

Supporting the completion of health recommendations following IHA through improved patient/carer information

Rationale

- Carers require clear and timely information in order to be able to complete actions from the IHA
- Additional advice is provided verbally at the appointment but needs reinforcing with written information
- Can be a delay between the IHA being completed and the carer receiving a copy of the health recommendations

Response

Given to the carer at the IHA:

- A standardised consultation summary incorporating common actions and referrals
- A leaflet of useful websites and resources, one for age 0 to 12yrs, another 12 upwards.

The doctor highlights on the leaflet which resources are most relevant.

Feedback

- Not yet formally evaluated, but verbal feedback from carers is positive.

*"great, helpful
thank you"*

*"I think it's great,
really helpful"*

Benefits

- Reduces medical time spent recommending websites to parents/carers.
- Helps the carer/ child remember what has been discussed and reinforces the message.
- Aide memoire for the doctor of what was recommended and prompt for new staff of what to consider.
- Directs the carers to the most appropriate websites and avoids difficulties around navigating health information.
- Improves doctor-patient communication

Any Questions?

Please help yourself to samples below

Or email: lac.admin@oxfordhealth.nhs.uk for further information.

Caring, safe and excellent