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Dr Falk/Guts UK Awards 2022

SPR AUDIT/QUALITY IMPROVEMENT AWARD WINNER: **Dr Jonathan King**

PROJECT:

Assessing the Impact of Using Interactive Videos in the Correct Languages for the Consenting of Non-English Speaking Patients in Endoscopy.



Dr Jonathan King is a gastroenterology SpR at the Royal Free Hospital Trust in London. His project will be carried out within the Endoscopy Unit at the Royal Free Hospital, London and Chase Farm District Hospital London starting on 01/10/22 for twelve months.

Dr King explains:

'Throughout my career, I have focused my daily care on optimising patient journeys and have wanted to seek ways to further incorporate technology in medicine. Having worked in the NHS for over 10 years, I have noticed time and time again the disparity in care that different patient groups receive; one such group is non-English speaking patients. This project will allow me to leverage technology to improve healthcare equity for this patient group within the realm of endoscopy.'

'Within a stretched NHS, finding time to organise translators for procedures is not always possible and at times it is not even known in advance that patients require them. When a translator is obtained, there is no guarantee they will be able to stay when appointments overrun.'

'I will develop videos in two foreign languages common to the demographic of my Trust to help consent non-English speaking patients for diagnostic oesophagogastroduodenoscopy (OGD), flexible sigmoidoscopy and colonoscopy. These videos will explain the procedures in depth, explain the risks and benefits and describe the anaesthetic options available as we would do face to face in English when consenting. The videos will present questions integral to obtaining legal consent and allow the patient to select answers, all in their native language.'

These answers will be listed in English at the end, ensuring patient wishes are accurately and fully understood by the doctor prior to a traditional consent form being offered to the patient. By delivering this service we will be able to provide non-English speaking patients with the same level of care as those who are fluent in English.'

Dr King's Supervisor, Dr Christos Toumpanakis Consultant in Gastroenterology & Neuroendocrine Tumours and Honorary Associate Professor at University College London comments:

'Good quality medicine needs a well-informed patient and certainly, in endoscopy, it is very important that the patient understands the processes and potential complications of the procedure. However, in a multicultural society language barriers such as the shortage of translators can sometime present a challenge to achieving this.'

'Dr King's project utilises technology to provide a simple but effective solution to this unmet need. I think it is a brilliant idea and I am extremely enthusiastic about using it in our clinic. Further, it has huge potential to improve patient education and care generally. It can also be rolled out across many other departments and specialities and therefore deserves every support.'

'Dr King is a calm, supportive colleague and an excellent communicator I am delighted that this award recognises his many skills and is supporting his project to fruition.'

Dr King states:

'I am humbled and excited to receive this award. Encouraged and galvanised by the enthusiasm with which the Guts UK team have embraced my project, I hope to use this unique opportunity as a springboard for my career. I aim to pursue my passions of improving the patient journey by incorporating technology in medicine in partnership with industry. I hope that the success of this pilot will lay the foundation for this endeavour.'



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