

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.

Problem

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

Implementation of CRT's ViewPoint Research Control Suite (RCS)

CRT's ViewPoint system complete with ViewPoint Touch Screens and PDAs was implemented in St John's Hospital and has proven to be an extremely practical solution, with fantastic benefits. It is far less time consuming, and has a much higher response rate, with over 50% more completed surveys than with previous methodologies. The simplicity of the ViewPoint Touch Screens make them easy to use for everyone; whether young or old. CRT's ViewPoint PDAs have the added benefit of being portable and are therefore used by patients who cannot easily access the static ViewPoint Touch Screens or who need assistance in completing the surveys.

“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. It saves an enormous amount of time, data entry is cut down to almost nothing using ViewPoint. The service we have received from CRT is second to none.”

Julie Cassidy, Patient and Public Involvement Worker

Benefits

- Response rate increased by 50%
- No long-winded data entry of paper survey forms
- Fast, effective and automatic survey reporting
- Quicker results analysis
- Accurate statistical facts
- Paper-free
- PDA is versatile so ideal for fieldwork or house visits
- PDA can be used in meetings



Lothian NHS Board

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