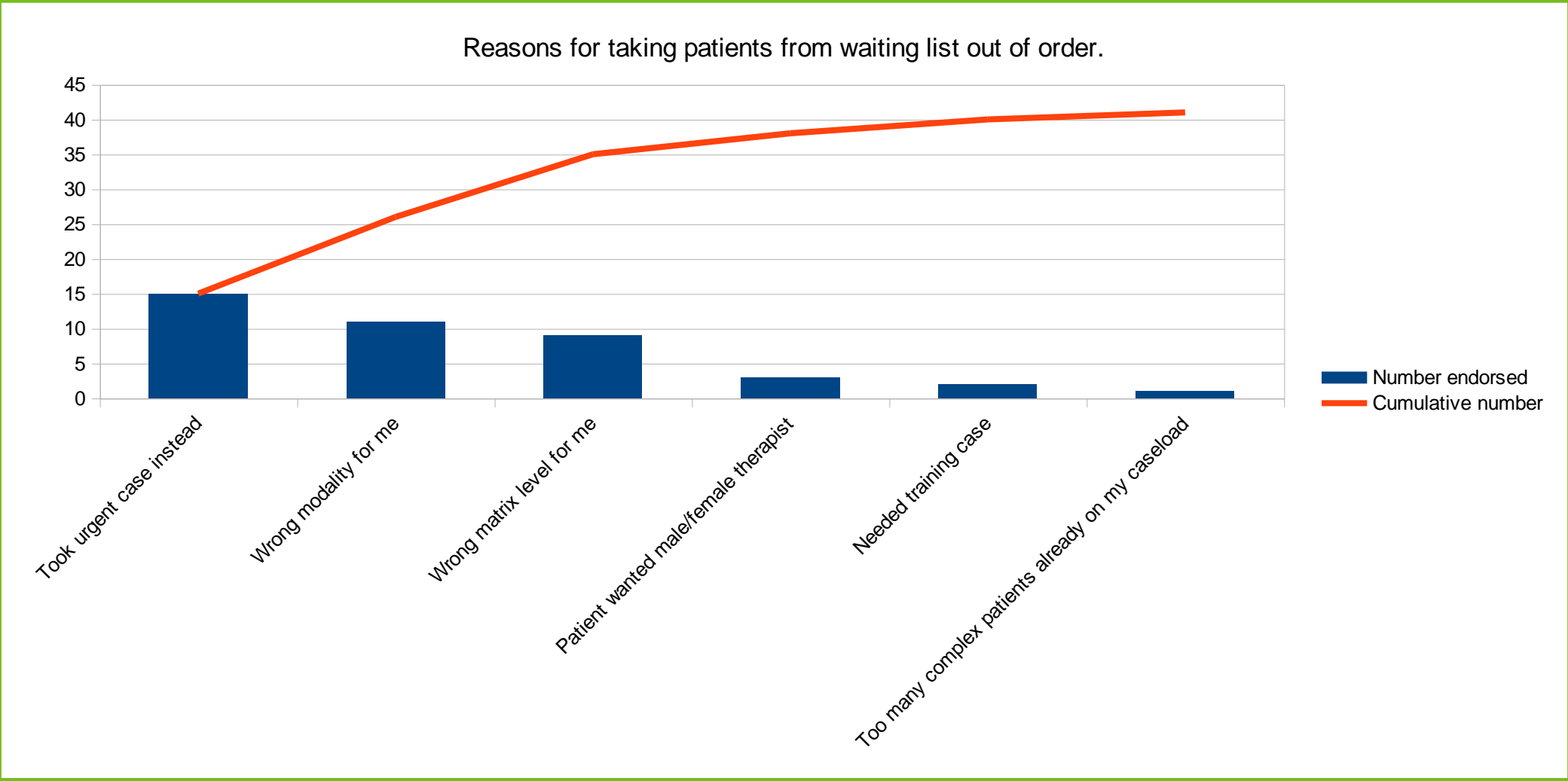


Background

The NW Edinburgh Primary Care Mental Health Team which is made up of psychologists, psychological therapists and CPNs is struggling to offer therapy within 18 weeks.

Problem

There are 2 waiting lists, for psychology and nursing and staff take patients off these lists themselves. This leads to wasted time and confusion. Some patients are waiting longer than 18 weeks, at least in part, because they are not being taken in order from the waiting list.



Intervention

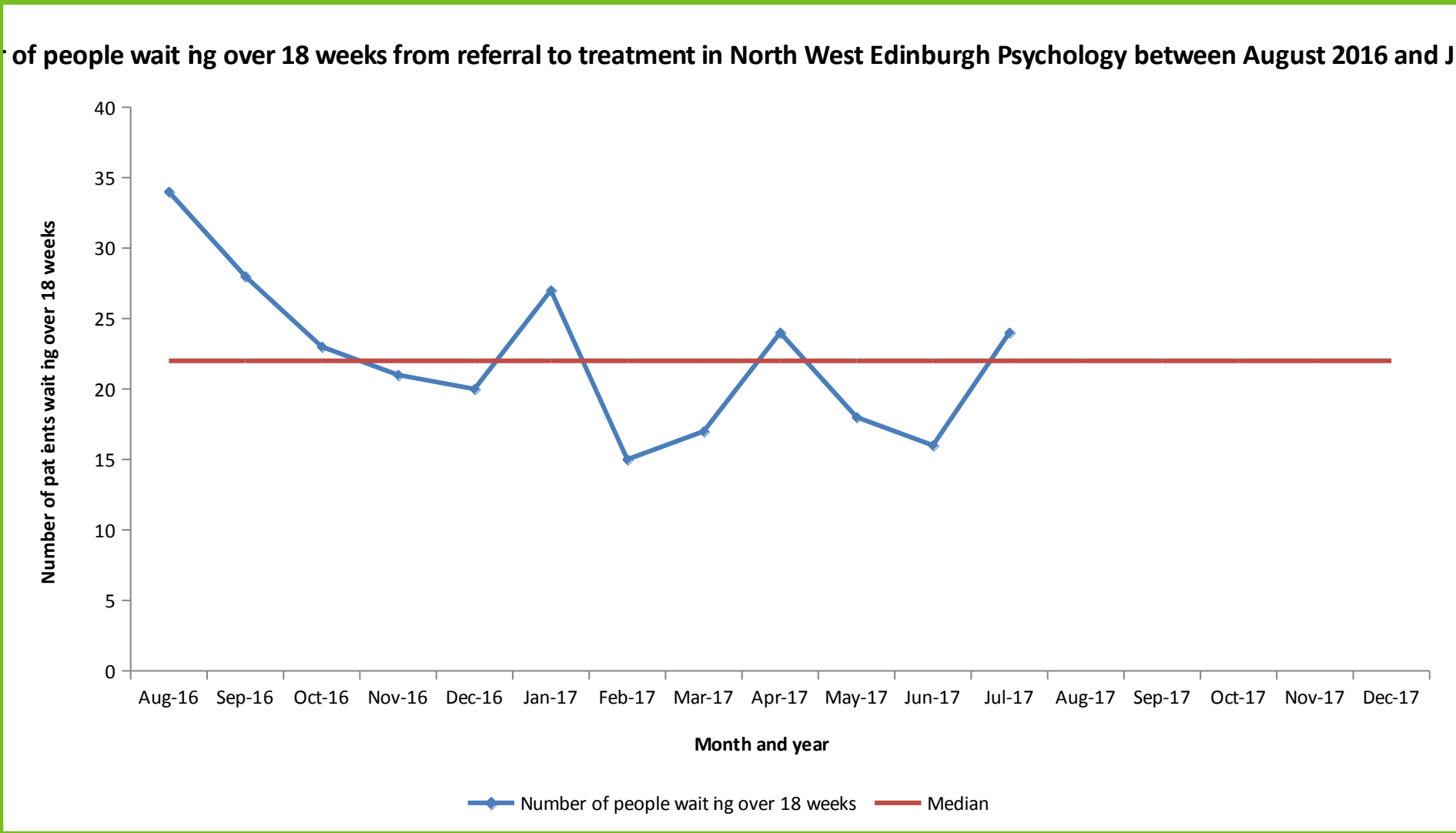
To increase the number of patients being seen for PT within 18 weeks by creating a single waiting list and improving W/L management and focussing on patients being seen in order.

Strategy for change

Work towards gathering meaningful patient feedback on their experience of the service. Involving staff in individual discussions aimed at improving engagement and ownership.

Measurement of improvement

More people taken from the waiting list within 18 weeks whilst quality of intervention is maintained.



Effects of change

Waiting lists will be managed more effectively. If patients are seen sooner there will be less opportunity for problems to deteriorate which will reduce the potential impact on relationships work and other agencies. There are sometimes good reasons for not taking patients in order relating to skill mix, training and urgent referrals.

Lessons learnt and message for others

Approaching the QI process with an open mind is crucial to engaging staff in bringing about meaningful change. QI should become part of the ethos of services allowing staff to have a voice and permission to bring about beneficial change.