

## CARDIOLOGY



### Putting knowledge in patients' hands to:

- *Improve work flow*
- *Reduce pressure on staff*
- *Reduce appointment time*
- *Remove the need for appointments*

### Overview

A collection of cardiology information videos were produced to aide patient understanding by providing angiogram preoperative assessment information.

Videos were also created to support staff and patients in the implantation and monitoring of a cardiac device (LINQ™), to facilitate the consent process.

They have been added to a comprehensive online video library used by Torbay and South Devon NHS Foundation Trust.

These specific videos are designed to help educate patients, relieve anxiety and prepare patients and their carers for cardiac procedures.

### Impact

**22%**

Reduction in outpatient appointments each week

**85%**

Reduction in nurse time spent each week



*"These videos have markedly improved the consent process and allowed us to cancel the pre-admission appointment with our arrhythmia nurses."*

**Phil Keeling,**  
Consultant Cardiologist



## Problem

1. Historically, pre-admission angiogram appointments were carried out by a Band 5 Nurse over two clinics and 10 one-to-one consultations each week, equating to over 6 hours of staff to patient contact time. This caused a huge drain on staff resources and led to patients having to wait longer for their procedures.
2. Torbay and South Devon NHS Foundation Trust wanted to investigate the possibility of performing procedures more simply and at a lower cost, so worked on a service redesign for the implantation of the LINQ™ Device to change the standard clinical procedure.

## Key Results

There has been a **22%** reduction in outpatient appointments with more angiogram patients opting to watch the video at home, or attend a video led group session. This has reduced nurse time by **85%** as patients are seen in **small groups of 10**, with the appointment lasting **only 20 minutes**.

In LINQ™ implantation, they have successfully removed the need for **ALL** pre-assessment appointments

### Other results include:

- Better patient experience and satisfaction
- Reduced level of staff training
- An improved work flow
- Reduced overall costs



[www.healthandcarevideos.com](http://www.healthandcarevideos.com)

## Solution

1. A video entitled ' Having an Angiogram ' was produced.

Patients are contacted by phone and sent a video link via email. They are given the choice to watch the video at home, or to attend a group session where it is played on a large TV screen with a Q&A at the end and telephone support offered.

2. Health and Care Videos worked with Torbay and South Devon NHS Foundation Trust to produce two LINQ™ patient information videos. One being a pre-procedure video to inform patients of what the device is, its benefits and what to expect on the day of their procedure and also a post-procedure video that describes the use and set-up of the LINQ™ activator and the MyCareLink remote communicator.

*"It's what our patients want."*

*I could see this video content being used across the country."*

**Jack Greenhalgh,**  
Cardiac Charge Nurse



**SCAN HERE**

to hear more from Jack Greenhalgh

