Service Learning - A Win Win Situation For All:
where medical students assist the clinical team to gather patient experience feedback

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Background and Aims
As part of the Modern Outpatient Programme1 Medical Specialties within Ninewells Hospital were keen to understand how they could improve their person centred approach when people were attending the Medical Outpatient department. Whilst in the School of Medical at the University of Dundee the undergraduate Healthcare Improvement team were exploring how they could create a work based learning opportunity where students experience care through the patient eyes.

We aimed to understand and improve the patients experience through the Medical Outpatient Clinics in Ninewells Hospital by May 2018 and enable medical students to shadow patients in order for them to view care from the patients perspective by December 2017.

Methods
Step 1: Clinical engagement
- Identify a clinical area who would like to gather patient experience feedback and engage with a range of staff e.g. Receptionist, Nurses, Doctors, AHP, Pharmacists
- Seven Medical Specialties agreed to have medical students shadow patients through the outpatient clinics e.g. Respiratory, Cardiology, Gastroenterology, Endocrine, Diabetes, Bone, General Medicine.

Step 2: Testing
- Small numbers of students and staff used improvement methods to test the process of patient shadowing2 in the clinic to establish how this would work in practice, testing the touch point tools, the Patient Experience Questionnaire3 and feeding the findings back to the clinical team

Step 3: Patient Shadowing Implementation
- Year 2 medical students shadowed patients through seven different medical specialties outpatient clinics over a six week period.
- Students completed a reflection related to the GMC’s Tomorrows Doctors, Outcome 3 Dr as a Professional.
- A system was set up to share all of the data the students collected from the touch points tool and patient experience questionnaires.
- This data was collated and shared with each clinical team through a team meeting.

Step 4: Evaluation
- Feedback was gathered from medical students about their experience shadowing patients

Results/Outcomes
- 143 Year 2 medical students each shadowed a patient through a clinic experience and data was collated and handed over to the clinical teams facilitated by the Quality and Effectiveness Lead
- A focus on patient’s making the most of their appointment is now in place so their expectations are met and questions answered.
- Changes to the clinic environment have been made to maximise space and provide an area that is comfortable for patients.
- Student feedback had been positive about this type of learning experience

References