

Improving Patient Letters in Gynaecology Clinics with the use of Artificial Intelligence

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Introduction

- Patient letters are a vital tool for communication, providing patients with key information about their diagnosis and management.
- Gaps in clarity, content, and delivery, however, can hinder patient understanding

and therefore satisfaction.

Aim

- To improve patient letters in the gynaecology and urogynaecology department.

Design

- This is a Quality Improvement project that used a retrospective observational design along with collection of patient feedback to assess the

quality of patient letters in a general gynaecology and urogynaecology clinic.

- We explored the use of Artificial Intelligence (AI) to improve delivery of information and patient education in a busy healthcare setting to improve our communication in an efficient manner.

Method

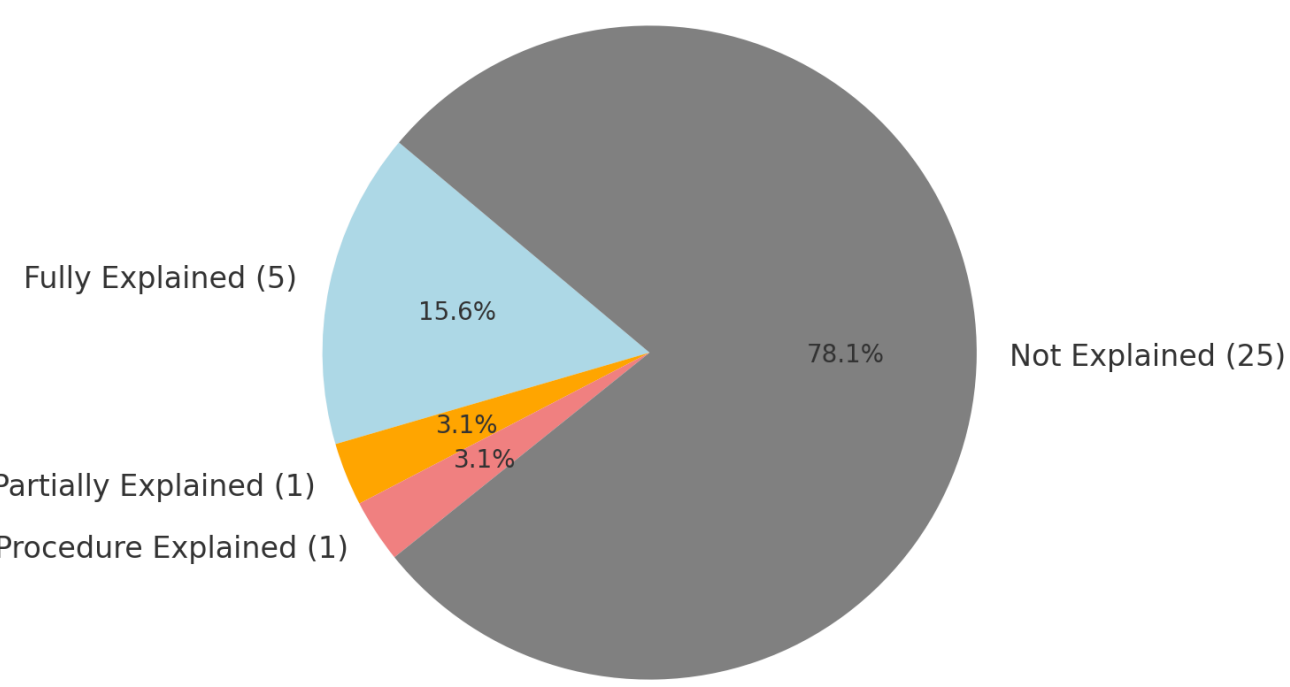
- Patient letters from a two-week period across both clinics were reviewed.
- Each letter was assessed for presence, diagnosis documentation, use of patient-friendly language, diagnosis explanation, and inclusion of management options.
- Patients were contacted for feedback on their satisfaction with the content, clarity, and overall quality of their letters, rated on a scale of 1 to 5.
- Based on findings, we used AI tools such as Chat GPT to efficiently summarise national and international evidence-based resources, patient information leaflets and guidelines including

RCOG, BSGE, IUGA and NICE, to summarise information in patient friendly language that explained diagnoses and treatment options.

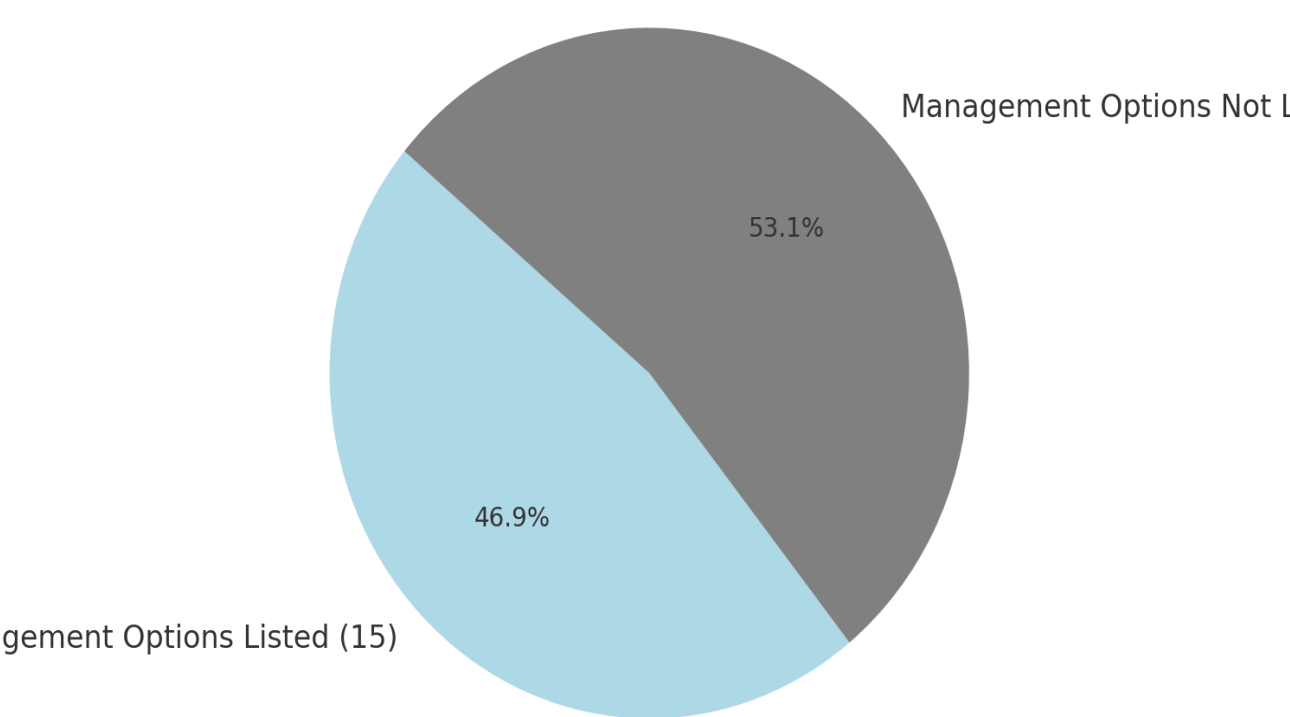
- We generated a standardised “Dear Patient” field into our electronic medical records which can be individualised.
- This field will generate editable patient-friendly explanations of selected diagnoses, alongside management options and links to reliable online resources.
- Re-evaluation will follow implementation to assess improvement.

General Gynaecology Clinic

Diagnosis Explanation in General Gynaecology Letters (32 Cases)



Management Options in General Gynaecology Letters (32 Cases)

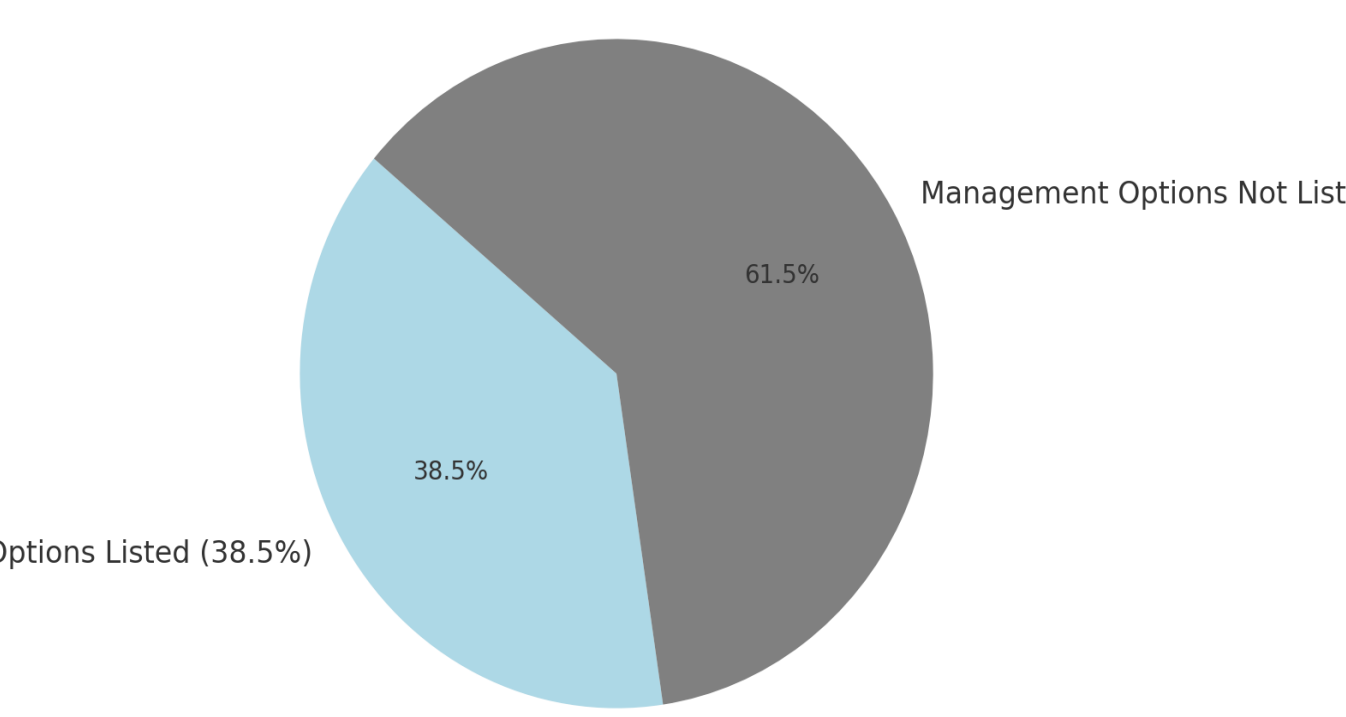


Urogynaecology Clinic

Diagnosis Explanation & Management Options in Letters



Management Options in Urogynaecology Letters (13 Cases)



Results

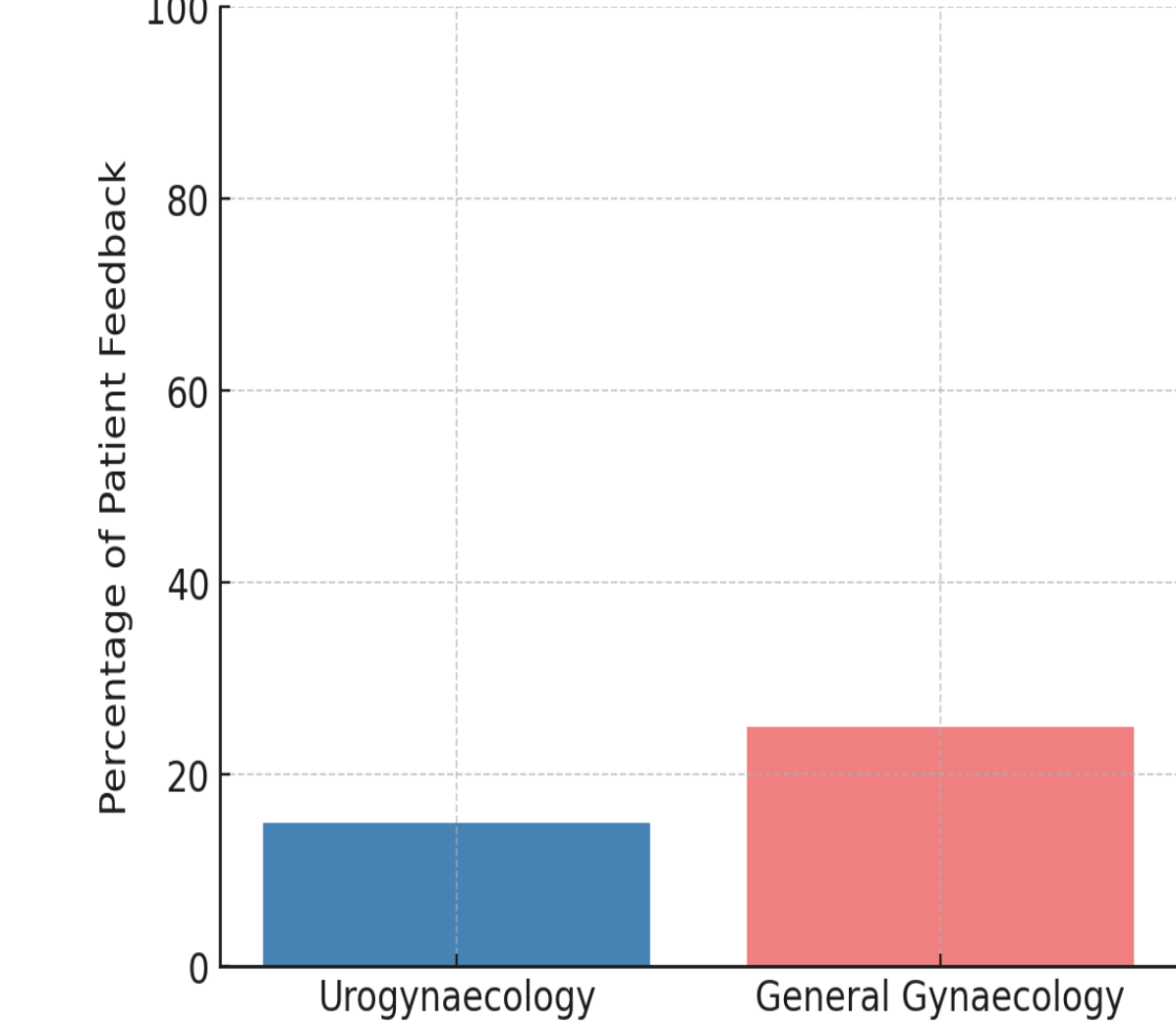
- In the general gynaecology clinic, 48 appointments were reviewed, and 32 patients attended.

- Diagnoses were documented in 100% of cases but explained in only 16%, with management options listed in 47%. Clarity was rated highly (63% rated 5/5), but content received lower ratings (38% rated 5/5). Feedback was obtained from 25% of patients.

- In the urogynaecology clinic, 20 appointments were reviewed, and 13 patients attended.

- Diagnoses were documented in all cases but were not explained. Management options were included in 38% of letters, and jargon was unsatisfactory in 31%. Feedback was obtained from only 15% of patients.

Patient Feedback Rates in Urogynaecology vs General Gynaecology



Recommendations

Increase Feedback Collection:

- Explore alternative methods of collecting feedback (e.g., online surveys, paper forms at clinics).
- Ensure interpreters are available to include patients requiring language support.

Improve Letter Delivery Processes:

- Implement systems to track whether letters are sent and received (e.g., confirmation emails or phone calls).

Enhance Letter Content:

- Focus on providing summaries instead of transcripts.
- Address clarity concerns by simplifying language and reducing letter length.
- Standardize inclusion of key sections (e.g., diagnosis explanation, management plans, links to resources).

Focus on Diagnosis and

Management:

- Ensure all letters include an explanation of

the diagnosis and next steps, tailored to patient understanding.

- Provide templates to ensure consistency in letter content.



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Suggestions From Patients

- Include links to relevant websites.
- Provide a summary instead of a transcript.
- Make letters shorter.
- Improve clarity.

Conclusion

•Patient letters in gynaecology clinics require significant improvement in clarity, explanation of diagnoses, and inclusion of management options.

•The implementation of an AI-assisted “Dear Patient” feature aims to standardize letters, provide patient-friendly explanations, and offer editable templates.