Improving Access and Reducing Waiting Time for CPN Assessment and Improve Patient Experience **George Crawford CPN**

Quality issue / Initial problem

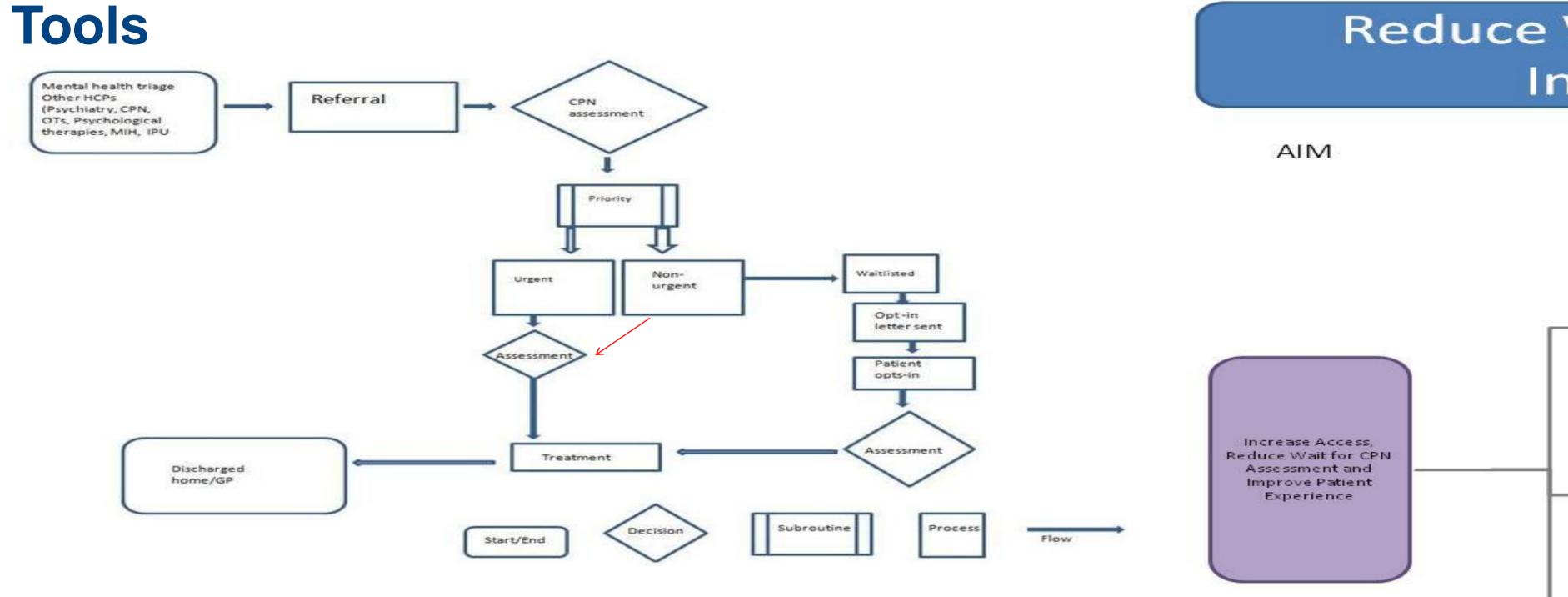
Patients referred non-urgently were added to CPN waiting list without being assessed.

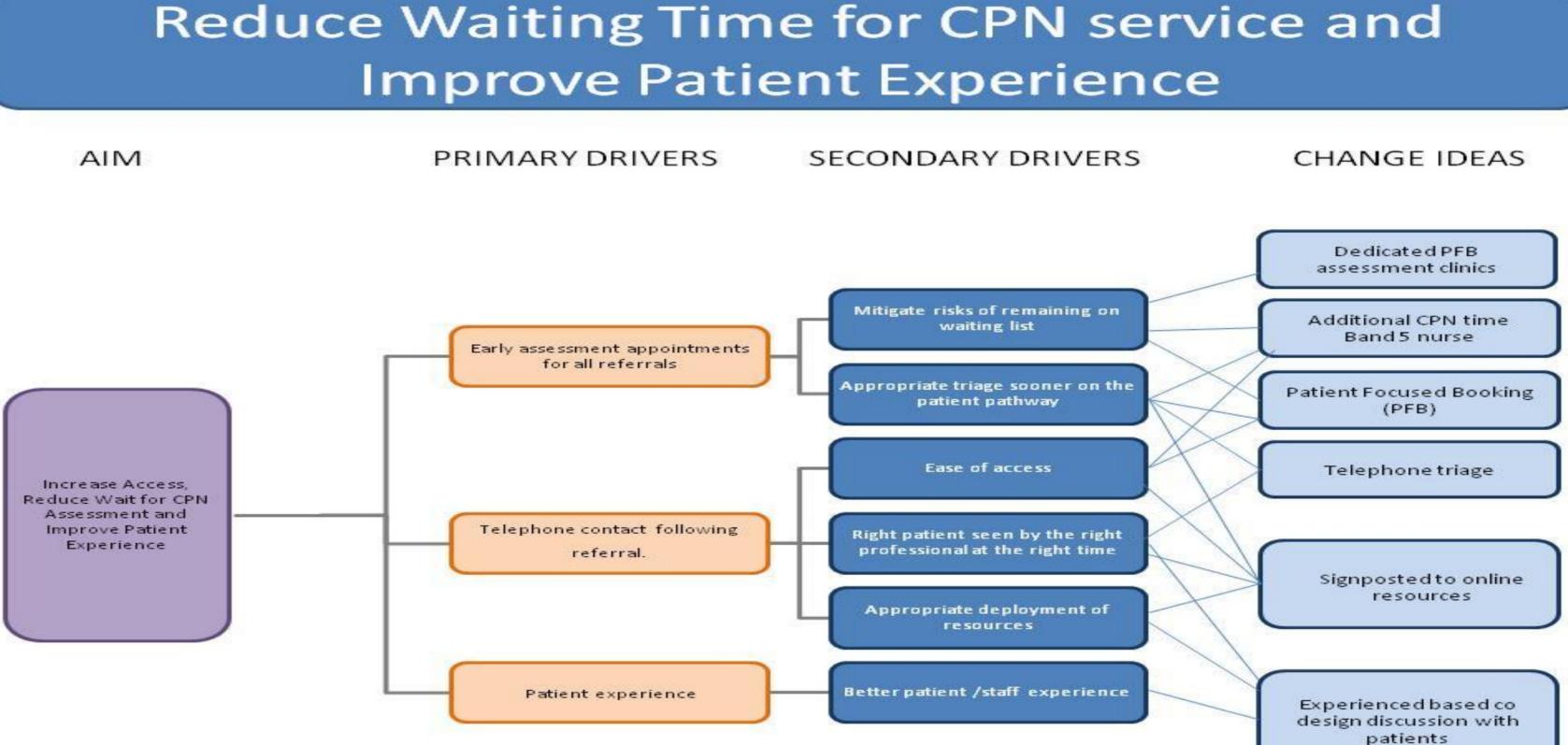
This did not feel safe, effective, patient – centred, timely, efficient nor equitable.

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.





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.

Run chart of time in treatment before and after change. Balance Measure:

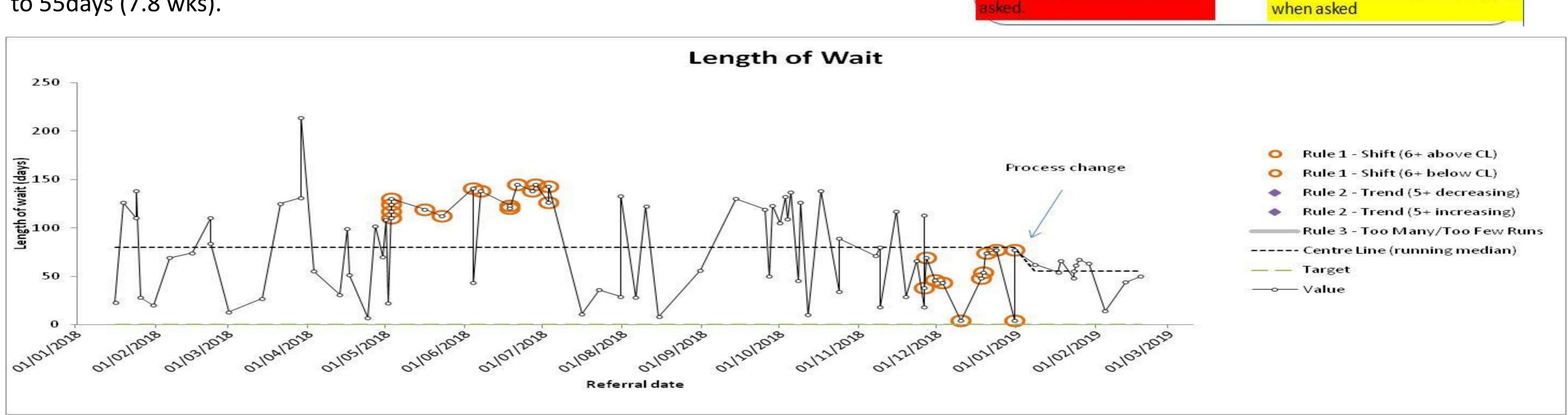
Patient and staff experience.

patient is unique and precious'. Bate; S.P. Bate; G 'I'm getting 'I expected to be on waiting 'Feels like a 'It's been a list for a long disconnect' relief' time 'Helps to know I've 'I struggled not been 'It would help on waiting forgotten know I to hear from about' list' 'Better someone than earlier' Getting an waiting list' assessment It puts 'Feels like I've people off and not not been taken worrying about straight seriously how long to away' 'It made Wait me smile 'I felt like ' 'Its disgusting had been when you are 'Its a good unwell' idea' xperience of being put on Experience of being given an assessment instead of waiting list vaiting list from referral when

Knowledge of the experience, held only by the

Measurement of improvement

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



asked.

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!





