

## Case Study: Department of Nutrition and Dietetics Nottinghamshire Healthcare NHS Foundation Trust

### Introduction

The Nutrition and Dietetic Department provides dietetic care to patients referred for nutrition support, pressure wounds, diabetes, coeliac disease and irritable bowel syndrome (IBS.) It also accepts paediatric referrals for Non-IgE mild/moderate cows' milk protein allergy, faltering growth and other additional needs. It provides support to patients and/or carers via clinic appointments, home/care home visits, type 2 diabetes education sessions (DESMOND) and milk-free groups.

There is little opportunity for feedback from patients about the materials they have received, especially if sent through the post. Clinicians may not know until the next session whether their patients have received and read the information.

### Objectives

The study sought to:

- Ensure patients received relevant information from a source they trust.
- Show whether patients were accessing the materials prescribed.
- To improve patients' knowledge about their condition so they are more motivated about their health and better able to self-care.
- Personalise the service to individual patient's needs.
- When COVID-19 hit and lockdown happened, the team had to find a new way of sustaining delivery of a quality service to their patients.
- Freeing up the Administration Team so they could undertake more value-adding work than collating and posting information packs.
- Obtain data from patients service usage and feedback on materials prescribed to improve content quality and delivery of the service.

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### *How does Recap Health work?*

Patients often lack good information about their diagnosis, treatment options and support needs. This affects their ability to cope well after discharge from hospital. Clinicians may provide some basic information to their patients, but there is no way of assessing whether they have viewed the materials or how useful they have been.

Recap Health addresses both these issues. Through a simple to use digital platform, clinicians share relevant educational information (videos, links to trusted third party web pages and leaflets), with their patients. Because it's digital, they can easily see whether the information has been viewed by each patient and what their patients say about the usefulness of the materials they have received.

## **Methodology**

The team collated information packs to be uploaded to Recap Health, using both NHS and externally sourced material. The packs are targeted by condition e.g. **Nutrition for Care Homes; Treating Malnutrition at Home; Dietary Advice for People with or Recovering from COVID-19; Type 2 Diabetes Information Pack, DESMOND Information Pack; and Milk-Free Resource Pack** for parents or carers of children diagnosed with cows' milk protein allergy.

Clinicians have prescribed 4686 pieces of information to the 983 patients registered on Recap Health.

- **87% of patients rated the content they have received as 'useful' or 'very useful'**
- **68% of patients rated Recap Health as 'useful' or 'very useful'**

Patients logged on to the platform whenever they wished to access information provided and clinicians could see whether they had viewed the content.

### **Feedback from patients received via Recap Health:**

*"I found this very useful, I now understand where I was going wrong and this helped me to do things differently."*

*"It's reassuring to know I am not alone in what is happening to me. Also, I am so pleased this help is available, can't thank you enough."*

## Results

Recap Health has proved an invaluable resource to support consultations, with practitioners from the Nutrition and Dietetics Team now regularly sending vital educational information direct to patients and/or their carers, relatives or professional supporters.

- Patients/carers/professional supporters receive trusted information prescribed by a healthcare professional, that is directly related to their condition and treatment (or that of a family member or resident.)
- The team can determine whether prescribed content has been accessed, allowing them to prompt individuals if required.
- Patients, carers and care home staff who have read the information prescribed on Recap Health feel they have benefited from the content, with 87% rating the content as 'very useful' or 'useful'.
- Feedback on content from patients has helped to improve the quality of content used by the service. (See Feedback Actions.)
- The number of calls into the Administration Team has been reduced because patients have access to information/resources 24/7, without the need to contact the service.
- The Administration Team can focus on processing referrals, patient letters and booking appointments rather than sending information to patients. A reduction in paper/print/postage costs should follow.
- Using Recap Health has enabled continuous treatment during the COVID-19 pandemic when physical meetings have not been possible.
- Personnel restrictions in administrative services has had no effect on providing materials to patients. Recap Health has enabled clinicians to send relevant materials to patients immediately, and at no cost.

## Conclusion

The results show that there are opportunities to use Recap Health to personalise the service provided by the Department of Nutrition and Dietetics. In addition, it has enabled improved efficiencies within the clinical and administration teams.

Patients have been able to access materials from trusted sources whenever they want. Their feedback on content has given clinicians data they can use to improve the service, data they would not have had before. (See Feedback Actions.)

During the pandemic, Recap Health has enabled continued delivery of the service, giving patients the support they need when face-to-face meetings and group sessions have not been possible.

## Feedback Actions

- Following feedback from care homes (where staff may not have the time to sit and read information), video bundles are being put together to show certain actions. Any advice/recommendations/actions that can be shown in short videos are currently being compiled.
- Feedback from a Health Visitor was used to change the wording within the Milk-Free Resource Pack when it was deemed it could have been misleading if read by anyone other than a dietitian.
- A database has been produced to monitor care home engagement with Recap Health. Clinicians will use this information to prompt care homes going forward.

### **Type 2 Diabetes Pack Patient Feedback:**

*“This information has really helped to consolidate the information shared during my consultation with the dietitian. Thank you”*

*“Explains and re-emphasises materials give on the DESMOND day. Thank you.”*