The Care City Innovation Test Bed One Stop AF Clinic Blueprint

2-3 weeks

Set-up | **First engagement** | **Ongoing engagement** | **Exit**

One Stop AF Clinic

		Preparation	Visit community pharmacy	Become aware	Agreement	Carry out pulse check	Get informed	Remote ECG triage	Refer to One Stop AF Clinic	Attend walk-in phlebotomy clinic	Attend One Stop AF Clinic	Diagnostic test	Discuss results	Treatment consultation	Discharge	Onward referral
Patient experience	Motivations / perceptions			"Heart rhythm problems: is this something I should be thinking about?" "It's free and only takes 30 seconds, why not?"	"What am I consenting to?" "I think this is something I would like to be part of" "As long as my data is kept safe, I am happy to take part"	"This is quick and easy to do" "I am surprised I can get such a test at my local pharmacy"	"I am relieved my heart rhythm is normal" "I am unnerved by the result, but I am reassured of the next steps I can take"		"I am impressed I received my appointment letter so quickly with clear next steps" "Will I be able to get my blood test done in time for the appointment?"	"I liked that I had choice of walk-in clinic to suit me"	"The clinic is easy to find! I feel reassured and welcomed"	"The test is really quick and easy"	"I understand the results and feel reassured"	"I know my options and next steps" "I feel relieved that I found my condition early"	"I had a really positive experience. I'm glad I was given the opportunities to take action early"	
	Actions			See a poster at community pharmacy or informed by pharmacist about pilot	Read participant information sheet and give consent provided by community pharmacist	Receive pulse check using Kardia Mobile **If unreadable/ unclassified** Repeat test. Advised to adjust positioning/ armrest/hand sanitiser	**If possible AF/ unreadable/ unclassified** Reassured and get referal to One Stop AF Clinic **If normal** Get preventative advice	Within seven days	**If further investigations needed** Receive appointment letter with bloods label **If normal** Get preventative advice	Attend walk-in phlebotomy clinic for blood tests	Attend One Stop AF Clinic within 2-3 weeks of detection Greeted by receptionist upon arrival	Carry out 12-lead ECG test **If not normal** Carry out echocardiogram	Meet with arrhythmia nurse to discuss results Prescribed rate control medication if needed	**If dianosed AF** Meet pharmacist for consultation to discuss options Prescribed anticoagulants if needed **If not dianosed AF**	Get discharge notification to referring pharmacist and discharge summary to GP	**If other abnormality detected** Discharged to GP for onward referral
Front of house	Healthcare professionals	**Community Pharmacist** Trained on appropriate use and maintenance of the device	**All professionals** Engage with Care City and their partners to provide feedback during/ after pilot	**Community Pharmacist** • Greet patient and inform about pilot • Check if patient meets inclusion criteria • If not, offer patient preventative advice	**Community Pharmacist** • Offer patient Kardia Mobile assessment • Provide participant information sheet and gain consent • Record consent in Sonar and capture patient demographics • If patient doesn't want assessment, offer preventative advice	**Community Pharmacist** • Carry out pulse check with Kardia Mobile • Instruct the participant to rest their fingers on the pads with the Kardia device resting on a desk • If unreadable/ unclassified, advise to adjust positioning/ armrest/hand sanitiser. Repeat test	**Community Pharmacist** • Reassure patient as per SOP • Trigger referral to One Stop AF Clinic via SONAR IT system	**Arrhythmia Nurse Specialise** • Receive referral via SONAR IT system • Carry out remote ECG triage	**Arrhythmia Nurse Specialise** • If further investigations needed, book One Stop AF Clinic appointment by admin • Send appointment letter via SONAR to patient with bloods label	**Walk-in phlebotomy clinic** • Scan bloods label and carry out blood tests • Record results via hospital IT system	**Receptionist** Greet patient and direct to physiologist	**Physiologist** • Carry out12-lead ECG • If not normal, carry out echocardiogram • Direct patient to arrhythmia nurse with ECG trace	**Arrhythmia Nurse** • Check bloods test results via hospital IT system • Discuss overall results with patient • Prescribe rate control medication if needed • If dianosed AF, direct patient to Specialist Pharmacist • If not, write discharge summary to GP and inform patient of next steps	**Specialist Pharmacist** • Have a consultation with patient • Prescribe anticoagulants if needed • Write discharge summary to GP and send notification to referring pharmacist	**Referring Pharmacist** Receive discharge notification **GP** Receive discharge summary and refer patient promptly if appropriate
Behind the scenes	Data system			**SONAR IT system** Provide questions to assess eligibility criteria for pilot participation	**SONAR IT system** • Confirm patient consent • Record patient demographics		**SONAR IT system** • Upload Kardia Mobile AF screening results • Record medical history, medication history, allergies, other clinical notes and test results • Record electronic referral to acute trust	**SONAR IT system** • Send notification of new referral • Give access to patient demographics, Kardia Mobile results and corresponding PDF, clinical notes	**SONAR IT system** Generate appointment letter for patients to be sent to home address (being drafted by Care City team)			**SONAR IT system** Fields for noting/ uploading PDF of diagnostic test results (12-lead ECG and Echo) and further clinical notes in "real time"	**SONAR IT system**	**SONAR IT system** • Generate discharge letter (being drafted by Care City team) • Send notification to referring community pharmacy of patient discharge/case closed	
	Care City	**Care City** **Before test** • Run launch/ promotional event • Follow up with attendees • Train pharmacists to use device • Transit device and any additional materials to test site **The PDSA cycle** Plan the test or observation, including a plan for collecting data	**The PDSA cycle** Try out the test on a small scale	**Care City** **Ongoing role** • Give on-ground implementation support for all healthcare professionals • Monitor data collection • Trouble shoot when needed			**Care City** Facilitate working group meeting (monthly)		**Care City** Monitor and manage referral rates **The PDSA cycle** Try out the test on a small scale			**The PDSA cycle** Try out the test on a small scale			**Care City** Review pilot process/ outcomes **The PDSA cycle** Set aside time to analyze the data and study the results	**The PDSA cycle** Refine the change, based on what was learned from the test
	Partners	**Engagement partner** Create recruitment materials **Evaluation team** • Define metrics for evaluation • Gather data throughout pilot									**Engagement partner** Visit clinic and recruite patient for interviews to gather patient experience				**Evaluation team** Continuous evaluation and analysis	
Cash flow	Normal 82%	No intervention needed					£16	£0								
	Unclassified 11%	No intervention needed					£16		?							
		Intervention needed					£16							£311		
	Possible AF 7%	No intervention needed					£16		?							
		Intervention needed					£16							£311		