

Reducing Waiting Times for Foot Health

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Background

- Serious concerns raised about the systems in place
- Low morale in the team
- Something that could be trialled in one area and then used in other areas
- Staff report that patients phone the service asking when they will be seen, and this means that they are unable to get on with their other work
- Project aim
 - Reduce the wait time for follow up appts

Aims:

Podiatry service, CHN

To improve access to follow up in community podiatry

Primary Drivers

Secondary Drivers

Change ideas

Referrals and discharge

- Capacity in the service
- Understanding of pathways

- Map pathway
- Work with Informatics to compare capacity to demand
- Prompt discharge

Systems and processes

- Diary system
- Phone system
- Admin processes

- Extend diary booking system beyond 4 weeks
- Clarity on admin roles
- Amend phone systems

Service user experience

- Complaints received
- Volume of calls to the service

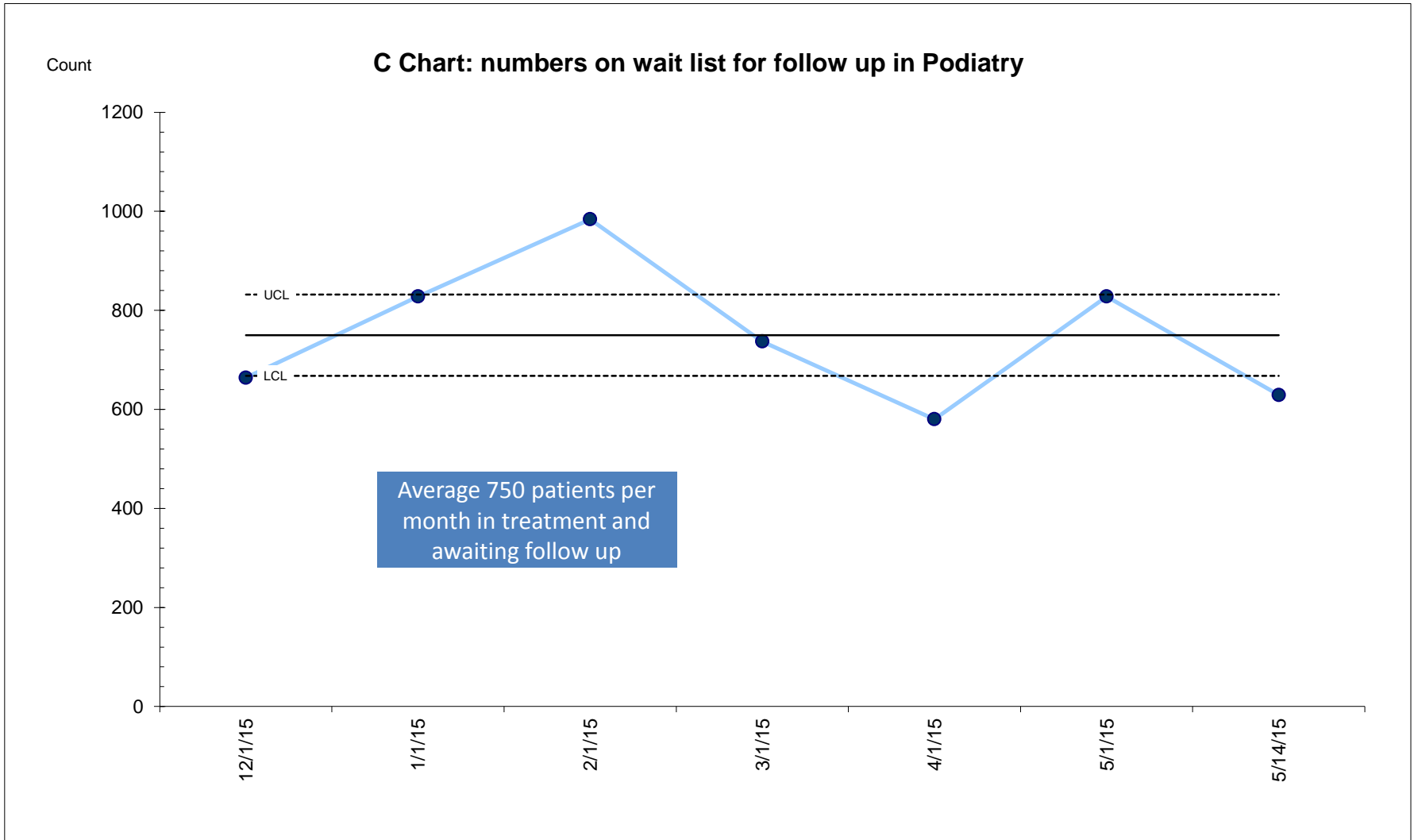
- Work with Healthwatch to identify issues
- Use PREMS and process measures to track change

Data

- Understanding of data
- Reporting
- Feedback

- Work with Informatics to clean up dataset
- Feed back data to team

C chart: wait list for podiatry follow up



Progress

- Issues with data reporting
- Team met to process map
- Team identified issues with the system
- Team struggled with accepting change ideas

Change ideas

- Appts can be booked beyond 4 weeks.
- Service users to have follow up appt date and contact point for queries.
- Alterations to telephony system.
- Defined roles of admin in the admin team
- Health Watch to visit to canvass service users opinion.

Learning

- *It has taken us longer to get started than we anticipated!*
- *That much of the change proposals were really more like “business as usual” arrangements*
- *That there were a lot of myths that needed debunking*