

Problem:

A proportion (currently 7%) of patients of the lower limb therapy clinics do not appropriately care for their condition at home resulting in reduced effectiveness of support devices and therefore increased risk of re-ulceration or skin deterioration and unnecessary recurrent appointments.



Goal: To create a series of videos and support their implementation into the patient pathway to better enable self care among patients of the lower limb therapy clinic in order to reduce potential harm and ultimately system use



Assumptions

- Clinicians will prescribe videos
- Patients can and will access videos at home

Resource

- Subject matter expert(s) (SME)
- Specialist nurses
- Project team
- Script writer
- Production



Activities

- Info from subject matter expert
- Draft script created
- Script reviewed and signed off
- Video filmed, edited and signed off
- Clinic staff engaged (video content)
- Idea generation (implementation of video into practice)
- Video added to online library and ipads (available for remote access)
- Patients are referred to clinic
- Patients attend appointments
- Patients are fitted with compression hosiery (once healed)
- Clinicians show videos (in clinic, at leg club)
- Clinicians explain and prescribe videos (inc how to access)
- Patients given link (and code for video)
- Patients access videos remotely



Outputs

- Videos created
- Implementation of video into pathway put into practice
- Video prescription / Business cards (with link to video)
- Patients watch the videos in appointment and at leg club (if apt)
- Patients (who need to) watch the videos at home



Outcomes

- Patients find the videos useful and appropriate and follow guidance shown.
- Patients have increased knowledge of how to wash their legs, re-fit devices and exercise and do so correctly
- Increased effectiveness of device/ reduced re-ulceration and skin deterioration
- Reduction in re-referral to clinic
- **Reduction in appointment time (LOA)?**
- Reduction in GP appointments (with device related issue)

Longer Term Impact

- Reduction in system costs



External factors

The implementation of the service and leg clubs has already reduced recurrence rates to below national average (now 7%)

Internal Project Outcomes

- Builds on library of videos (improves resource)
- People access wider selection of videos than prescribed
- Improves public awareness and use of library resource
- Increases frequency/ likelihood to/ prevalence of self management in the healthcare sector