



Case Study

Leeds Community Healthcare Trust

Background

Leeds Community Healthcare NHS Trust wanted to explore how digital solutions could improve the quality of patient care, through more effective consultations, greater patient engagement, and time savings for both clinical staff and patients. The Trust was introduced to Aire Logic through the Yorkshire and Humber Academic Health Science network to look at delivering dietetics assessment and monitoring information using forms4health, Aire Logic's smart electronic forms platform. The LCH Service Improvement/Dietetics Team decided to create a digital version of the Functional Gut Disorder (FGD) form, supporting people seeking dietary treatment for IBS in community clinics.

The project addressed the following challenges:

- The amount of patient-facing time consumed by form-filling, and the need to capture regular, accurate symptom-monitoring data.
- The number of referrals made to the service for diagnosed IBS has risen by 25% over two years, so time effectiveness of appointments is paramount.
- IBS is strongly linked to anxiety and stress, so the service was looking for a solution that also supported patient engagement and self monitoring of conditions (in line with 5YFV objectives).

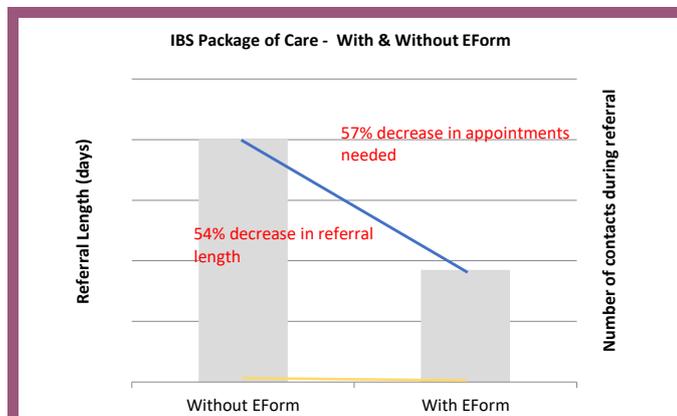
The Aire Logic Solution

Historically, patients completed lengthy paper FGD forms with the clinician during each appointment; potentially taking 15-20mins, therefore limiting time remaining to discuss treatment plans/ intervention options.

Aire Logic took the paper version of the FGD form, and created a digital form that is faster to complete and more engaging for patient use. Implementing some of the functions available in forms4health, such as skip logic, image selection, and responsive sizing for any mobile device, helps patients to quickly and accurately complete their responses.

The eForm can be sent to patients, or their carers, before an appointment, to be completed at their convenience. The returned eForm is then attached to the patient's electronic record for the clinician to view prior to the consultation, meaning face-to-face contacts can focus on delivering personalised care.

The digital form enables improved data capture, accurate recording of information on the patient record, and has the ability to analyse data across the IBS cohort, whilst still being very user-friendly



Referral times halved

The Community Health Dietetics service found that the introduction of forms4health halved the length of referral time and reduced the number of contacts required for that referral. In addition, patients using the eForm discharged from the service 50% quicker than those not using the eForm. This has allowed better management of clinical time and improved patient satisfaction with the referral process.

The Benefits

- Using forms4health is saving time for both staff and patients. Approximately a third of clinical appointment time has been saved using the eForm.
- Forms4health allows more responsive processes; the Trust teams are contacting patients and gathering information much earlier than normal, so the patient knows their care is progressing.
- Providing patients with eForms encourages greater patient engagement. The form is easy to use and patients can access it on any device, at any time, allowing people to be more proactive in their care. Putting patients in control of their symptom monitoring also supports improved self-care, in line with the NHS Five Year Forward View.
- The eForms, submitted in advance of a patient contact, support more patient-centred consultations. The clinician knows the patient's specific concerns before the consultation starts, and can spend more time addressing them.
- LCH has observed a positive correlation between patients who complete their eFGD forms, and those who attend appointments and complete treatments. Clinicians feel this is due to the ownership the patient has over managing their health and symptoms. Where an eFGD is not completed, clinicians have the opportunity to discuss the importance of self-management, and explore patient motivation, to increase likelihood of patients achieving symptom relief.

Symptom	None	Mild	Moderate	Severe
Abdominal pain/discomfort	None	Mild	Moderate	Severe
Abdominal bloating/distension	None	Mild	Moderate	Severe
Increased flatulence/wind	None	Mild	Moderate	Severe
Belching or burping	None	Mild	Moderate	Severe
Discomfort/abdominal gurgling	None	Mild	Moderate	Severe
Urgency to open bowels	None	Mild	Moderate	Severe
Incomplete evacuation	None	Mild	Moderate	Severe
Nausea	None	Mild	Moderate	Severe
Heartburn	None	Mild	Moderate	Severe
Acid regurgitation	None	Mild	Moderate	Severe
Tiredness/lethargy	None	Mild	Moderate	Severe
Overall symptoms	None	Mild	Moderate	Severe

"I know I'm more prepared for a patient when they walk through the door, and am making better use of my time in the appointment because I don't have to spend so much of it on symptom reporting. I can get to the stuff that really matters - giving advice that will help my patient."

Dave Magson

Clinical Lead for Community Dietetics,
Leeds Community Healthcare

"The introduction of forms4health to drive innovation in patient engagement has exceeded our expectations on a number of levels, including patient engagement and making better use of valuable clinical time. We look forward to expanding our work with Aire Logic to deliver further benefits in the near future"

Mark Simpson

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forms4health

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