

**988 A Quality Improvement Project; Improving the Quality and Safety of Handover During COVID-19**

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**Aim:** The World Health Organisation (WHO) positions effective handover, in its top five patient safety solutions. During our District Hospital Trust's COVID-19 response, an unprecedented reorganisation of all teams occurred. All surgical and medical speciality junior doctors were re-deployed and split into 4 zones to cover the hospital. In this quality improvement project (QIP), we sought to understand our trainees' thoughts on this new multi-zonal handover process and aimed to identify risk-reduction measures to aid better patient care.

**Method:** The opinions of trainees on the new handover system were obtained using an online Likert scale survey. Following the responses, a new morning and night handover proforma was developed. This was

used trust-wide and a post-intervention repeat survey was conducted to assess the new changes.

**Results:** The primary survey received 31 responses with feedback illustrating mixed effectiveness of the existing handover process. Free text comments highlighted issues surrounding “safety”, “poor organisation”, “poor continuity of care” with one serious incident reported. Post-intervention of a new handover proforma, a repeat online survey received 25 responses. Results were significantly more positive with >84% of responses being in the “strongly agree to agree” category, including for “continuity of care”, “organisation”, and “safety”.

**Conclusions:** This QIP illustrates a good example of a low-cost intervention to create a better handover system and aid hospitals during time of crises. For us, it managed to reform the handover process and ultimately improved our patient care. Forthcoming, we would like to create a national best practice guide for effective handover.