Digital Patient Passport
Improving decision making for patients with complex health conditions & rare diseases

Project Background
Complex health conditions are common.
Lived experience: repeated emergency admissions!
Crisis: inflexible pathway in EDs
Literature review: patient passports for safety critical information?

Project Aims/Objectives
1. Improve care pathways through emergency departments for patients with complex health conditions/rare diseases
2. Simplify care for clinical staff
3. Fast-track pathways to specialist
4. Improve communication between teams for cross-border care.
5. Ability to upload medical documentation to app to assist with continuity of care

Project Approach
A. Literature review
B. Focus groups with patients and clinicians prior to development
C. App development with Welsh SME
D. Beta-testing with patients

Focus Groups
Clinicians and Patients
Preference for digital solution
Advice: Don't bypass the triage system. A clinical assessment is an important part of the process.
Important that the record is regularly updated.
Concerns that other issues would be missed.
Include advice/signpost on where to seek specialist advice.

Project Impact
• Improve decision making
• Better communication
• Eliminate the need for paper notes

Project Outcomes
Ready-to-use patient owned mobile application.
Now: beta testing with a small group of patients with complex health conditions & rare diseases at BCUHB.

Next Steps
• Expansion across Wales and the wider UK
• Scoping:
  • Other patient groups.
  • Welsh Ambulance Service in ‘pre hospital’ process;
  • Patient charities
• Promote to a wider audience of clinicians

Key Conclusions
Patients with complex health issues often don’t require the traditional ED pathway, but require to be seen by a specific speciality in a timely manner.

The use of a patient owned passport will enable better communication and better informed decision making by clinicians.

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