

VTE AWARD

Outstanding patient resource, sharing information about VTE prevention for patients

OXFORD UNIVERSITY HOSPITALS(OUH)

Let's Talk Clots App

In 2012, Oxford University Hospitals (OUH) developed an app to share information about VTE risk and prevention, with patients admitted to hospital.

Unfortunately, by 2022, the app had become outdated and was withdrawn. A subsequent audit of 125 patients revealed only 32% confirmed they had received any written information about reducing the risk of blood clots.

The team agreed there was value in developing a new app, but wanted to extend the information, be able to monitor use and impact and offer the resource to all UK medical settings. Approaching Thrombosis UK to discuss, agreement was made to collaborate and develop a medically approved patient information app that:

- Provided medically approved information for patients.
- Scope would be developed by an extensive committee including patients and healthcare professionals from differing roles and centres.
- Information would address 'the patient journey' – from 'what is a blood clot' to diagnosis, treatment, recovery, coping with the impact of a blood clot, as well as specific information on clots and cancer, in pregnancy and similar high-risk areas and popular topics with frequently asked questions.

Funding was secured through the International Society of Thrombosis and Haemostasis Legacy Grant, and steering committees were established with all members agreeing the app would:

- Provide patient centred VTE information aligning with NICE recommendations.
- Address the gap in accessible and reliable patient information along the patient pathway.
- Be free to download and use by everyone in any setting.
- Provide information at a click including signposting users to support networks and other reliable sources.
- Be monitored by OUH and Thrombosis UK to guarantee reliability, update and functionality.
- Include an option of a peer-to-peer chat facility for users.

In OUH, app links are added to discharge letters, waiting area screens, on the intranet site and on all blood clot related materials while example text for letters plus postcards and posters advertising the app have been offered to UK medical centres.

In January 2024, the app was approved by NHS Scotland for use across all their healthcare settings.

Since launch in November 2023-March 2025, the app has been downloaded 5283 times, with 6735 log ins, had 93% users return and 26,592 page views.

