

## The Emergency Laparotomy leaflet: Guiding Morriston Hospital

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### **Background:**

Patients who undergo an emergency laparotomy often suffer a great deal of emotional distress and frequently do not understand why an operation is required. This was tested in a South Wales hospital, where the patients and their families did not receive written information, with the potential for them to feel uninformed or dissatisfied.

### **Methods:**

Using the science behind Quality Improvement, several plan-do-study-act cycles were carried out. The aim was to improve patient information satisfaction through a written information leaflet in Morriston Hospital, South Wales by 10% in 3 months and 25% in 5 months. The project team consisted of the surgical consultants, registrars and the Ward Charge Nurses. An Emergency laparotomy Surgery patient information leaflet was developed. This was distributed to patients and their families underwent two audit cycles: During the initial audit at any point during their hospital admission and in the later audit, these were distributed specifically prior to the emergency laparotomy.

### **Results:**

During the second audit, there was a definite improvement in patient satisfaction with the information provided via the leaflet. This was demonstrated via run charts and a sustainability graph proved this to be and remain a sustainable process.

### **Conclusions:**

The laparotomy leaflet, as proved by the audit outcomes, was shown to be an effective form of communication, in addition to the information verbally provided by the treating surgical team.

### **Biography:**

Nisha Mallya studied her M.B.B.S in Kasturba Medical College, India. She is currently training to be a surgeon. She has worked in Orthopaedics, the Accident and Emergency Department, General Surgery and Intensive Care Unit.

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