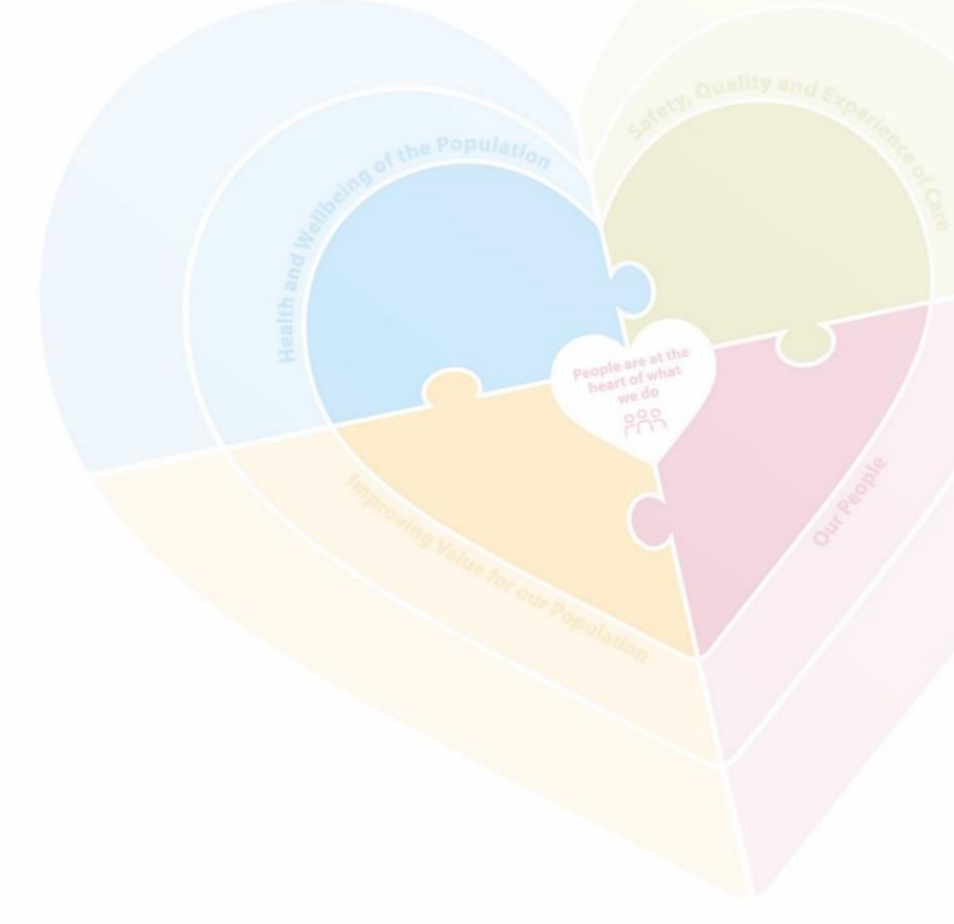


Improving Patient access to Radiology Imaging Procedures Information

Mark Cadden, QSI Lead Radiographer



Background

The Quality Standard Imaging (QSI) Standard outlines patients should have access to clear, user friendly imaging procedure information to make an informed decision about their care.

Accessibility to information can be challenging for some patient across Northern Ireland with:

- 1 in 5 Registered Deaf (RNID, 2022),
- 57,500 Registered Sigh-loss (RNIB, 2023)
- 22,000 Registered Dementia (Alzheimers,2023)
- 4.6 % who do not speak English (NISRA,2021)

Radiology information was not available for **all** imaging procedures and it contained complex medical jargon and was not standardised or available in other formats or languages.

Aim:

To increase the volume of accessible Imaging information Aids for Patients by 90% for all Radiology Imaging areas by the end of 2024.



Photograph: Dementia NI Representatives, QSI Lead Mark Cadden & Dementia Service Lead Tracey Kane.



Photograph: Anna Davison, Mark Cadden, Shirley Wadsworth, Suzanne Child & Marian Muir

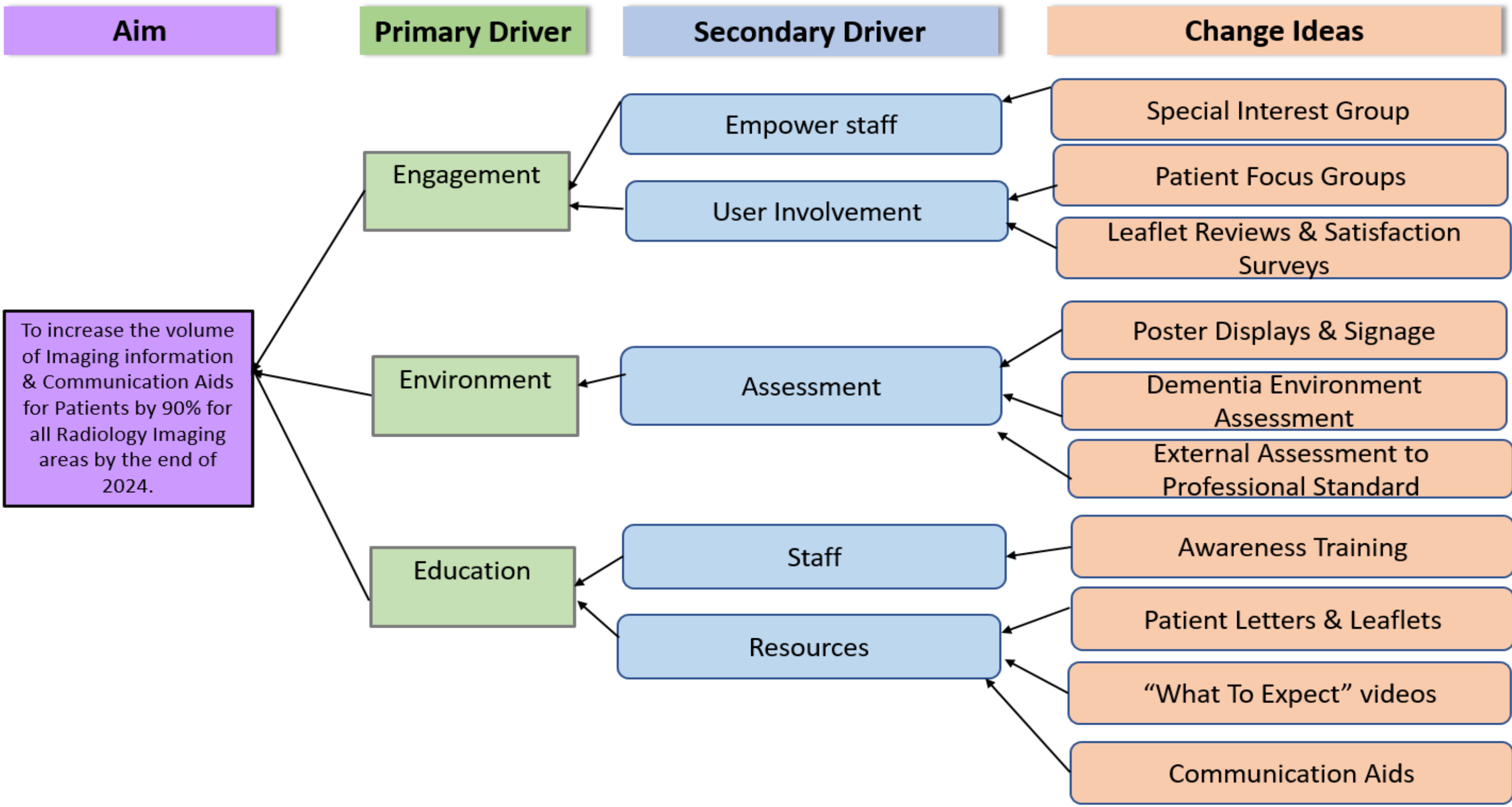
Improvement Methodology:

- **Benchmark-** Against QSI Standards for Imaging
- **Co-design-** With Patients & Experts
- **Teamwork:** Staff Group to undertake QI Projects

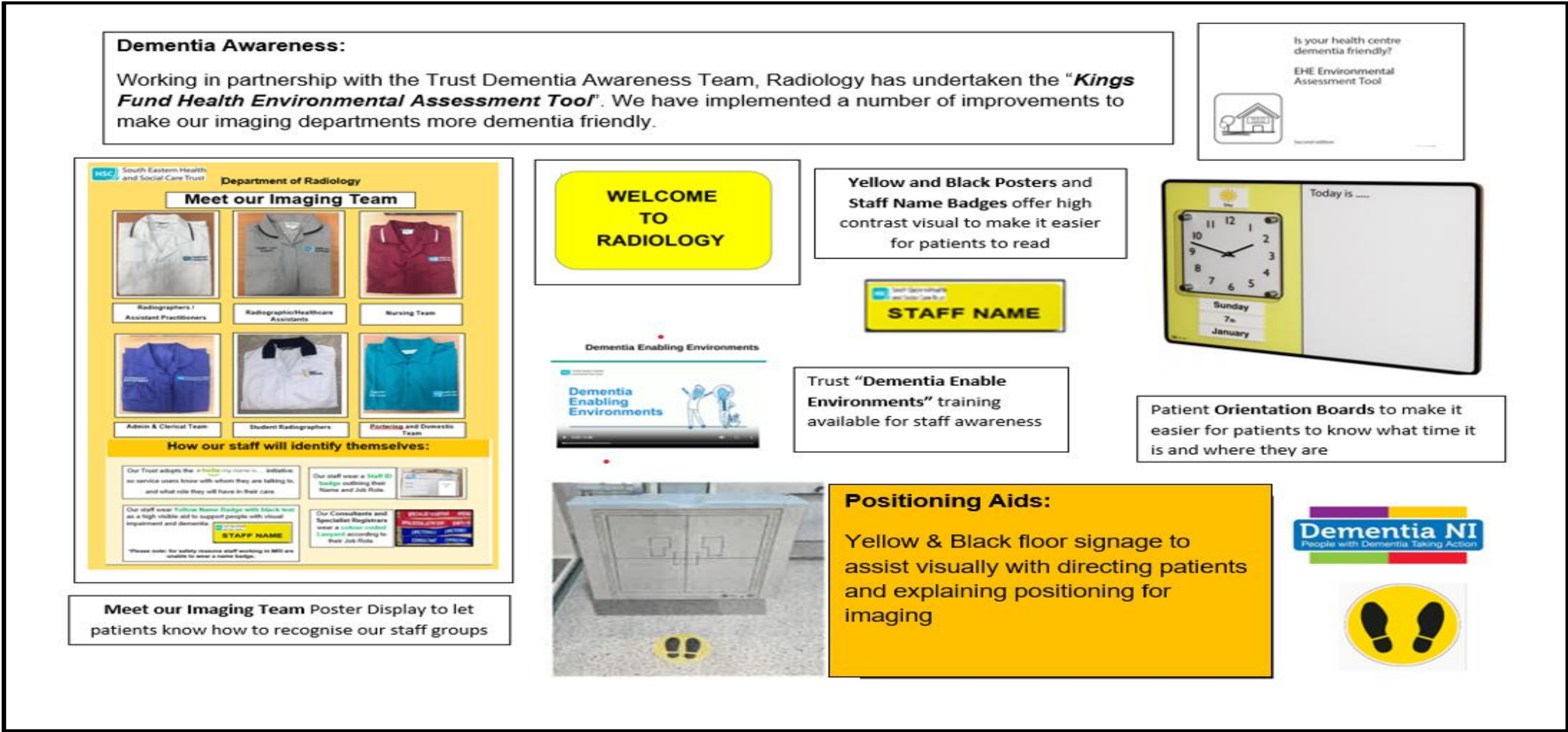


- **Patient Led Focus Groups-** Review information
- **Embed Improvements-** Develop Accessible information & Communication Aids for all imaging procedures
- **Staff Training-** Deaf awareness, BSL, Dementia, Sensory Support
- **Obtain feedback-** Leaflet Reviews & Surveys
- **Dementia Patient Walk-through-** Assess improvements
- **External Accreditation-** To the QSI Standard.

QSI Professional Standard for Imaging



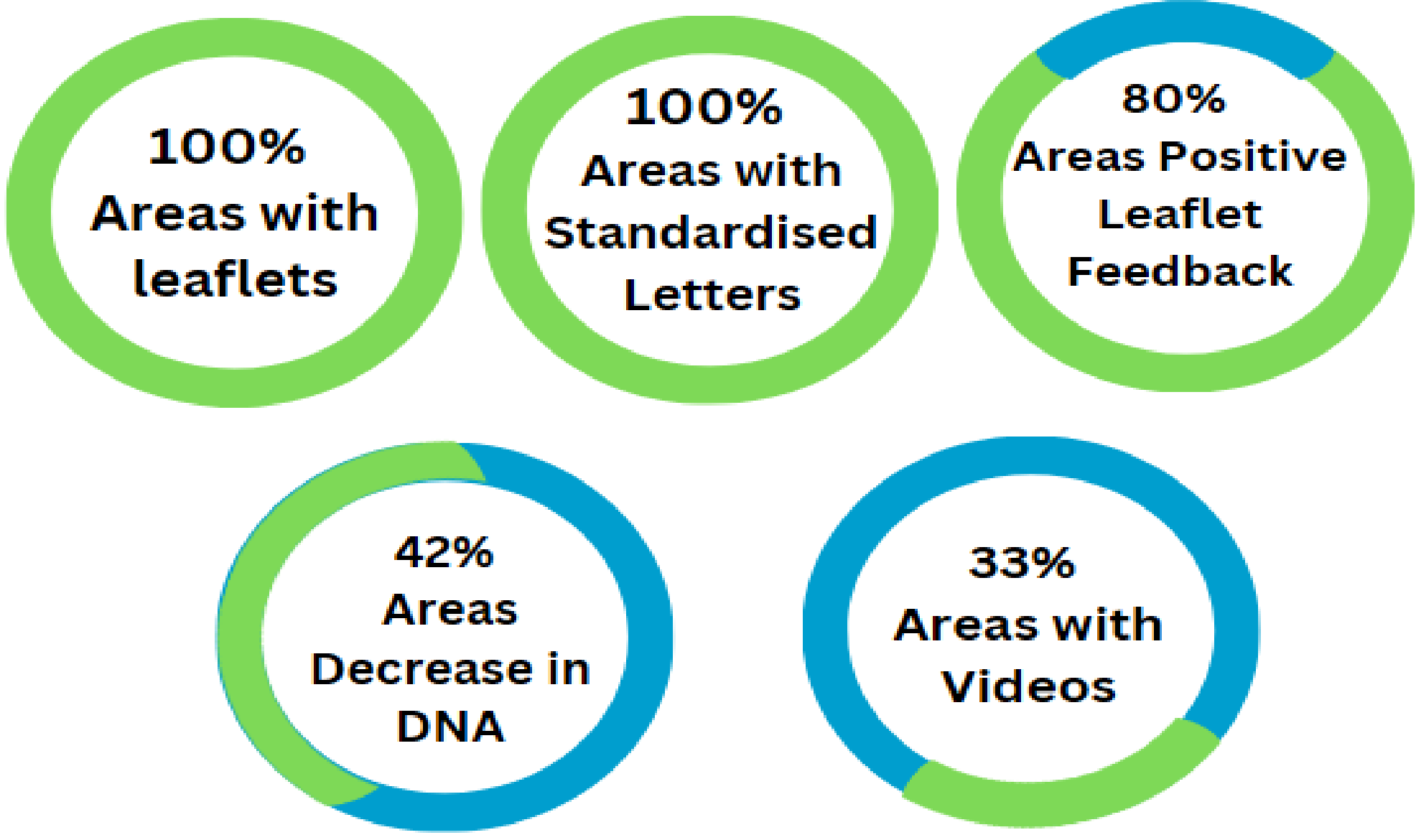
Please scan QR code to watch video



Outcomes & Results:

- Positive Dementia Patient feedback from Dementia NI walkthrough assessment
- Established Staff Supporting patients with additional needs Special Interest Group
- Implementation of a Range of Communication Aids to support patients
- Achieved UKAS accreditation to QSI Standard March 2024
- **100%** of Imaging Areas now have information leaflets
- **100%** of Imaging Areas now have standardised appointment letters
- **33%** of Areas now have “What to Expect” videos
- **42%** of areas experienced a decrease in Patient Did Not Attendance compared to previous years data (DNAs, 2021-2024)
- **80%** of **2652** Patients found the new Patient information Leaflets to be: clear, easy to understand/follow and meet their needs (Survey 2023)

Outcome Results:



Next Steps

- Standardisation of Radiology Patient Information Regionally
- Roll out “what To Expect” videos for all areas
- Add Sign Language to videos

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