



CASE STUDY

NHS WEST LoTHIAN

OVERVIEW

NHS Lothian's University Hospitals Division (UHD) provides a comprehensive range of acute adult and children's services to the population of Edinburgh and the Lothians, and more specialised health services for patients from all over Scotland. The division's 13,000 staff are committed to delivering the highest quality care to patients. The Royal Infirmary of Edinburgh, at Little France, the Western General Hospital at Crewe Road, Edinburgh, and St John's Hospital at Howden, Livingston, are the three main hospital sites. St John's Hospital is a modern teaching hospital that provides a comprehensive and expanding range of services for the people of Lothian and beyond.

CHALLENGE

Hard copy paper questionnaires were being used, either within the clinics or by traditional post, following the discharge of in-patients from St John's Hospital. The response rates were poor as it was noted that of the few questionnaires taken, less than 25% would be returned completed. Also, the manual analysis of the paper-based results proved time consuming, costly and very laborious.

SOLUTION

CRT's ViewPoint Touch Screen, PDA and software system was piloted in St John's Hospital and proved to be a much more practical solution, with fantastic benefits. It was far less time consuming, and had a much higher response rate, with over 50% more completed surveys than with the hard copies. ViewPoint Touch Screen's simplicity made it easy to use for everyone; whether young or old. CRT's ViewPoint PDA hand held devices had a very similar impact to that of ViewPoint Touchscreen yet had the added benefit of being portable, and were therefore used by those patients who could not easily access ViewPoint Touch Screen or who needed assistance in completing the surveys.





BENEFITS

ViewPoint touch Screens

Response rate increased by over 50%
No long-winded data entry of paper survey forms
Fast, effective and automatic survey reporting
Quicker results analysis
Accurate statistical facts
Paper-freeViewPoint

Pda

Versatile, so ideal to use for any fieldwork
Portable, so could be used by housebound patients
Can be used in meetings
Useful in situations where electricity is not readily available
Quick and accurate
Paper-free

“They’re brilliant! Both ViewPoint Touch Screen and ViewPoint PDA are so useful. It’s amazing how simple life can be made with just one piece of software... The devices are simple to use and the added benefit of a web based application means no corrupted databases on your PC. It saves an enormous amount of time... data entry is cut down to almost nothing using ViewPoint...The service we have received from CRT in continuing to develop ViewPoint is second to none.”

*Julie Cassidy
Patient and Public involvement Worker*

“The accuracy of interpreting information in ViewPoint is just great... reports are visually very good and very uniform... they’re efficient and accurate... we can produce a report very quickly... the devices are extremely user friendly. The ViewPoint system meets our requirement to produce patient focus and public involvement information.”

*Diane Loughlin
Patient Focus Public Involvement and Health Promotion Lead*