you have... (Diagnosis and what this is)
- We have given you... (Medications including when/often and what they're for)
- What happens next... (Follow up arrangements)
- If you feel... (Safety netting symptoms) ... you should contact... (who to contact if worried)
- If there are no medications or information for the domain then say the negative e.g., you have no changes to your medications, we have no plans for follow up.

Reading age for the average adult in the UK is 9 years old, so when you are writing this act like you were telling your nieces, nephews, or kids.

Example before:

CURRENT

- Dear Doctor,
- X was admitted with fever and lower abdominal pain. (They were) started on IV antibiotics for pyelonephritis and as per culture and sensitivities has been stepped down to oral amoxicillin. We have copied in the urology team so they are aware of X given (their) long history of recurrent UTIs. We note a referral has been made by the GP practice as well.
- (They are) now fit to be discharged home. (They were) given worsening advice.
- Kind regards,

Example after:

STRUCTURE

- Dear X
- You came in with a fever and lower tummy pain.
- Your blood tests showed us you had a kidney infection.
- We think you have a kidney infection known as pyelonephritis.
- We have given you some antibiotics called amoxicillin the instructions for taking these are on the box. These will help clear the infection in your kidney.
- What happens next, your GP has made a referral to Urology and you will receive a letter to make an appointment.
- If you feel after completing your antibiotics that your lower tummy pain has not gone away, you should contact your GP.

Diagnosis: Pyelonephritis
Medications: Amoxicillin 500mg capsules, 1g, three times a day, 7 day course, TTD

Hoping this will improve patient understanding on discharge on the domains of diagnosis, medication changes, follow up plans, return instructions. There is a poster on the ward above the computers to remind you of the structure to be using and each morning on board round I will be reminding you guys to use this structure. If you have any questions, contact me (jlecook@dundee.ac.uk) or Dr Urquhart (lynn.Urquhart@nhs.scot)

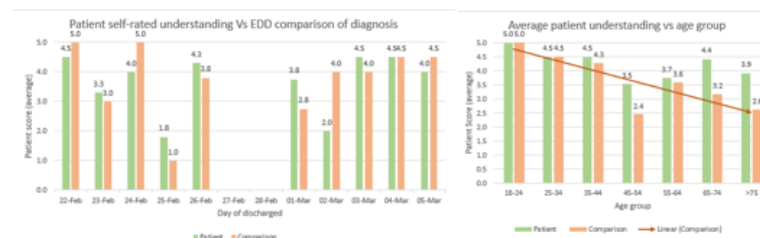
Background of why you are doing this: (Interesting non-essential)

Background

Undertook 2 weeks of data collection of patients discharged from SSU who were called post discharge to ask them about their understanding of the discharge domains of diagnosis, medication changes, follow up plans, return instructions and who their consultant was. Compared patient answers to information in EDD to assess understanding.

Patient baseline understanding

- **45% of patients responded 'No' or 'unsure'** to the question did a member of staff explain to you your **diagnosis**.
- **1/5 had no comparative understanding of their diagnosis** with 31% responding strongly disagree, disagree or neither agree nor disagree to if they understood their diagnosis.
- **42% of patients had only partial concordance or lower for understanding instructions to take their new medications.**
- **38% did not fully understand their follow up plans.**
- **17% did not know symptoms that would prompt them to revisit a doctor.**
- **69% did not know who their consultant was.**



(Green bar is the patient self-rated understanding 5 is strongly agree e.g. full understanding and 1 is strongly disagree e.g. no understanding. Orange bar is comparative understanding to the EDD where 5 is complete understanding and 1 is no understanding)

It's obvious there is a problem and hopefully this restructuring of the EDD will be the solution, all EDD's as of the 1/03 are being given to patients by the Nurses, so your patient friendly GP section will help patients know more about their hospital stay.

Have a lovely week,

Jenna (BMSC student healthcare improvement)

Appendix Figure 2: Driver diagram

