At the Royal Bournemouth Hospital (RBH), difficulties in acquiring clinical extension and bleep contact numbers from provided online or printed resources, in addition to them becoming out-of-date, often require clinicians to gain this information by interrupting colleagues and administrative staff.

This quality improvement project attempts to address this issue by introducing a novel method of information sharing using an app called Induction®.

Induction® is owned by a private London-based company, Podmedics Limited, however registration is free and simple. An active NHS email account is required to ensure data security.

Once downloaded, users can update their place of work and easily search for the desired contact information. They are also able to update any information that is incorrect or becomes out-of-date.

A single plan-do-study-act (PDSA) cycle was utilised to achieve the above aims:-

• Clinical setting (emergency department, ED) and professionals (junior doctors) to be involved in first PDSA cycle chosen.
• Variety of online and paper RBH contact detail information resources identified.
• Defined aims statements (as above).
• Problems encountered e.g. the use of mobile phones in clinical areas addressed (information can also be accessed using internet explorer).
• 2nd PDSA cycle to involve the wider junior doctor cohort and demonstrate sustained improvement.
• Approval sought to formally introduce Induction® to new doctors starting at RBH.

Run Chart: Junior doctor satisfaction and requirement to interrupt colleagues (%) to access required information.

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<th>PERCENTAGE</th>
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↑ Satisfaction (43 to 68%, p<0.01)
↓ Interruption to colleagues (34 to 14%, p<0.01)

Designing and implementing this project has emphasised a few key personal learning points:-

• Clinical and non-clinical colleagues are willing to offer their support, if kindly requested.
• Change can initiated using relatively straightforward interventions that do not require specialist skills or excessive time investment.
• Realistic and time-directed aims statements help maintain focus on the small, individual steps that ultimately allow the project’s overall objectives to be reached.
• Here, the increase the day-to-day efficiency and satisfaction of junior doctors is hoped to contribute to providing the highest quality of care for our patients.

Please email rajan.patel@rbch.nhs.uk for further details, thank you!