The introduction of a post operative leaflet for PD Catheter insertion and assessing the quality of the information provided

Improve communication for peritoneal dialysis (PD) patients through developing a post operative information leaflet

Amy Murphy, Home Therapies Clinical Nurse Specialist
If you would like more information, please contact: amy.murphy@nhs.net

Royal Free London NHS Foundation Trust

Aim

To increase the percentage of peritoneal dialysis (PD) patients receiving written post operative information from 23% to 100% so they can self care for their catheter by May 2024.

The secondary aim is for this information to be more consistent across areas by creating a more targeted, evidence-based information leaflet tailored to patients' needs.

Background

A number of problems were identified while planning for the project including:

- lack of contact information for PD patients
- insufficient advice around post-operative wound care
- patients going to A&E for wound care advice due to lack of information
- high variation in the information being shared across different areas

What was done

The need for a clear, evidence-based post-operative information leaflet for PD patients was identified. Patient engagement revealed gaps in knowledge, as well as what patients desired to know post-operatively. Collaborating with surgical and medical colleagues, suitable advice was collated into a leaflet. The project then focused on ensuring leaflets reached patients at the right time. Throughout the project, data was collected by surveying patients to identify what information they received, its format and the quality in order to inform project impact.

Staff and Patient Feedback

"I wanted information on driving and recovery time." PD Patient

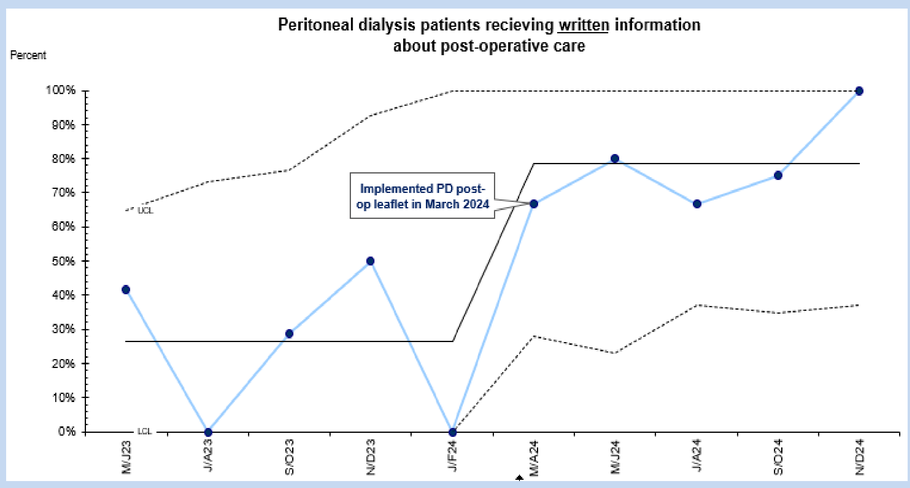
"I wanted to know the step-by-step process and would have wanted to know what to expect in follow-up appointments." PD Patient

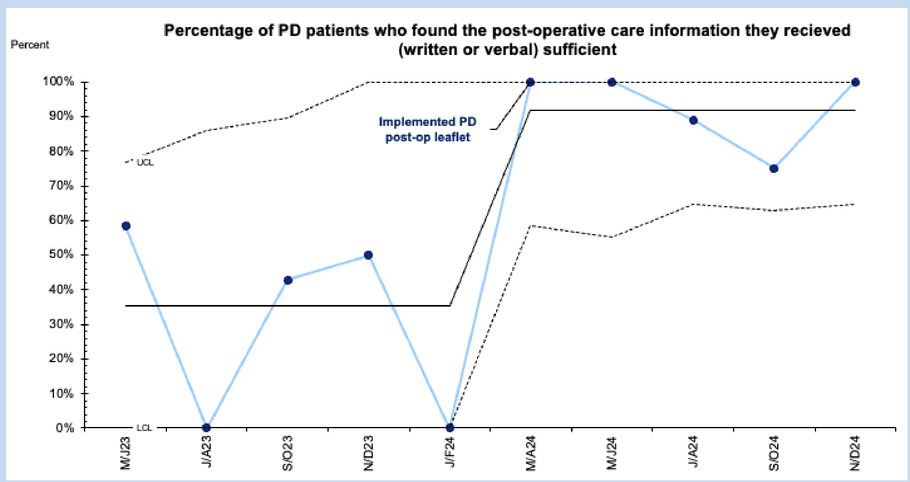
"We usually have to call nurse from another ward to give advice. We would love leaflets/folders to give patients." Ward Nurse in Charge

Change Ideas

- Identify colleagues' perceptions of information given to post-operative PD patients
- Identifying wards and areas that would need to receive and disseminate the post-operative information leaflet
- Involve patients to contribute to development of the leaflet to include the most relevant and useful information
- Collaborate with the MDT to collate the information in a leaflet
- Work with Trust comms team to meet Trust standards in developing information leaflets
- Upload leaflet to Freenet for easy access
- Engage with wards to deliver information leaflet at point of discharge

Data





Due to high variation in number of patients each month, and lower overall numbers, data was grouped into 2-month subgroups

For both (a) patients receiving written information about post-operative care, and (b) patients finding the information they received around post operative care (be it written or verbal) sufficient:

- the variation in responses has decreased – there is more consistency in patient knowledge
- and the outcome has improved – more patients are receiving written information, and finding the information they are given sufficient

Conclusion and Learning

Available information and impact on patients

- Interesting to find out what was available vs what staff believed to be circulated
- Identified lack of clarity in who's responsibility it was to share information with patients, leading to delays in when patients receive post-operative care info
- Patient experience can really vary where there is only verbal information
- Reduction in exit site infections seen for total peritoneal dialysis patients

Patient involvement

- Patient engagement was a positive experience; gave patients a voice
- Patients shaped development of the leaflet and fed back on developed leaflet

QI Journey

- Importance of staying resilient when there's resistance – especially at the start
- Getting people on board was key
- Understanding the work involved in creating an information leaflet for patients; as well as the long and structured process it entails
- Understanding which data is meaningful and importance of asking the right questions (e.g. breaking down written vs verbal information)
- Improvement takes time, data collection via surveying required a lot of time
- Have a QI project team for future projects

Next Steps

Collaboration and Sharing Learning

- Further engagement with colleagues across surgical wards to get their feedback on how they are finding the implementation of the leaflets
- Share work and learning with other units across PD network as there is a gaps in knowledge and information given to patients

More Investigations

- Explore data on A&E attendance related to post-operative complications by peritoneal dialysis patients
    - qualitative data suggests this might have been reduced
- Breakdown data further for exit-site infections to identify numbers within 1-month of catheter insertion