

Data usage to inform and improve patient and staff experience

Gwen Saalmink^[1,2], David Holland ^[1], Georgina Duncan ^[1]

1. Leeds Teaching Hospitals NHS Trust

2. University of Leeds

Background: The What Good Looks Like (WGLL) Framework incorporates seven success measures for digital transformation applicable to all care settings^[1]. The Clinical Digital Team (CDT) at Leeds Teaching Hospitals NHS Trust (LTHT) conducted a WGLL audit in April 2023 among all bed-holding areas. Results showed data is underused. A follow-up audit was launched among all LTHT staff to understand how, why and when data and digital solutions are used to improve staff and patient experience through innovation, evaluation and research.

Aims: The aim was to capture staffs' data and technology usage to inform and improve patient and staff experience. A secondary outcome was to see how the CDT can support LTHT departments and further develop the Digital Advocate (DA) community.

Methods: The survey was designed within Microsoft Forms and undertaken at LTHT between November 2024 – January 2025. The survey was developed based on literature related to the WGLL framework and expertise within the CDT. Descriptive statistical analysis was performed using SPSS.

Results: 114 responses were received. Comparisons were made between DAs and non-DAs, clinical and non-clinical staff and banding levels. Most staff indicated using digital solutions (77.2%) and data (64.0%) in everyday practice. Data is mainly used for information purposes (92.1%); less than half of staff use data to identify new practice (43.0%). More than half of staff have been involved in audits or service evaluations in the past 12 months but only 39.5% in research. The main inhibiting factors being time and capacity. IT systems, knowledge and capacity are the main inhibiting factor in undertaking quality improvement projects and research.

Conclusion: Although most staff use data in everyday practice and feel confident in doing so, our survey has highlighted various areas of challenges and opportunities for the development of our workforce and help meet the success measures of WGLL.

References:

1. Transformation Directorate (n.d.). What Good Looks Like. Available at:

<https://transform.england.nhs.uk/digitise-connect-transform/what-good-looks-like/> (Accessed 25/02/2025)