

# A Quality Improvement Project to Improve the Experience and Clinical Care of Patients with a Learning Disability at North Middlesex University Hospital.

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## Aims

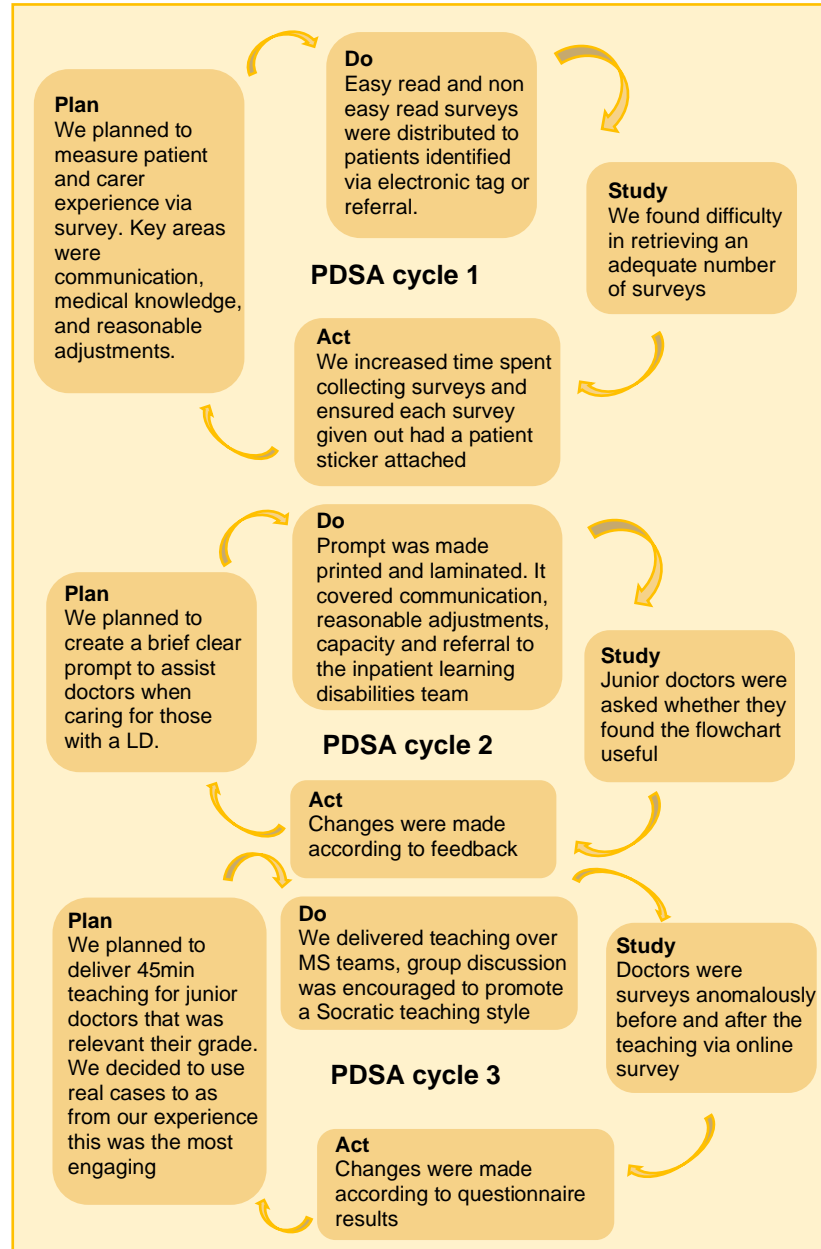
To improve the experience of patient's with learning disabilities (LD) and their carers at North Middlesex University Hospital (NMUH) by 25%, and to increase the referral numbers to the inpatient LD team by 50%.

## Background

The appointment two years ago of a LD physician at NMUH has undoubtedly improved the care and experience of many patients with a learning disability and their care givers. However due to the limited capacity of this service not every patient is reached. It has therefore served to highlight on occasion the huge inequalities that this already vulnerable population faces in our acute hospitals. The QI team therefore set out create simple interventions based on the key findings of the CIPOLD and LeDer reports to try and improve both patient experience and clinical care

## Design

Patients or their carer's with an electronic LD flag were surveyed using both easy read (maximum score 15) and non easy read surveys (maximum score 18). Quantitative and qualitative data was collected. Surveys were carried out prior to, and one month after interventions. Teaching was delivered to junior doctors based around the key findings of the LeDer reports and the Confidential inquiry into the Premature deaths of people with learning disabilities (CIPOLD). Doctors were surveyed before and after the teaching using an online questionnaire. Posters including information on how to refer to the LD team were placed around the hospital. Referrals to the team were surveyed both before and after as were the use of Hospital passports



## Results

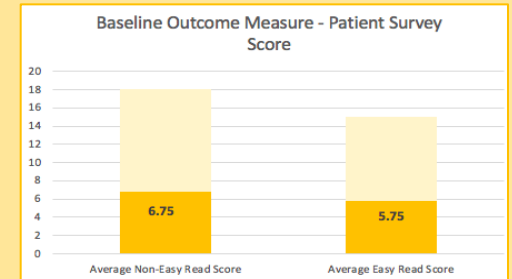


Figure 1: Baseline results. For the easy read score the average was 6.75 out of a possible 18. For the easy read survey the average was 5.75 out of 15. Both quantitative and qualitative data was collected.

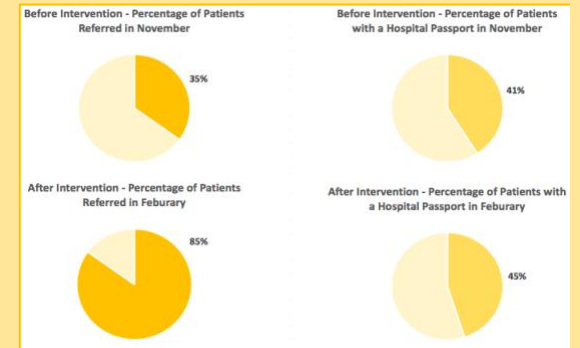


Figure 2. The figure shows that referrals to the inpatient team increased by 41% before and after the intervention's. Hospital passport use increased by 4%.

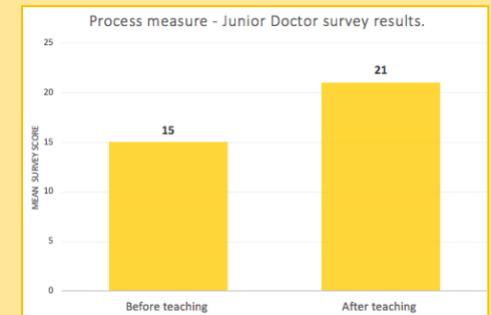


Figure 3. The figure shows junior doctors confidence across various areas increased when measure before and after teaching.