

# Improving function of City and Hackney Dementia Care Team

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## Background and Aims

A healthy, functioning multi-disciplinary team is crucial to the work of a community mental health service. We felt that we could usefully employ quality improvement methods to improve the function of our MDT in the Dementia Care Team at City and Hackney.

We particularly wanted to focus on:

- reducing time spend in MDT
- improving communication between staff, standardising the content of meetings,
- improving morale and engagement of staff,
- improving staff perception of access to senior support,
- staff skills and knowledge and
- understanding of roles.

The impact will be felt in patient care, in terms of improved morale, skills, knowledge and decision making.

## Methods:

We established a multi-disciplinary project group in December 2014. Primary and secondary drivers are those outlined below. We established a baseline set of satisfaction scores and a median time spent on meetings. We began to introduce change ideas, using PDSA: structuring feedback on cases to make them more focussed, allocating specific times for discussion of challenging cases, and adding a weekly educational slot.

## Results:

We have reduced the time spent in MDT weekly team meeting. We are in the process of determining appropriate regular measure of staff satisfaction. We have learnt that this approach can help us to be more thorough in identifying the factors impacting on our team function and morale.

Aims:	Primary Drivers	Secondary Drivers	Change ideas
<b>C + H DCT</b> - to improve team function and morale  Increase staff satisfaction with team function to majority satisfaction score, and reduce time spent at MDT from 90 mins to 60 mins.	Content	New allocations New assessments Challenging patients	Change allocation of new cases Structured feedback Allocate slot for challenging patients discussion Allocate set times to access senior clinicians
	Access to support	Management Senior clinicians	New consultant work plan Regular supervision
	Staff skills and knowledge	Access to continuous professional development Attendance to psychological impact of work	Add MDT education slot to weekly meeting + feedback
	Understanding of roles and processes	Team operational policies Patient expectations	Disseminate operational policy Pt information on service