

Which Doctor?

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Background:

The General Surgical wards (C14 & C18) in RBH are extremely busy, with high flow of patients cared for by a large variety of healthcare professionals. 13 Surgical Consultants are split into 3 teams: Colorectal (Red), Colorectal (Blue) and Hepatobiliary, and there are ten FY1 Doctors heading up the front line of these teams.

Identifying which surgical team members are responsible for the care of an individual patient is not a straightforward process. As a result, other healthcare professionals spend excessive amounts of time finding the correct FY1 for each patient.

SMART Aim: To devise a simple process that would aid staff members in identifying FY1 Doctors covering each team on any particular day on General Surgical wards C14 and C18.

PDSA:

We developed and implemented a Doctor chart to be updated on a daily basis which would indicate:

- Which Consultants are working on each team
- Which FY1 Doctors are subsequently looking after each Consultants' patients.

For each Doctor, the chart includes names, photographs and bleep numbers

Measurement:

A pre and post questionnaire was circulated to Nurses, Dieticians, Ward Clerks, Pharmacists, Physiotherapists and Phlebotomists to gain information on:

- The time spent looking for the correct Doctor.
- The number of Doctors spoken to before the correct Doctor was identified.
- Delays in care/discharge due to lack of continuity.
- General feedback regarding difficulty in finding the correct Doctor.

Outcomes & Benefits:

The intervention was extremely well received with a **decrease in time** spent looking for the correct Doctor, **fewer Doctors being spoken to** before the correct one identified and **general improvement in understanding** of consultant teams.

Most importantly it was felt that this **reduced any delay in managing patients and organising discharge**. We also found improvements in inter-professional relationships.

