

P96

Project Consent: Introducing EIDO leaflets to improve patient experience

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Introduction: With increased litigation and media attention around the consent process it is vital we ensure patients understand what their operation entails prior to surgery. North Bristol Trust has recently started using EIDO consent leaflets; currently used in 50% of NHS hospitals. Our aim was to calculate how many patients received EIDO healthcare consent leaflets and whether this affected their experience of the consent process.

Method: Questionnaires made up of Likert scale and open ended questions were distributed to patients undergoing Upper GI surgery on the day of their operation. The questionnaire explored whether patients received an EIDO leaflet pre-operatively, their understanding of the risks and benefits and their satisfaction with the consent process. The Wilcoxon signed-rank test was used to compare responses from the included patients.

Results: 12 patients received EIDO leaflets during their pre-operative consultation, six did not. Compared with those that did not, patients who received a leaflet had a better understanding of the risks ($p=0.002$), benefits ($p=0.008$) and details of the operation ($p=0.005$) and were happier with the consent process ($p=0.02$).

Conclusion: Including EIDO leaflets in the consent process helps ensure patients making an informed decision and improves the smooth running of theatre lists. We are currently introducing EIDO consent leaflets throughout general surgery for emergency operations and when sending out dates of elective operations. We aim to review the use of these leaflets as the consent process becomes increasingly difficult due to COVID 19 and the lack of face to face interaction.