

# Using MaPPs to Monitor Patient Experience – Supporting Remote Care and Post Discharge Follow-Up

Leeds Teaching Hospitals NHS Trust (LTHT)

## Key outcomes

- Patients gained a better understanding of their medicines
- MaPPs has become a part of the toolbox enabling greater use of remote patient care
- The Trust use monthly MaPPs usage figures as a patient experience measure at governance meetings

## What is MaPPs®?

MaPPs® provides a simple summary of almost all medicines available in the UK, including what the drug is, how to take it and its possible side effects, in a patient-friendly personalised leaflet.

MaPPs® is available to all clinical staff across approximately 100 wards and multiple locations of Leeds Teaching Hospitals NHS Trust (LTHT).

Heather Smith, a Consultant Pharmacist at LTHT, provides first-hand insights into how the Trust uses the MaPPs® medicines information software.

## Why there is a need for MaPPs®

LTHT wanted to offer improved medicines information that was clear, simple and contained all the important details to enhance service delivery and patient care in line with the NHS England CQUIN requirements.

“Discharge can be a busy and stressful time for patients and carers and with focus elsewhere, critical information about new or changed medicines can be missed.”

**Care for older people** is a specialist area for the trust and they cover a wide population including some for whom English is not their first language. MaPPs® large print information sheets and MERLs® easy read pictorial sheets have assisted the Trust to help harder to reach patients. It is particularly useful for those suffering from dementia, problems with memory and understanding and who have learning disabilities.

## MERLs®

### Add-on Service

MaPPs® also includes an add-on service in the form of MERLs® (MaPPs® Easy Read Leaflets). This provides information as pictograms and short phrases for children, people with learning disabilities, and those whose first language isn't English.

**This enables hospitals to fulfil their obligations under the Equality Act.**



## How is MaPPs® used in the Trust?

MaPPs® software is available on the Trust's intranet page and is accessible to all staff across the entire service. It is not limited to pharmacy staff, and is available across all approximately 100 wards in multiple locations.

Monthly MaPPs® usage data is reported as part of the trusts Medicines Management and Pharmacy Services governance arrangements; in relation to patient experience measurements.

**“Recent research work on the lived experience of older people with their medicines after discharge found that patients were asking for exactly the simplified information MaPPs® provides. There is limited access to medicines information in an accessible format.”**

## Feedback and results

A survey of patients at LTHT by the University of Bradford, compared medicines knowledge following discharge with MaPPs® and standard Patient Information Leaflets (PILS).<sup>1</sup> The key findings were as follows:

- **A more readable format**  
The results confirmed that MaPPs® leaflets were easier to read, due to their larger print size and user-friendly terminology.<sup>1</sup>
- **Patients gained a better understanding of their medicines**  
Participants who received MaPPs® answered more knowledge-based questions correctly.<sup>1</sup>



**“There is much less information to read than patient information leaflets.”<sup>1</sup>**

**“The writing is large enough to be read.”<sup>1</sup>**

**“I can actually understand and absorb the information from the MaPPs® leaflet.”<sup>1</sup>**



## Getting through the COVID-19 crisis with MaPPs®

Leeds Teaching Hospitals NHS Trust exhibited a marked increase in the use of MaPPs® leaflets during the first wave of the COVID-19 outbreak. As MaPPs® helped them to:

- **Deliver remote patient care**  
MaPPs® leaflets were used remotely, so that staff could reduce face to face contact with the patients and still provide them with essential medicines information.
- **Communicate effectively**  
The leaflets provided a document for the patients to refer to at home.
- **Explain vital medicines changes**  
The information leaflets were specifically used when patients were receiving new medication or changes to their existing medication.

## MaPPs® in the future of LTHT

The Trust believes there are exciting opportunities to future proof their services, up-scaling MaPPs® usage, so all medicine changes are accompanied by a MaPPs® leaflet. This will...

- **Further improve the discharge service,** medicines adherence and to avoid a bounce-back effect.
- **Use MaPPs® as a tool to aid better conversations with patients** enabling a person-centred care approach
- **Aid transfer of information to carers**
- **Support post-discharge follow-up help** by providing key medicines information to refer to, for when patients have left the hospital.

For more information and to watch a video all about MaPPs® visit:

[mappsorg.com](http://mappsorg.com)

### References:

1. Abd-Alhameed S, Bartley V, Choudhary A, Malik N. How can MaPPs improve the understanding of consumer medicines information for elderly people? University of Bradford; 2015.