

Working Towards A Greener NHS: Improving How We Provide Discharge Information to Families



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With thanks to Harriet Armstrong for her poster design

The Problem:

Written and verbal information given to parents on discharge is inconsistent, potentially leading to increased parental anxiety, and either inappropriate re-attendance or future delayed attendance due to lack of understanding. Written information is easily lost or forgotten, and printing large volumes of paper leaflets has an unnecessary negative environmental impact.

What is happening currently:

We retrospectively audited ED presentations over a two week period to review current practice.

542 patients in total	Clinician documentation	Family recollection	4 of our cohort had 'wheeze'
<ul style="list-style-type: none"> •42 randomly selected •33 records available •Able to contact 20 families 	<ul style="list-style-type: none"> •82% had verbal advice only •18% had written advice 	<ul style="list-style-type: none"> •15% couldn't remember •80% had no written advice •5% had written advice 	<ul style="list-style-type: none"> •Only 2 remembered receiving written asthma plan

Our solution:

We designed a poster for display in clinical areas which contains QR codes linking to information on common conditions on the NHS Healthier Together website, with the aim that families will be directed to this on discharge



- ✓ Standardises information for all families
- ✓ Reduces hospitals carbon footprint
- ✓ Can be accessed independently by parents
- ✓ Multiple language translation options
- ✓ Can be printed out in required language for families without access to smartphone
- ✓ Use of dynamic QR codes means we can collect data on how the poster is used
- ✓ Fantastic response on Twitter with >7200 engagements generating huge amounts of interest

Next Steps:

- Promote use of the poster within the Paediatric department
- Potential to expand the idea within the trust and share our idea with other trusts nationally following interest on social media
- Working with local CCG to introduce boards for display in local GP surgeries
- Collect audit data on how QR codes are being used

Impact so far:

- 235 scans in total over 5 weeks – average 6.7/day
- Top 5 uses - Head Injury, Fever, Abdominal pain, Diarrhoea and vomiting, cough and cold

