

Change idea

Simplify the screening process by removing the 1st stage of screening, so that clinicians only screen once.

Predictions

- The two-stage screening process takes up a lot of clinical and admin time, and results in backlogs and waiting lists – we should see this reduce as screening will only take place once.
- Questionnaire packs (Qpacks) will be sent out quicker and therefore help to reduce the backlog/ improve patient flow.
- Reduce the time taken from referral to assessment waiting list.

What we are doing

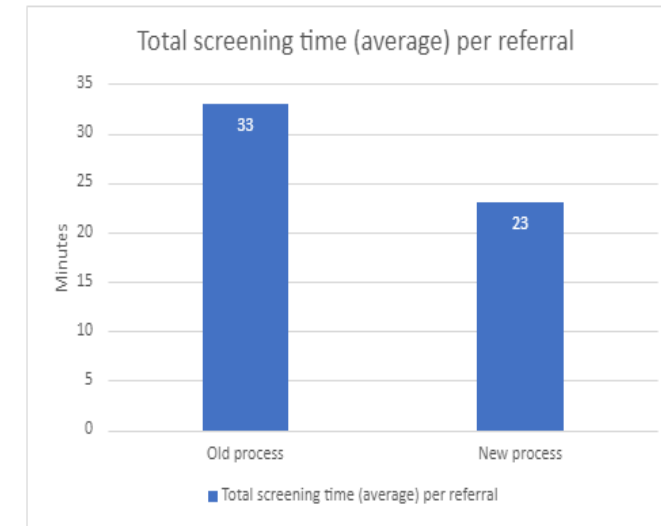
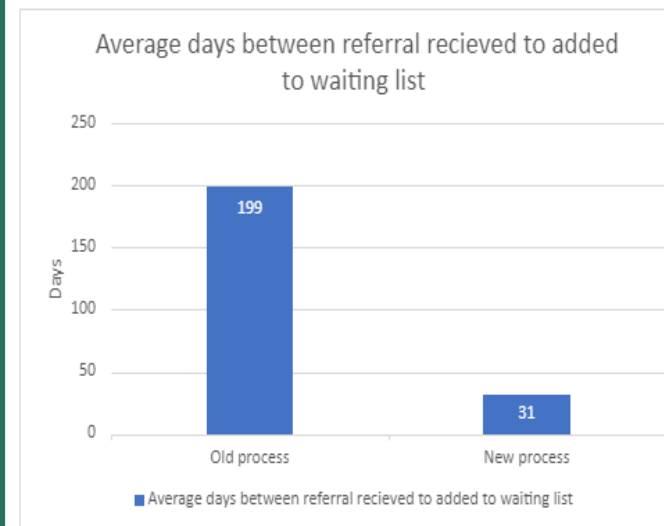
- From W/C 17th July, the team have been sending Qpacks to all new referred patients, and only screening patients when these Qpacks have been received.
- Clinicians redeployed to 2nd screening to help clear backlog.

How we are measuring change

- A tracker was set up on TEAMS to record:
 - Time taken (from receipt of referral) for Qpack to be sent.
 - Time taken to screen.
 - Time from referral to assessment waiting list.
- These data have been collected since April 2023 – the team can make comparisons across the old and new systems

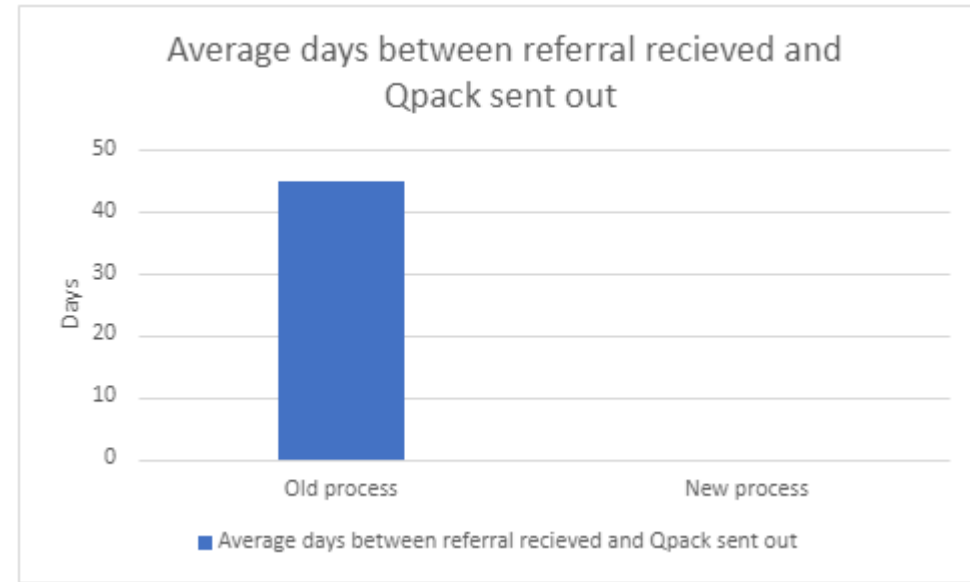
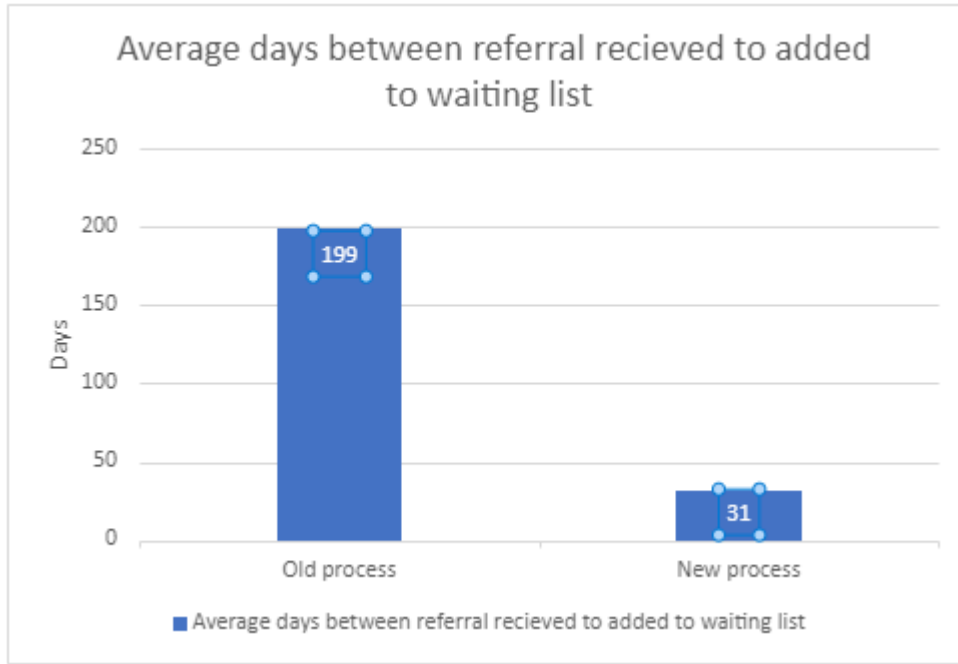
Learning so far

- Task has been more manageable for administrators.
- Reduced backlog.
- Potential improved patient experience due to early communication with service.
- Improved staff wellbeing due to more streamlined ways of working.
- Increased clinical time to focus on one list.
- Released time to focus on other tasks.
- Average days between referral received to added to waiting list 199 reduced to 31.
- Total screening time (average) per referral 33 minutes reduced to 23 minutes.



Next steps

- Team to discuss data at next project team meeting on 12th October and decide next steps.



	Old process	New process
Average days between referral received to added to waiting list	199	31
Total screening time (average) per referral	33	23
Average days between Qpack received and screening	85	6
Average days between referral received and Qpack sent out	45	0

