

Improving access to the Outpatient Neuropsychology Service

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Initial problem

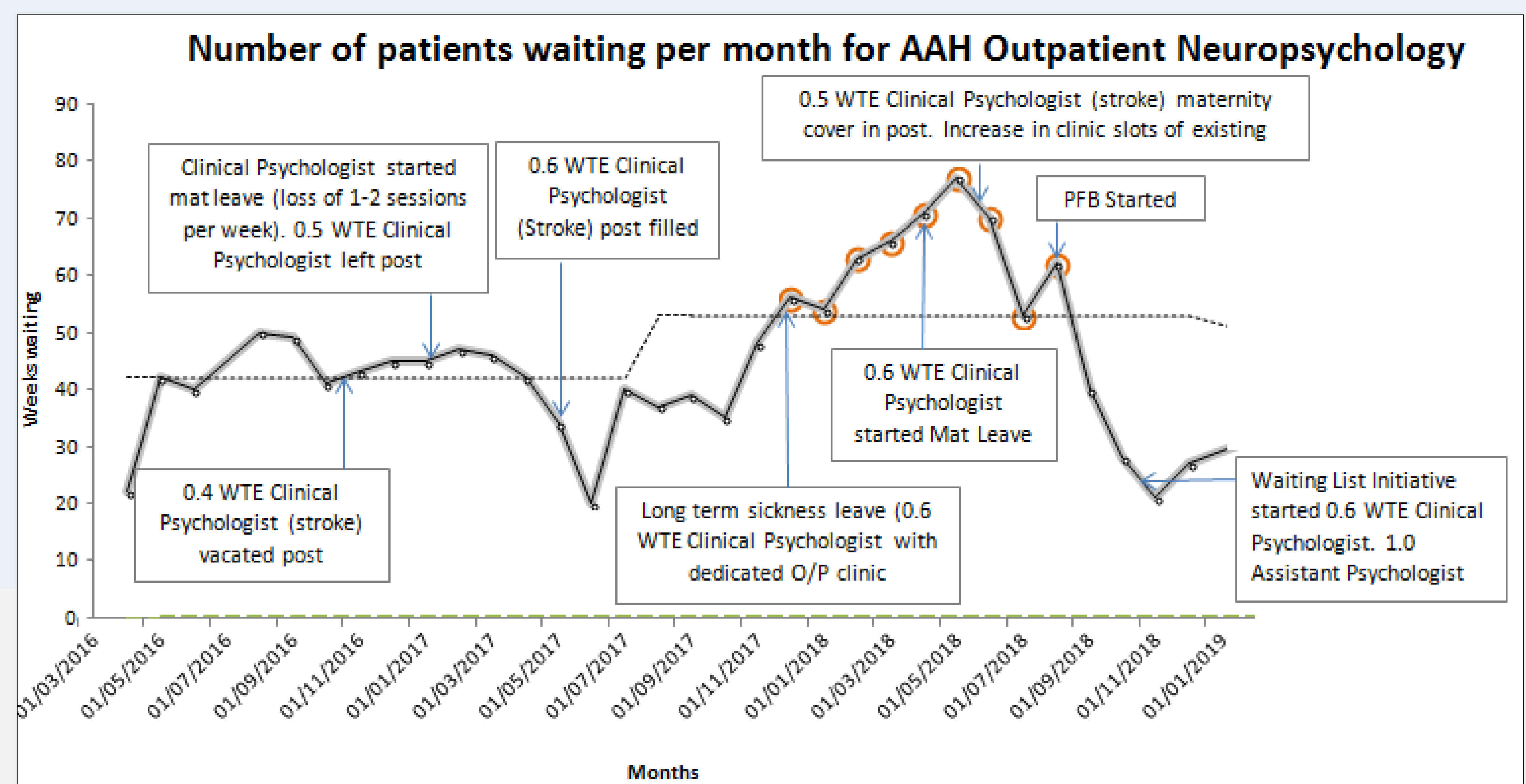
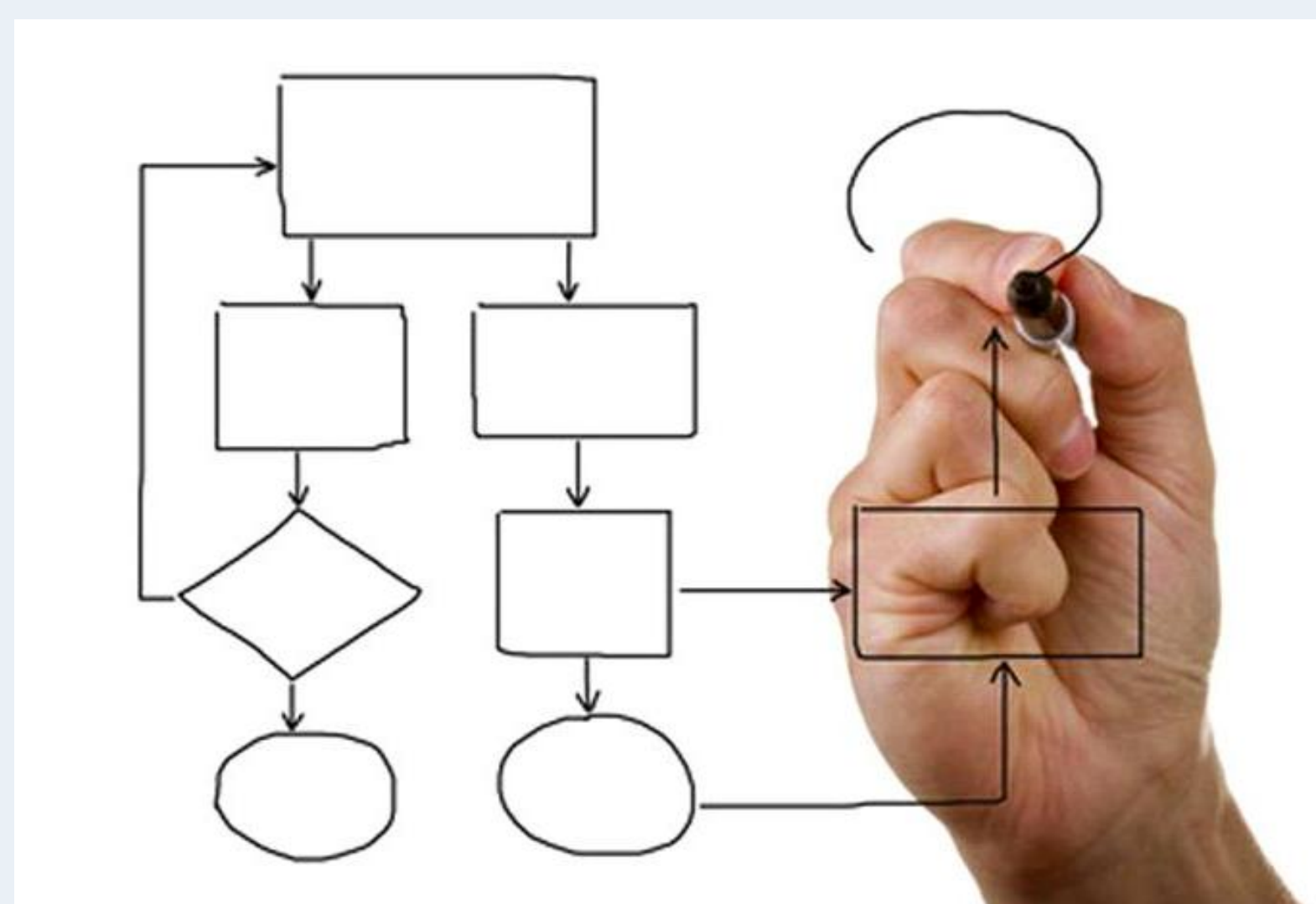
- Waiting times have increased and patients are waiting longer than 18 weeks for support.
- Longer waits can contribute to psychological distress and poor outcomes.



Specific aim

To provide a more timely and equitable service for patients referred to our service.

Measurement of improvement



Tools

- Process mapping
- Driver diagram
- Run charts
- Staff and patient experience survey

Tests of change

- Increased staff
- Patient-focused booking
- 1 + 4 session model
- Rolling group programme (planned)

Effects of change

Run chart shows trends towards reduction in waiting times following increased staffing and patient-focused booking.

“The length of the waiting time. It worked well for me, in terms of my needs, but I can imagine other people being put-off by that. My sessions had a really positive impact on me, however if the waiting-time had been shorter then this could have happened earlier and saved me months of frustration, pain and distress.”

How can we improve?

Lessons learned

- ✓ Anticipating what data you'll need at an earlier stage.
- ✓ The importance of patient and staff experience.
- ✓ The necessity of protected time.
- ✓ Part of a QI community.