

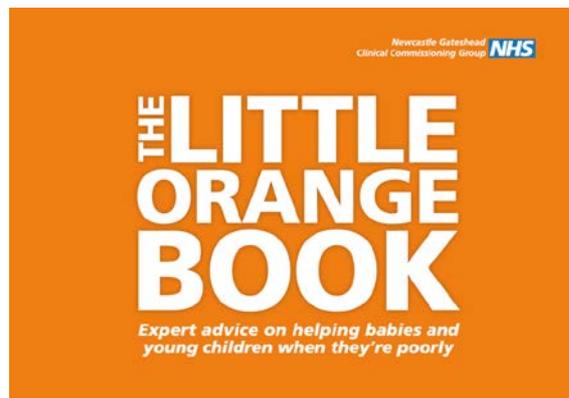
The Little Orange Book

Six month review: The views of health care professionals and parents/carers

Executive Summary

**“There are lots of things I would have taken
him to the doctor’s or walk-in centre for but I
wouldn’t now because of the book”.**

(Parent/Carer)



April 2018



Executive Summary

1.0 Introduction

NHS Newcastle Gateshead Clinical Commissioning Group (NGCCG) has recently produced 'The Little Orange Book'. The book provides expert advice to parents and carers of children aged five years and under, on how to specifically manage common illnesses and problems, in addition to less common but serious conditions including meningitis and sepsis. The Little Orange book was promoted widely and distributed by Health Visitors to all pregnant mothers at their 28 week antenatal check, as well as from GPs and A&E staff in Newcastle and Gateshead. The Little Orange Book was also discussed at numerous workshops with GPs, Health Visitors, community hub workers and GP administrative staff. NGCCG wanted to review how the book was being used by both parents/carers and the health care professionals at the six month point following the book's launch in winter 2016. A further review will commence in spring 2018.

- The views of 241 parents/carers were gathered. This consisted of:
 - 152 face-to-face/online questionnaires
 - 89 feedback cards which were available to pick-up in GP surgeries. The cards consisted of five questions covering the same themes as the questionnaire
- The views of 142 health care professionals were gathered

2.0 Summary

The evaluation has shown that over 90% of parents/carers felt better able to self-care and/or seek appropriate healthcare resources as a result of having access to the Little Orange Book, and nearly half felt more confident about contacting their GP for same day advice. They overwhelmingly found the layout and content helpful, and nearly 100% would recommend it to other parents/carers.

When their child was unwell, 75% of parents and carers who had a copy of the Little Orange Book referred to it, and of these over 80% found and followed the advice it contained, and approximately one third changed their behaviour and did not present at a walk-in centre or A&E as a result.

The vast majority of healthcare professionals who had seen the Little Orange Book were highly supportive of its content and layout, and found it helpful in explaining common illness to parents/carers, and in safety-netting. Many also stated that the book had improved their clinical knowledge.

This highly positive evaluation by both parent/carers as well as healthcare professionals suggests the Little Orange Book has become an invaluable resource in supporting all those caring for small children and babies when they're acutely unwell, ensuring this vulnerable cohort of patients receives timely care from the right person in the right place (and in particular has encouraged more appropriate use, and less reliance on, walk-in centre and A&E services).

Feedback from a wide range of users has suggested helpful modifications to the book itself in terms of language, layout and content, and a strong desire to see an app-based version for smart-phones and tablets. These developments would improve access to the resource for a wider population of parents/carers and

healthcare professionals (and appropriate others working in early years settings, such as staff in nurseries and schools).

Other resources allied to the Little Orange Book and supporting clinicians in their management of acutely ill children were highly rated (e.g. the Spotting the Sick Child card), but some require greater promotion in primary care to increase awareness and utilisation.

3.0 Findings

The study showed that there is overwhelming support from parents/carers and health care professionals involved in the review at six months for The Little Orange Book as a tool to manage their children's illnesses and by health care professionals in their ability to support them in this.

3.1 What parents/carers told us

“So glad to have my Little Orange Book over the festive season, like having a GP in your handbag.”

(Parent/carer)

3.1.1 Parent/carer questionnaire responses

Of the 152 parents/carers who had received a copy of The Little Orange Book who completed a questionnaire:

- The majority of parents/carers (83.6%, 127/152) had read the book
- Over two-thirds of parents/carers (71.8%, 84/117) who had been given their book by a GP or Health Visitor were **shown how to use the book**
- Fifty-seven parents/carers had young children who had been ill since receiving the book and 75.4% of them (43) had referred to the book:
 - 83.7% (36/43) found the information they needed every time
 - **92.9% (39/42) followed the advice they were given**
 - 32.6% (14/43) reported that because of the book, they had **changed their behaviour** and not presented at a walk-in centre or A&E which they would have done previously, and this suggests a potential cost saving to the NHS
- The 127 parents/carers who had read The Little Orange Book reported that, as a direct result of the information provided within it:
 - 90.2% (110/122) had been given reassurance around how to care for their child and when to seek help
 - 46.6% (55/118) would now feel more confident to ask their GP practice for same-day appointments
 - 44.1% (56/127) would be **less likely to present at a walk-in centre or A&E in the future** with an illness described in the book. Others felt The Little Orange Book **helped them to use services more appropriately**
- Parents/carers scored the content and layout of the book out of 10. An overwhelming response was gained:
 - Ease of finding the information – 9.1
 - Usefulness of traffic light table – 9.5

- Usefulness of colour guide to indicate severity of the illness – 9.4
 - Usefulness of the symbols to indicate what action to take – 8.9
 - Usefulness of photos and diagrams – 8.9
 - Usefulness of Top Tips 8.6
 - How easy the information is to understand – 9.2
- What parents/carers liked most about the book:
 - 17.4% (21/121) traffic light coding used throughout the book
 - 16.5% (20/121) access to the information as a whole
 - 15.7% (19/121) gave them reassurance on how to care for their child
 - 99.2% (126/127) would recommend the book to their peers
 - 29.1% (37/127) of parent/carers made suggestions for changes/improvements regarding other information they would like the book to include, for example, formatting (availability in other languages) and distribution
 - Only eight (6.3%) parents/carers were aware of the PDF version of the book – it must be noted that the first print run of the book did not reference this
 - There was overwhelming support (95.3%, 121/127) for an app version of the book

3.1.2 Feedback card responses

89 parents/carers who had received a copy of The Little Orange Book completed a feedback card answering five questions which covered the same themes as the questionnaire

- A high proportion (77.8%, 56/72) of those who have been given a book rather than pick one up themselves, were shown its content
- Nearly two-thirds (64.0%, 57/89) had used the book and those who had not cited their child not being ill as the main reason
- Everyone who had used the book and responded to the questions felt that the book gave them confidence to:
 - Know how to look after their sick child
 - Ask for urgent same-day appointments
 - Discuss the illness with their childcare provider
- The vast majority of parents/carers (90.0%, 45/50) also felt that it had helped them do something different when their child was ill
- All participants answering the question (83) said they would recommend the resource to friends and family

3.2 What health care professionals told us

“This is the best paediatric resource that I've seen! I have shown the booklet to other GP trainees and GPs in other areas. They have been very impressed with both the quality and content and wished something like this was available by their own CCG.”

We engaged with 142 health care professionals including:

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|-------------------|----------------------------|------------------------|
| ● GPs | ● Nurse Practitioners | ● A&E Paediatric Nurse |
| ● Health Visitors | ● Community Nursery Nurses | ● Deputy Head Teacher |
| ● Practice Nurses | ● Healthcare Assistants | ● GP Registrar |

- A&E Nurses
 - Pharmacists
 - A&E GP
 - A&E Paediatric Nurse Practitioner
 - Practice Manager
- They had a very good awareness (97.9%, 139) of The Little Orange Book
 - The vast majority (97.2%, 138) had read the book
 - Over four-fifths (86.2%, 119/138) had been involved in its distribution; reasons for not distributing it included it not being the participants job to do so, no access to copies or they feel the resource is not suitable for people with lower levels of literacy
 - When using the book, the majority of health care professionals (87.4%, 104/119) explain its role and content to parents/carers (this is however a noticeably higher proportion than identified by parents/carers). They commented that it encourages parents/carers to use the book and navigate easily around it, giving them confidence and reassurance; it also supports them when safety-netting. Others feel they do not have enough time to explain the book as thoroughly as they would like to. Time was also the predominant reason those who did not explain the book at all, cited
 - 20.5% (24/117) health care professionals from a range of backgrounds used the book to help them decide whether a child needs to be seen, how soon and by whom
 - 89.0% (105/118) felt that it was a **useful tool in helping them explain common illnesses** to parents/carers. They commented that it aids their discussions and is useful for backing up verbal information too
 - 94.0% (109/116) felt it was a useful tool in helping them to explain to parents/carers when it is appropriate to seek help and from whom, citing the traffic light guide and symbols in particular
 - 44.2%, (50/113) said that they **had learned something new as a result of the book or had changed how they explain things to parents/carers**, using the book as a tool to discuss the severity of the illness and home care in particular
 - Eight (7.0%, 8/114) health care professionals encountered difficulties when using the book as it is not available in any other language
 - Health care professionals scored the content and layout of the book most positively with scores out of 10:
 - Range of illnesses – 9.3
 - Explanations of illnesses – 9.1
 - Usefulness of photos and diagrams – 9.2
 - Usefulness of symbols 9.1
 - Usefulness of traffic light guide 9.4
 - Usefulness of Top Tips 9.3
 - What health care professionals like most about the book:
 - 41.3% (43/104) like that it is easy to use/read
 - 26.9% (28/104) like the content of the book
 - 26.0% (27/104) like the format of the book
 - 16.2% (23/142) of health care professionals suggested changes/improvements to the book including distribution, formatting and additional information

What health care professionals told us about other supporting materials:

- 18.3% (26/142) were aware that their organisation had a PDF version of The Little Orange Book on their website
- 9.6% (7/73) of GPs and Health Visitors had a PDF of the book on their own desktop
- 70.4% (81/115) of health care professionals were aware of the Spotting the Sick Child card and 74.3% (52/70) felt that it was a useful resource
- 65.2% (75/115) of health care professionals were aware of The Little Orange Book posters and 64.2% (43/67) felt that it was a useful resource
- 50.0% (23/46) of GPs were aware of the GP Information Guide and 76.2% felt it was a useful resource
- 41.3% (24/58) of GPs and Practice Nurses were aware of PDF materials available to them and 50.0% felt that it was a useful resource

4.0 Key recommendations

- NHS NGCCG analyse the findings of this review to inform future development of The Little Orange Book
- Distribution of the paper-based book to continue across Newcastle and Gateshead
- Commission review of the use of the book when it has been in circulation for longer (Spring 2018)
- Consider development of an app for use on smart phones and tablets and this should be fully advertised

Other recommendations are available in the main body of the report.

