

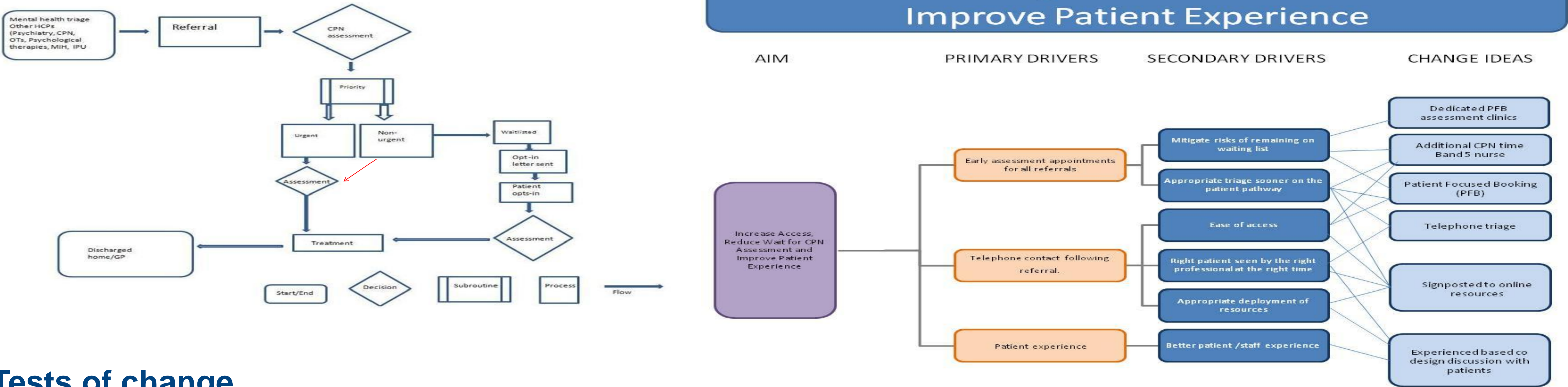
Quality issue / Initial problem

Patients referred non-urgently were added to CPN waiting list without being assessed.
This did not feel safe, effective, patient – centred, timely, efficient nor equitable.
Patient, staff experience and discussions was catalyst to change initiative.

Specific aim

All patient referred to CPN non-urgently, will be offered an assessment rather than be waitlisted from Jan 2019. This might reduce waiting time by 50% (from 12wks to 6 wks approximately) by 28th February 2019.

Tools



Tests of change

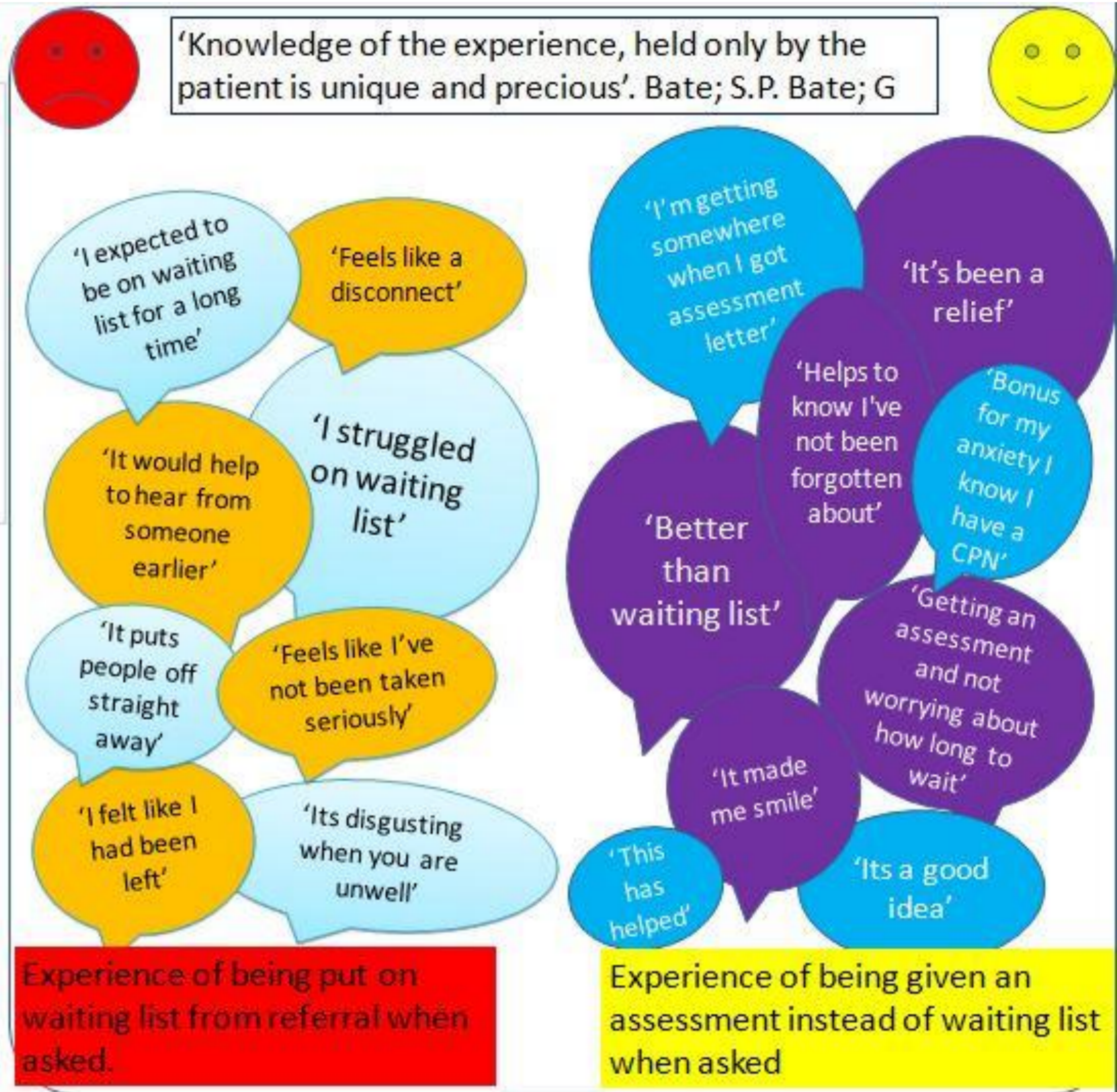
Assessment appointments to all new referrals from January '19.
Explore patient experience.

- Outcome Measure:

Referral to assessment time.
Patient Experience.
- Process Measure:

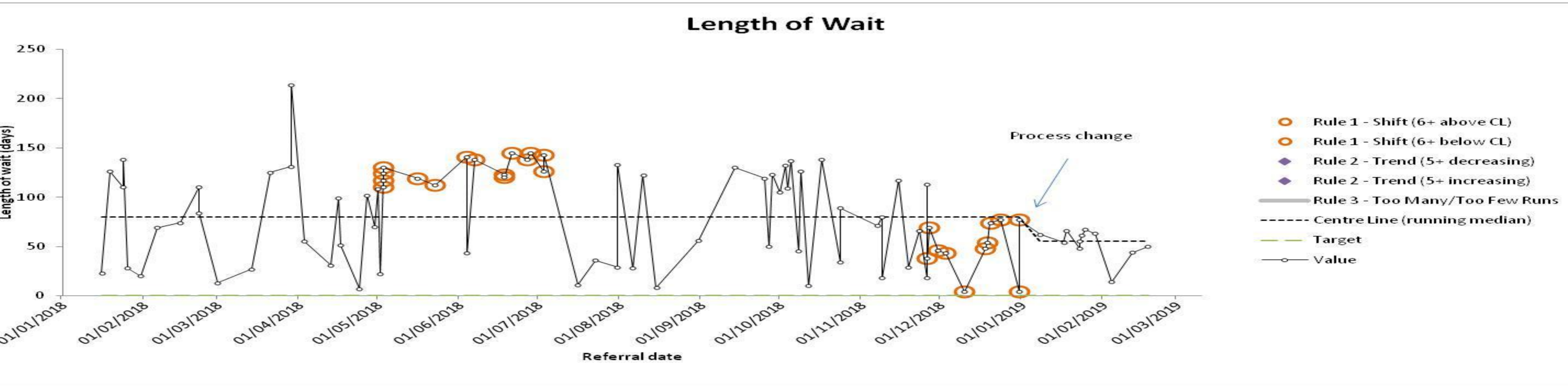
Run chart comparing time from referral to assessment before and after process change.
- Balance Measure:

Run chart of time in treatment before and after change.
Patient and staff experience.



Measurement of improvement

Median length of wait for assessment reduced from 80 days (11.4wks) to 55days (7.8 wks).



Effects of change

- Reduced waiting time for assessment and earlier engagement.
- Improved patient and staff experience.
- Clarified role of CPN and that of team in system.
- Share project with the team to contribute towards Patient Focused Booking (PFB)

Lessons learned and message for others

Engage collaboratively with patients as co-creators of a service. Try it out!