

Improving access to the Outpatient Neuropsychology Service

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Initial problem

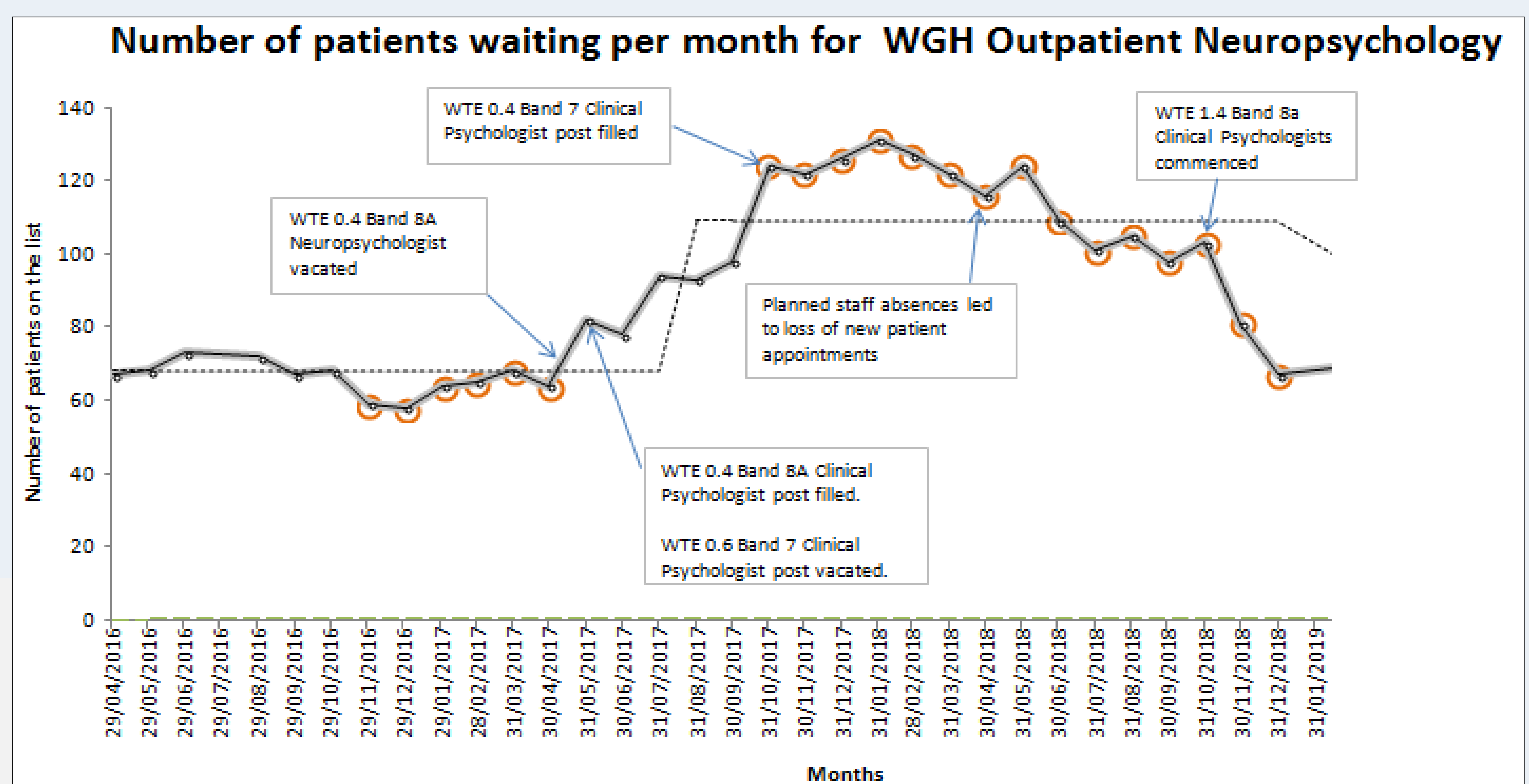
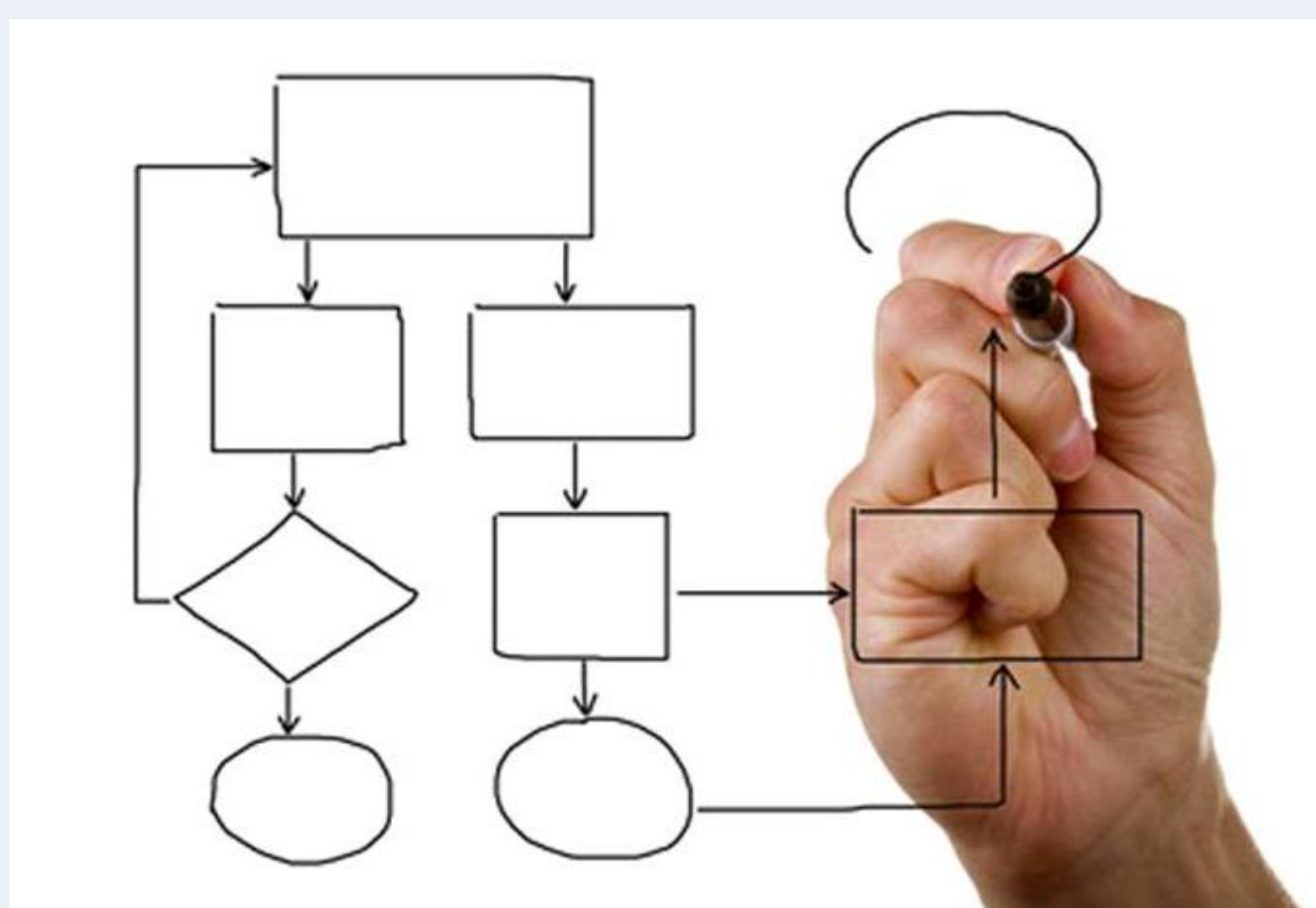
- Waiting times have increased and patients are waiting longer than 18 weeks for support.
- Longer waits can contribute to psychological distress and poor outcomes.



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
- 1 + 4 session model
- Telephone reminders
- Rolling group programme (planned)

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.

Effects of change

Run chart shows trends towards reduction in waiting times following increased staffing.

“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?