Adult Autism Assessment Service
North-East London Foundation Trust NHS

Change idea

Introduce 'clinic model' (weekly allocations to clinicians and protected time) for completing assessments.

Predictions

- Staff morale may increase due to more assessments being completed.
- Staff capacity may be affected.
- The discharge rate will increase as more assessments will be completed.
- The waiting time from referral to assessment will reduce.

What we are doing

- The team trialled weekly allocation of assessment slots for all clinicians and APs, as well as allocating admin support for appointments.
- Job plan and capacity assessments were carried out for each clinician to work out how many assessments they could complete.
- A weekly clinical queries meeting was also introduced.
- The assessment process was standardised in terms time and administration – the team looked at the time that is required for each part of the assessment process.
- Team also reviewed the report and feedback process, and DNA process to improve efficiency.

How we are measuring change

- Measuring data against baseline (Jan-Mar 23).
- Weekly monitoring of data (assessments and discharge rate) - team exploring discrepancies between this.
- Monthly review of data by MDT during QI/business meeting.

Learning so far

- Clinic model was efficient and has led to an increase in completed assessments per month.
- Regular monitoring of data and process was useful – especially accessing weekly data.
- Process showed that efficiency can be attained at each level of pathway/process.
- Importance of using QI model to understand issues i.e. driver diagram.
- Collaboration and team engagement is important.

Next steps

- Clinical model a success and team would like to implement - important to keep monitoring the data.
- Now need to think about how to manage clinical complexities during assessments, as this may impact how long assessments take.

What do/did you think will/would happen? What are you trying to achieve?

- Difficulties: Complexities taking the time from assessment
- Increase referrals – triage
- Target could be achieved provided there is:
- 1. Ringfenced time for assessment and completion
- 2. Assessment process to be standardised in terms of time and administration