

# Development of shared-decision making during ENT clinics through the production and deployment of option-grids

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## Abstract

**Aims:** To produce a series of patient facing decision aids for use in ENT outpatient clinics to improve shared-decision making in these settings.

**Background:** The ENT team based at Morrision Hospital, Swansea, used extensive patient information leaflets, produced by EIDO healthcare education, when discussing decisions surrounding medical or surgical management of common ENT presentations. It was felt that these leaflets contained too much information and were not user friendly for streamlining discussions in clinic. We therefore felt it a useful project to produce succinct, user friendly option grids with clear demonstration for advantages of each management option, and to present surgical complication rates as graphical representations.

**Methods:** Three novel option grids were produced for use in ENT outpatient clinics, in line with common presentations seen. The option grids were then critically appraised by the team of consultants locally and disseminated for use in clinical practice.

**Results:** Eight consultants gave qualitative feedback on the overall appearance, content and usability of the decision aids. The headline from feedback was that 89% of responses were positive, stating that they would use these option grids in their own clinical practice.

**Conclusion:** Improving patient involvement in making decisions about their care is a key initiative outlined by various policy makers. By producing these option grids, we have improved access to information for patients and empowered them to feel confident about dictating the direction their own healthcare interventions take. The simplicity of the information contained within these option grids also endears their use in non-specialist areas such as primary care, allowing for pre-clinic education of patient populations.

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## Biography

Thomas McLelland (BSc, MBBCh) is a foundation doctor working in University Hospitals Birmingham NHS trust. Thomas recently graduated from Swansea University Medical School where he was interested in pursuing clinical research projects in the field of ENT.