



A Digital Stroke Information Guide: Evaluation of A Digital Stroke Guide at Lancashire Teaching Hospital NHS Foundation Trust

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This electronic resource contains information to help you to start to understand Stroke. It contains facts and information in addition to links to National Guidelines in Stroke care. The services and support available to you locally, both within the hospital, and when you are discharged from Lancashire Teaching Hospitals are included.

In addition to directing you to local resources, there are a series of short videos both to inform you about the services available from the stroke team and insights from the perspective of stroke survivors at various stages of their recovery after stroke.

This resource can be accessed from your computer, laptop, tablet device or mobile phone. Please access it by either following the link or scan the QR code:
<https://elearning.lthtr.nhs.uk/Stroke>

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Results

The resource has been viewed by 722 people within the past 12 months.



Positive feedback from a variety of sources has been gained:

Qualitatively, Stroke survivors reported increased satisfaction in relation to receiving information and education regarding their diagnosis. Analytics of the e-learning tool showed 722 new users between 01.08.20 – 01.08.21 with 1140 sessions where people have accessed the resource.

"I found it easy to use and valued hearing experiences of other people who have had a stroke" Stroke survivor 2021

"It helped me understand the guidelines and my role in this organisation which helps to provide better care" Therapy Assistant 2021

Additionally:

- The resource has now been uploaded to the Stroke Specific Educational Framework (SSEF 2021)
- The resource improved communication and information sharing with the next of kin of stroke survivors during the COVID pandemic.
- The resource has been shared with Kings College Hospital for them to personalise the content for their Trust
- It is now integral to the induction process for new staff and students to stroke services in LTHTR
- The resource is now embedded into the education strategy for the Trust

Conclusion

The web based resource was positively received by Stroke survivors and their next of kin within Lancashire Teaching hospital and following hospital discharge. The service user feedback has been instrumental in developing the resource, embedding it into service delivery and in highlighting the importance of patient engagement in creating healthcare information.

The timing of this resource has also supported stroke survivors, within the pandemic restrictions, to move to an increasingly digital world (R Smith, 2021). Future developments are intended to increase accessibility.

References

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- Smith, r., 2021. *Richard Smith: The role of digital health in keeping health systems financially, socially, and environmentally sustainable - The BMJ*. [online] The BMJ. Available at: <<https://blogs.bmj.com/bmj/2021/07/28/richard-smith-the-role-of-digital-health-in-keeping-health-systems-financially-socially-and-environmentally-sustainable/>> [Accessed 3 October 2021].

Background

Information and education is an integral part of the acute care provision continuously throughout the journey of a stroke survivor and their next of kin. The Stroke e-learning information resource was created after stroke survivors on the Stroke rehabilitation ward at Lancashire Teaching Hospital (LTHTR) indicated that they consistently wanted more information regarding their Stroke and its implications for their life and future (Chu, 2020). As part of a qualitative, continuous improvement methodology a plan, do study, act approach was used to develop the information provided, based on service user feedback.

84.92% of stroke survivors felt they had enough information whereas 15.08% felt they required more. Information sources already in place: Stroke Association leaflets, individual discussion, The Lancashire and South Cumbria Stroke Information Guide, individual goal setting and the ward Stroke education group.



We worked with stroke survivors, their next of kin and the Integrated Stroke and Neurological Delivery Network to create a series of short educational videos. We combined this into an electronic web based resource called the Lancashire Teaching Hospitals Stroke Guide and produced leaflets to support dissemination (central image)

User data and qualitative feedback from a patient outcome tool was used with a thematic analysis of feedback from stroke survivors, their wider next of kin and stroke service professionals in the ongoing development of the web based resource.

Consequent to feedback the resource was:

- Amended with topics added
- Embedded within Trust pathways for reproduction of leaflets and sharing of the resource
- The resource was added to the Stroke Specific Educational Framework resource pages.

Purpose/ method

The Stroke team shared the leaflet with 660 people discharged between August 2020-August 2021 with a Stroke diagnosis. It was also shared with their next of kin, especially for those with cognitive or communication impairment.

The e-learning resource contains multiple topics: What is Stroke?, Introduction to Hospital Care, Planning your Discharge From Hospital, Early Days Out of Hospital, Emotions After Stroke, The Role of Community Services, Life After Stroke, How Can You Help? and Reducing the Risk of Further Stroke. Video's are embedded within the resource to support understanding the diagnosis of stroke and the pathways of care within and external to the hospital. Additionally Lancashire and South Cumbria Integrated Stroke and Neuro Delivery Network (ISNDN) resources were included to optimise the support for someone after they have experienced a Stroke. Links are embedded to all National resources including the Royal College of Physicians Stroke Guidelines and the Stroke Associations "My Stroke Guide".

Leaflets were printed to distribute to all stroke survivors admitted through LTHTR including the web link and QR code to access. For those without digital literacy the staff on the Stroke rehabilitation ward utilised the i-pads to guide them through the content on a one to one basis. The aim of the resource was to:

- Improve accessibility of localised information and education post Stroke for those admitted to LTHTR
- To support an integrated approach to information giving
- To support the induction process of any new Stroke services staff commencing within any job role banding within the organisation.