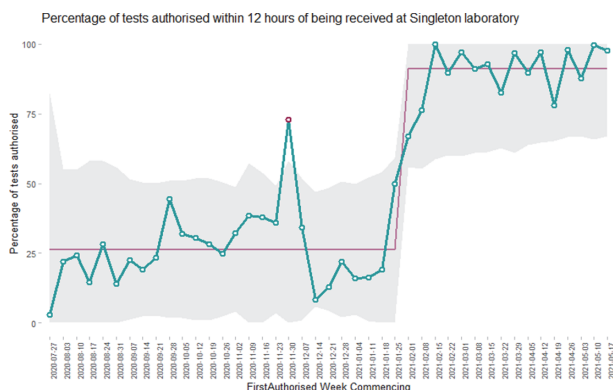


Abstract 6 Figure 3



Abstract 6 Figure 4

- Flow of all asymptomatic community samples to a dedicated high volume laboratory
- Standard process for receipt of samples, including prioritisation
- Improved flow of samples around laboratories
- Daily meetings to discuss on-going issues and an opportunity to share good practice
- Laboratory process redesign

Results Improvement work commenced in January 2021. As a consequence, times improved across all laboratories (figures 1–4). Median turnaround time reduced from over 24 hours to 6 hours. This has been sustained. 80% of samples are now turned around within 12 hours.

Cycle Description	Number
Internet connectivity session	4
Communication test – ways to help patients understand facilitator’s instructions with masks and face shields.	2
Testing transmedia approach – using simultaneous What’s App to provide facilitator clarification of conversation.	10
Communication with students- testing volume and understanding of speech remotely	2
Visuals - different screen sizes tested to identify ideal for patients.	4
Increased operational involvement for the patients, including writing, casting, directing, and narrating.	3

Abstract 7 Figure 1

Conclusions The need for rapid turnaround of Covid-19 samples is essential. As a consequence of a national improvement program 80% of all samples have a turnaround time of 12 hours of less.

7 ANGEL OF LOVE: THE STORY OF FILM-MAKING IN AN ACUTE DIALYSIS UNIT IN A TIME OF COVID-19

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Background Auchi dialysis unit supports patients who have complex needs and require more intensive care. During the pandemic, many of the patients had to isolate from family for months and were frightened about having to come into hospital. They became demoralized and disengaged. This project connected applied theatre students from Royal Central School of Speech and Drama with the patients.

Objectives The aim was to provide social connection, stimulation and joy by creating a film through a collaboration with patients and students based on the creative output of the patients.

Methods Multiple short PDSA cycles were undertaken to determine the best way to connect digitally and deliver the project. Staff identified patients that would benefit from the project. Patients then participated in interactive narrative workshops twice a week for 6 weeks via zoom (figure 3 and 4). These were facilitated by the students, supported in person by the project team (figure 1).

Results Results were measured through feedback from the participants and staff and also by the quality of the film produced. Qualitative data from staff observations and patient feedback has revealed the positive impact of the project on patient wellbeing. Project team observations and patient feedback revealed ‘focus’ on collaborative film making changed the mood of the patients during workshops (figure 2).

Conclusions Using Quality improvement methodology in our collaborative film making enabled us to continually improve the experience and inclusion of patients in a creative project. This allowed us to overcome the limitations of PPE and internet connectivity and devise a transmedia approach to maximise the opportunities for the patients to be creative (figure 5).

Sample of Supporting Data Collected	
Feedback Provider	Quotations
Clinical Ward Staff	'That was absolutely fantastic and very emotional' 'Knowing the patients and what they have been through, I cannot put into words how special this opportunity for them is...to be surrounded by all your energy and enthusiasm and skill...to be temporarily removed from their daily struggles...to give them something else to focus on and be proud of...a new dimension'
Patients	Feedback from Patients (poem) What made you smile? Everything Love... something that we all have Love is blind. oh my god - happiness because sometimes love can end happy We did have a bit of fun I would fly some place in the mountains when I read the script and heard some ideas of what the movie can be Beautiful I like talking, I like the company Enjoyable, every time! You should go for it I wanted to go to the Holy land ...but I have become too famous now
Public Engagement Event Documentation Film	https://youtu.be/HZDXP3ZCjgg

Abstract 7 Figure 2



Abstract 7 Figure 3



Abstract 7 Figure 4



Abstract 7 Figure 5