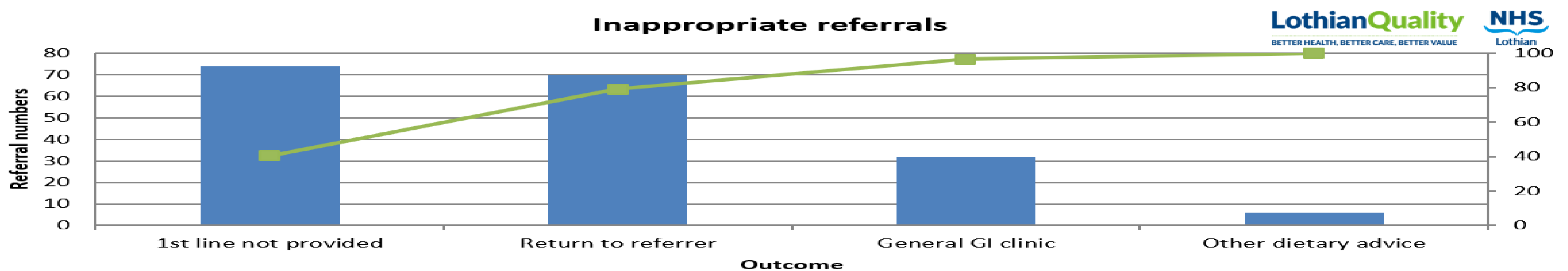


IBS Referrals to Dietetics: An Innovative Approach

Leone Bissett and Kerry Yuill

Quality issue / initial problem

As part of the Modern Outpatient Programme, NHS Lothian Dietetics are re-evaluating service provision for outpatients with Irritable Bowel Syndrome (IBS). There is currently a 44 week waiting list for IBS patients to receive an initial assessment. Limited dietetic resources, which could be better used for direct patient contact, are being spent ensuring referrals are appropriate. Improving the current referral process will facilitate a more efficient dietetic service and reduce waiting times.

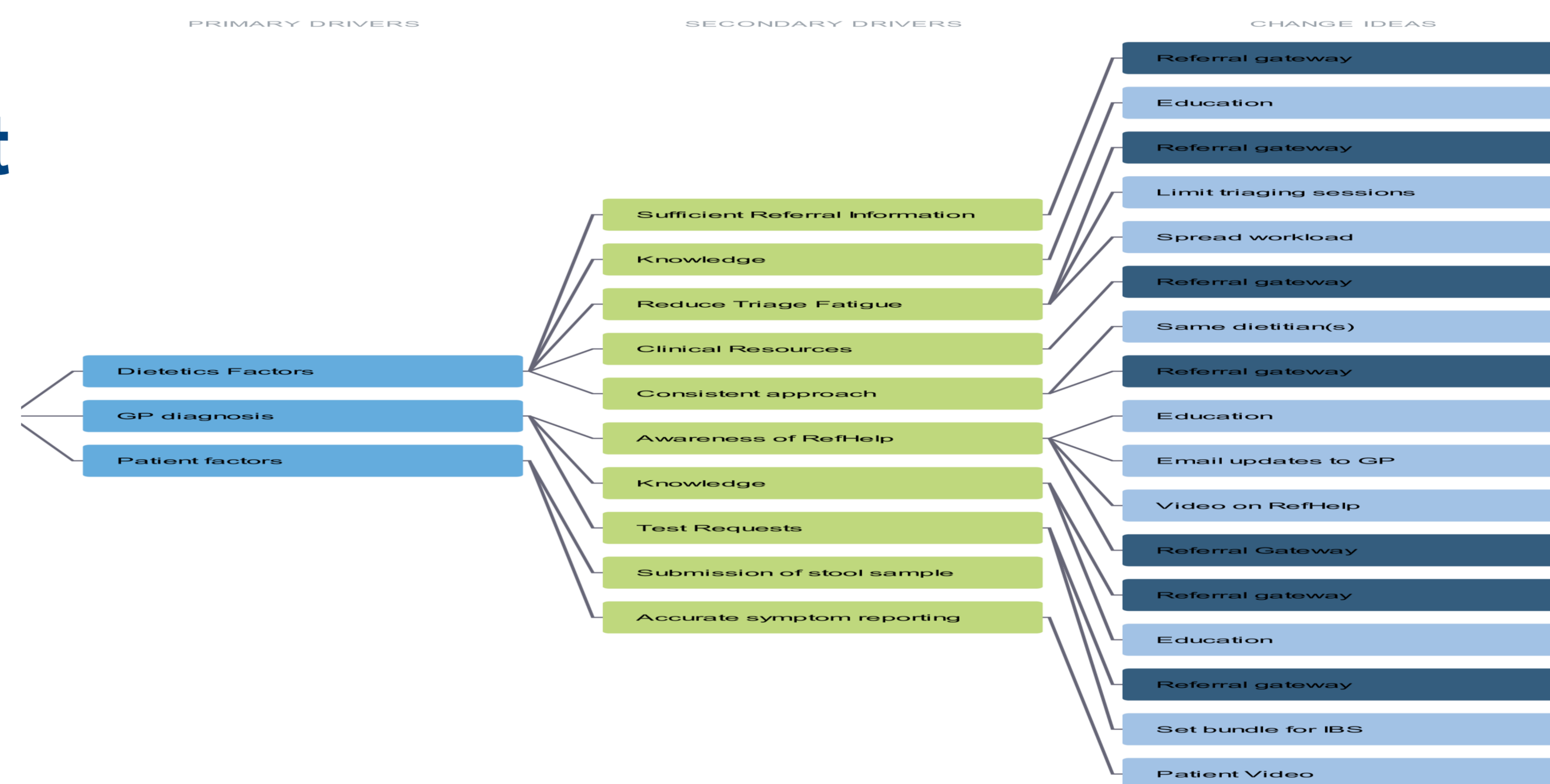


Specific aim

To ensure appropriate referrals to dietetic IBS service.

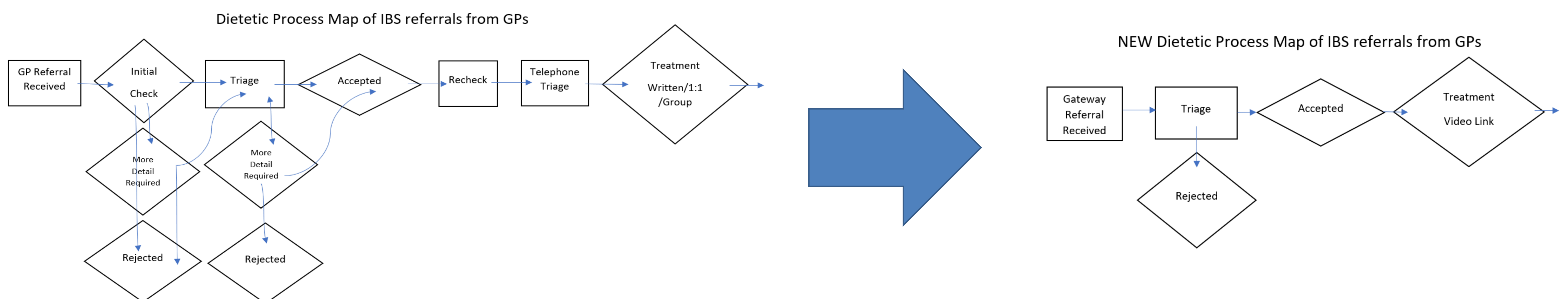
Measurement of improvement

- Reduced number of rejected referrals
- Reduced time spent triaging
- Reduced waiting times



Test of change

To establish a referral gateway which requires compulsory completion of standardised criteria before a referral can be submitted to dietetics. The driver diagram clearly illustrates that creation of a referral gateway could improve many of our identified issues.



Effects of change

- Referrals with definitive IBS diagnosis
- Faster access to dietetic advice
- More efficient use of resources

Once established, the referral gateway will sustain the improvement.

Moving Forward

The referral gateway will be implemented and evaluated to assess outcome.