

Knowledge Transfer Partnerships

KTP BENEFITS

Knowledge Transfer Partnerships are designed to benefit everyone involved

- 🔄 Businesses will acquire new knowledge and expertise
- 🔄 KTP Associates will gain business-based experience and personal and professional development opportunities
- 🔄 University, college or research organisation will bring their experience to enhance the business relevance of their research and teaching

Knowledge Transfer Partnerships

Accelerating business innovation; a Technology Strategy Board programme

<http://www.ktponline.org.uk>

UNIVERSITY HOSPITALS COVENTRY AND WARWICKSHIRE NHS TRUST MEASURING PATIENTS' PERCEPTIONS OF INVASIVE PROCEDURE RISKS

ABOUT THIS CASE STUDY

University Hospitals Coventry and Warwickshire NHS Trust worked in partnership with Coventry University in this Knowledge Transfer Partnership (KTP) to develop and implement a means of helping patients to understand the risks of invasive procedures, inline with the Trust's 'Patient and Public Involvement' strategy.

ABOUT THE SPONSOR

The Economic and Social Research Council (ESRC) is the UK's leading research funding and training agency addressing economic and social concerns, providing high quality research to business, the public sector and Government.

FAST FACTS

- 🔄 Communications review with external stakeholders (e.g. public and potential staff) resulted in customer focused changes to the Trust's website
- 🔄 Changes were made to internally written information to maximise understanding and persuasiveness
- 🔄 A model of effective communications with patients was expected to reduce complaints, serious incidents and high cost litigation – leading to substantial potential annual savings
- 🔄 Staff delivered cardiology care systems benefited from: improved training materials; enhanced design of literature; and better informed patients – with implications for maintaining and building market share in elective practices

The Company



The University Hospitals Coventry and Warwickshire NHS Trust employs over 6,500 people and operates one of the UK's flagship 'super hospitals' that provides 1,250 beds in entirely re-built facilities. The Trust is one of the UK's largest teaching trusts and, along with neighbouring acute trusts in Nuneaton and Warwick, serves a population of over a million people in Coventry and Warwickshire.

In addition, the trust is the principal teaching hospital for Warwick Medical School. The trust's hospitals include, the Hospital of St.Cross, Rugby, and the new University Hospital in north east Coventry.

ABOUT THE PROJECT

The aim of the project was to strengthen communications and information flow between stakeholders.

The original objective was to identify under-performance e.g. in risk management, learning from adverse events and patient decisions about their care. Nationally introduced developments requiring regular staff surveys, however, resulted in new thinking. The project's focus was adapted to develop a business process that could be used for measuring patients' perceptions of the risks involved in invasive procedures, and for assessing their preferences for specific information and involvement in decision-making.

No condition-specific psychological questionnaires were found to exist within the trust about cardiac procedure risks and, after a diagnostic and negotiation phase, the cardiology department took part.

To develop a questionnaire, several phases of data collection were carried out involving staff, patients and University students (to avoid overburdening patients). A subsequent Healthcare Commission's directive to create a staff-delivered intervention with cardiac patients meant that the questionnaire was used in support of the directive.

BENEFITS

The results gathered during the KTP were important evidence that the Trust could provide to the Health Care Commission for assurance of the quality of its cardiology service standards.

The project also provided a model for building effective patient communications elsewhere in the Trust (e.g. the renal department) much to the benefit of the Patient and Public Involvement initiative.

RESULTS

The questionnaire was used with 270 patients and its validation and key results were accepted as part of a

paper for the British Psychological Society Division of Health Psychology conference.

Following the KTP, some psychological principles of cognitive processing were incorporated into internal documents.

The Associate

“I’ve come to appreciate how research operates in the NHS and how to work with ethics committees when conducting work with patients. Research that’s ‘real world’ differs from undergraduate and postgraduate projects and I’m now more comfortable tackling barriers to project progress with confidence and assertion.”

Lindsey Cooper, KTP Associate

In her work, Lindsey came into direct contact with patients who had recently been told of their acute condition.

As well as demonstrating a high level of professionalism, enthusiasm and knowledge, she had a particularly mature approach with patients, dealing with them sensitively and never becoming distant from the ‘human’ issues involved.

BENEFITS

Lindsey was able to influence the Patient and Public Involvement initiative by generating renewed staff enthusiasm for its programmes and by bringing academic rigour to its activities.

RESULTS

During her KTP, Lindsey worked towards an NVQ Level Four in Management and registered for an MPhil, with her thesis based on the research project.

She became a Research Associate at the University and continued to analyse patient questionnaires to supplement the main KTP study.

The Academic Partner



“Case studies based on the KTP have been developed and made available to the undergraduate and masters level health psychology courses. Also, numerous presentations have been made internally to visitors and colleagues in health

psychology about the programme and specific aspects of the KTP project.”

Dr Nigel Trodd, University of Coventry, School of Science and the Environment, Department of Human Geography

BENEFITS

Use of geographic information systems (GIS) during the project showed the potential of their application in public health strategy planning. It also benefited teaching. In addition, use of GIS, an emerging field, illustrated the benefit of identifying users' mental maps of their neighbourhoods – with relevance to patients' choice of health services.

RESULTS

Three poster presentations were made at British Psychological Society conferences, and three journal articles are in preparation. The questionnaire and intervention manual developed during the KTP is being made more widely available via a University spin out company, Health Behaviour Research Limited.