

Drop-in clinic for return appointments in Psychiatry

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Quality issue / initial problem

Long waiting time for return appointments for patients on my caseload (average 5 months and DNA rate of 20%) and poor staff experience of managing these long waiting times. This increases pressure on clinic to see these patients.

Specific aim

Reduce waiting time for return appointments to 1 week by 1st September 2018 and improve staff experience.

Measurement of improvement

Outcome measures:

Waiting time for drop-in

Process measures:

Number attending

Duration of waiting

Duration of consultation

Query at consultation

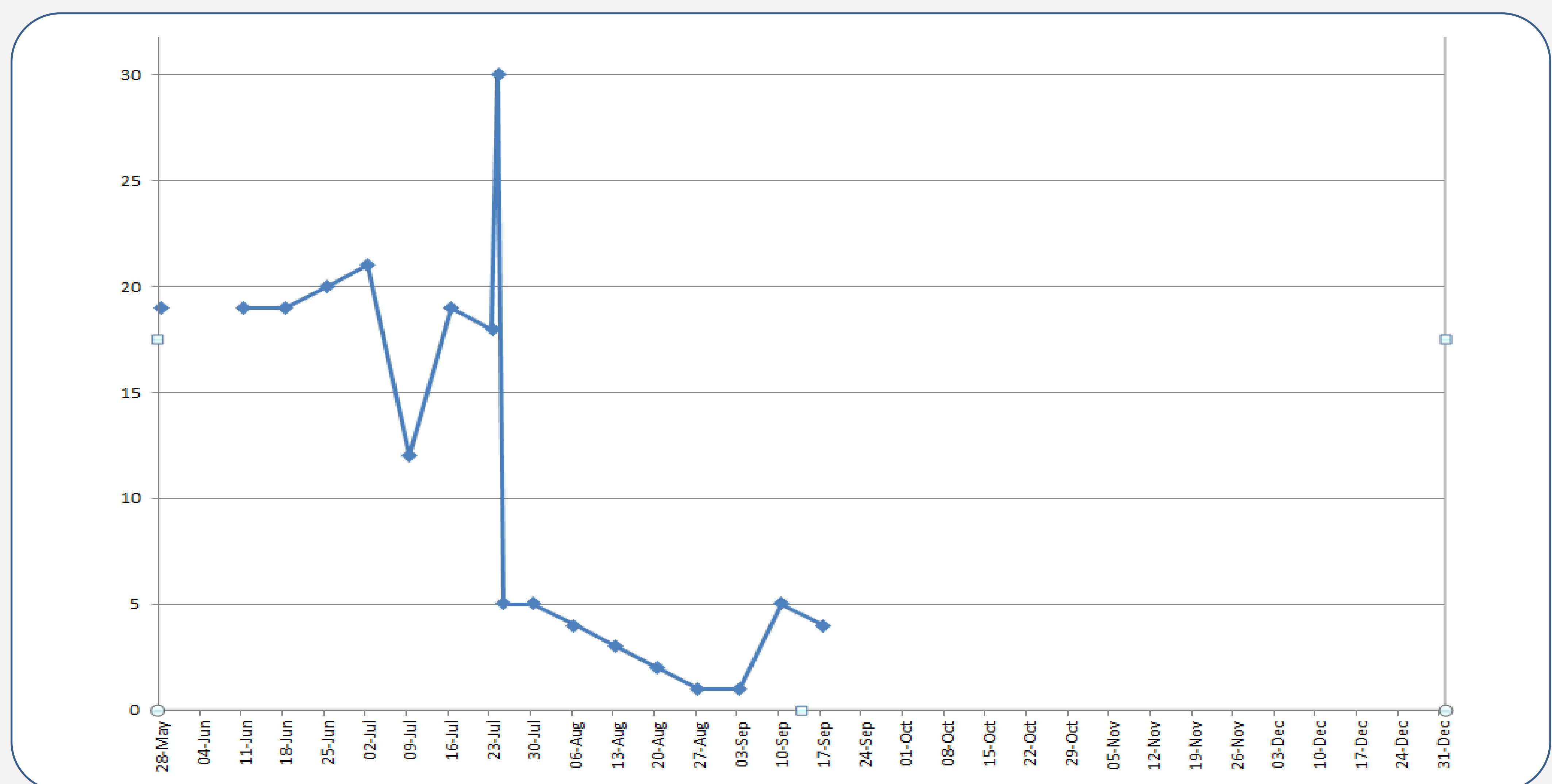
Outcome of consultation

Returning patients to drop-in

Balance measures:

Waiting time and DNA in other clinic

Staff and patient satisfaction



Tests of change

- Design drop-in clinic
- Patient-focused booking
- Opt-in letters

Tools

- Waiting times, DNA rates
- Process map
- Staff and patient satisfaction questionnaire

Effects of change

Reduction in DNA rates through redesign and reduction in waiting times. Improvement in staff and patient experience (yet to be measured)

Lessons learned and message for others

Measure sufficient data and the right data before the change.

Be aware of alternative narratives that explain your results.

Anticipated challenges: sustaining the change.