

# MEDICINES INFORMATION LEAFLETS – A QUALITY IMPROVEMENT PROJECT

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## BACKGROUND

- Clinical **evidence-based guidelines improve patient care and outcomes** (Woolf *et al.* 1999) and serve as **educational resources** (Corriere *et al.* 2014).
- Oxford University Hospitals' (OUH) 'Medicines Information Leaflets' (MILs) are local guidelines created to facilitate standardised, safe and cost-effective practice.
- User feedback on accessibility, content and topic-selection has never been sought.

## METHODS

- Project registration March 2022 on OUH Ulysses system.
- A **web-based survey** canvassed opinions of doctors and pharmacists.
- MIL topic-specific and overall **access analysed**.
- Outcomes **presented to the Medicines Management and Therapeutics Committee with improvements iteratively developed** using the **Shewhart and Deming model** (figure 1).

## REFERENCES

Corriere, M.D., Mirang, L.B., Sisson, S.D. *et al.* The use of clinical guidelines highlights ongoing educational gaps in physicians' knowledge and decision making related to diabetes. *BMC Med Educ* 14, 186 (2014). <https://doi.org/10.1186/s12916-014-186-186>

Woolf, S.H., Grol, R., Hutchinson, A., Eccles, M., Grimshaw, J. Clinical guidelines: potential benefits, limitations, and harms of clinical guidelines. *BMJ*. 1999 Feb 20;318(7182):527-30. doi: 10.1136/bmj.318.7182.527. PMID: 10024268; PMCID: PMC1114973.

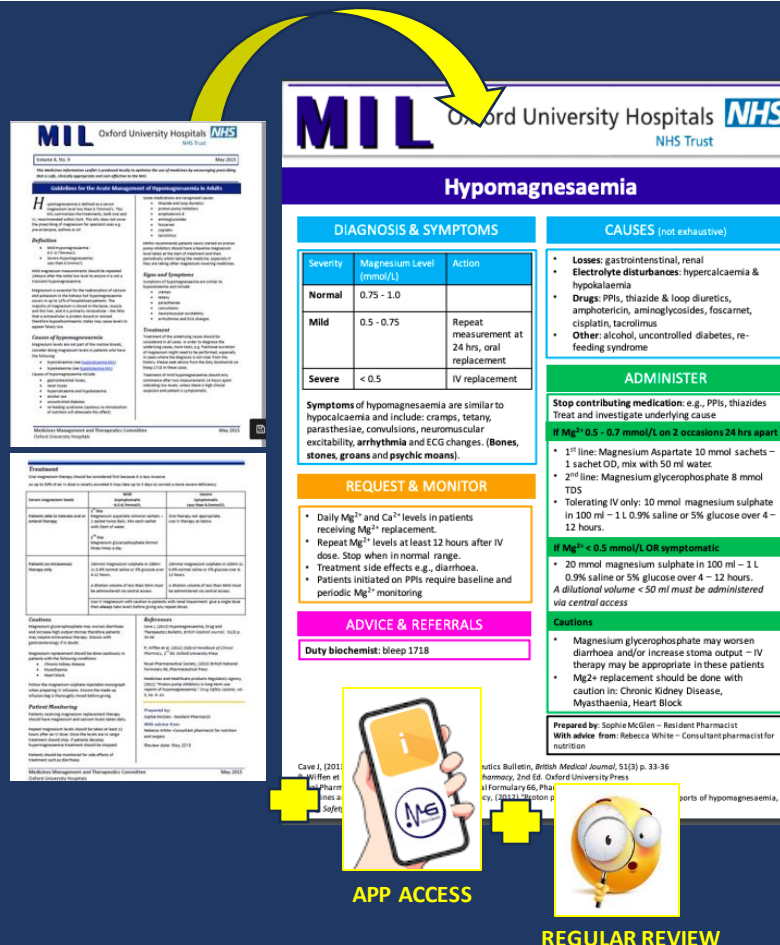


Figure 1: Summary of proposed improvements – format, access and governance

## RESULTS

- **Eighty-one questionnaire responses** were received (64% doctor, 36% pharmacist).
- **50% reported weekly MILs access** - approximately 310 views/week.
- Preference for **app-based access** to MILs equated to 49% of respondents.
- Highly accessed topics (~ 60% of total views) included anticoagulation and electrolyte disturbances.
- Over half of MILs were **not reviewed** within the approved timeframe.

## KEY MESSAGES

- **High access rates should not be used to measure the quality** of clinical guidelines.
- Proactive assessment of end-user feedback can **improve accessibility, topic-relevance, and content** through engagement with senior Trust management.
- Future aims include evaluation of rapid-access MILs by clinicians and development of an app-based platform.

## CONTACT DETAILS

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