How can we improve service users attending their appointments on time at the Specialist Addiction Unit (SAU)?

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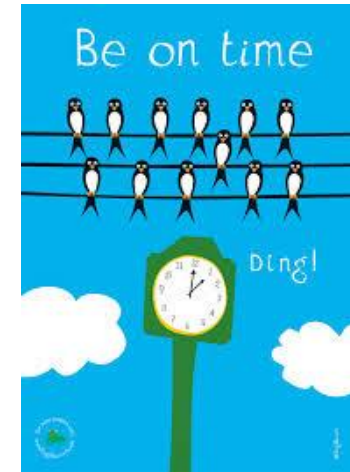
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Project sponsor: Dr Alex Verner

Background

- Service Users at the SAU:
  - Chaotic substance use
  - Mental health problems
  - Often poor physical health
  - Social issues

- **Poor and erratic engagement by Service users at the SAU**

- This project aims to research ways in to improving attendance. Today we will focus on whether sending text reminders improves Service Users attending on time to keyworking appointments.

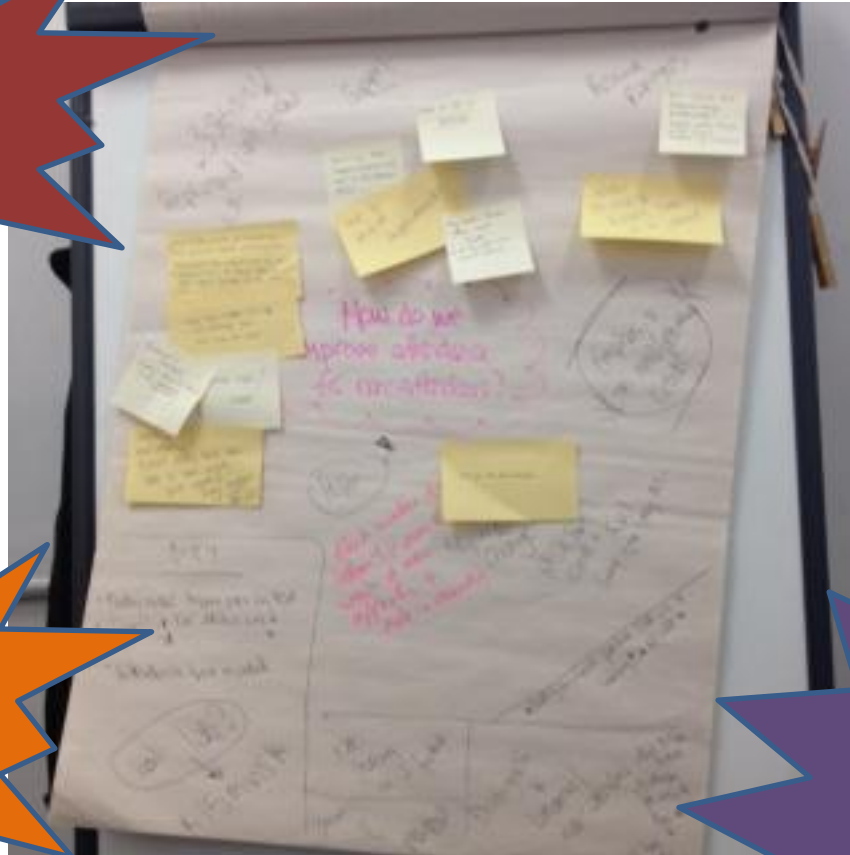- Consultation with Service Users: boundaries are needed
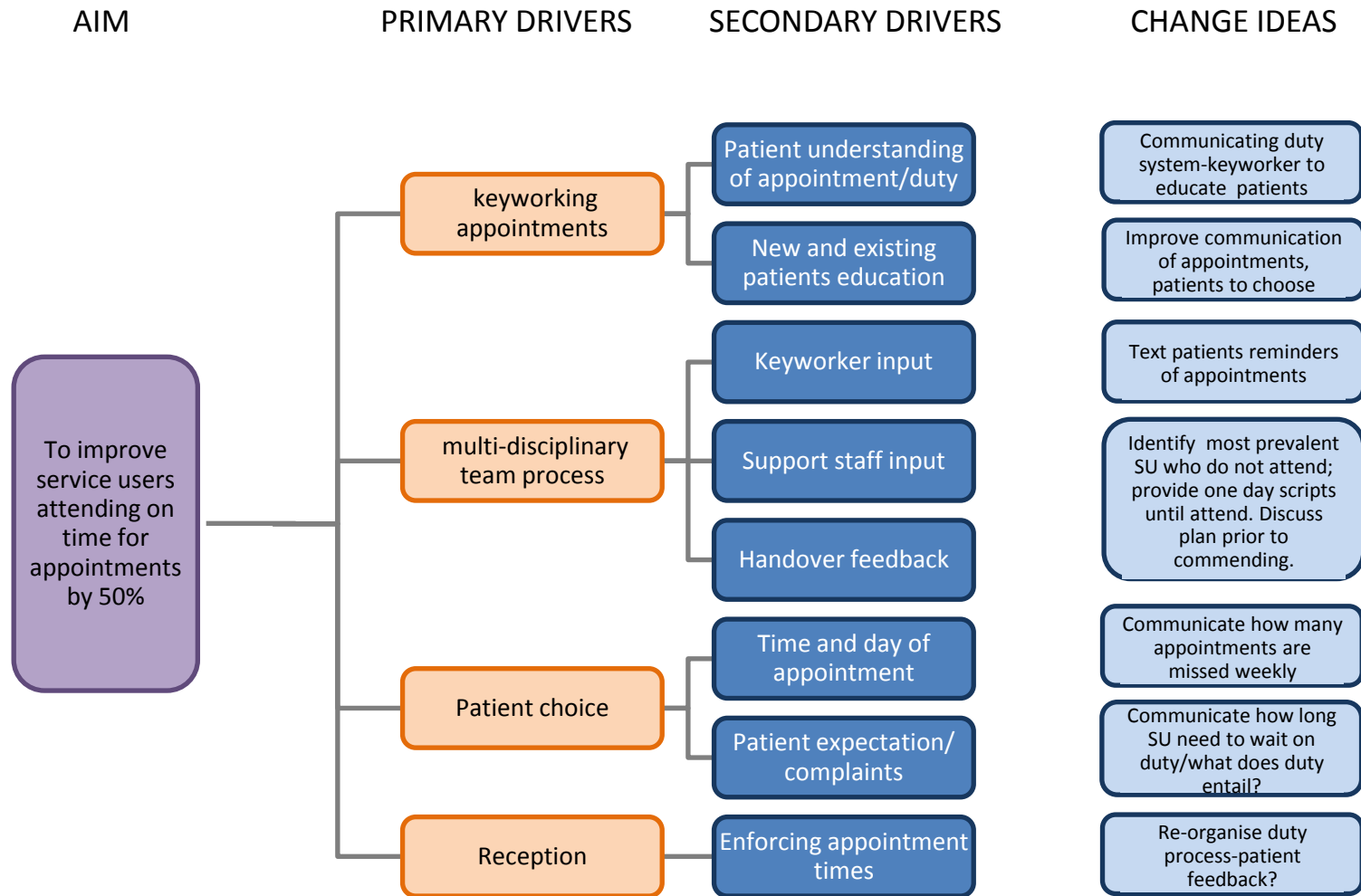
Affinity Diagram
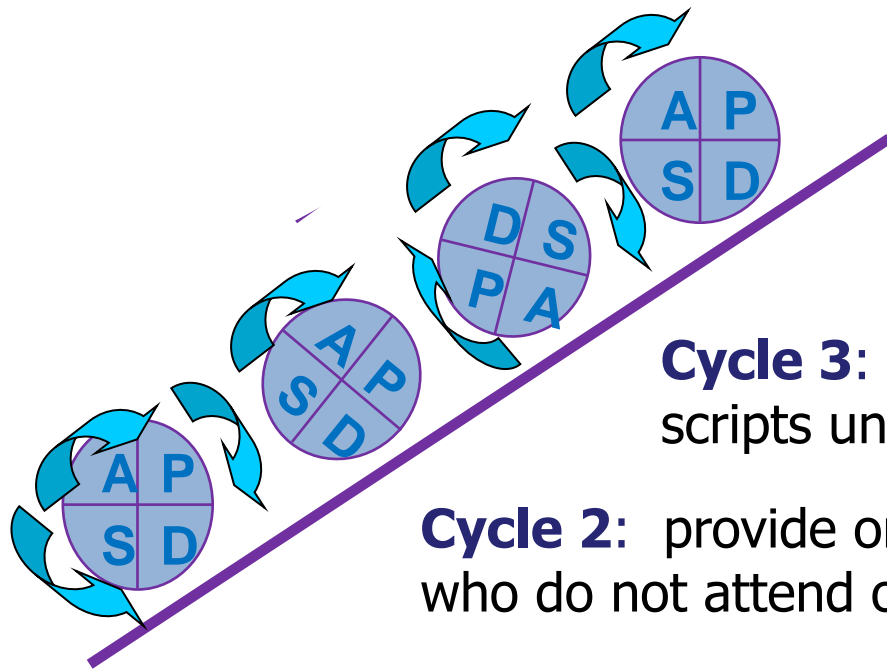

Reprimand list

Rescue rangers

More support

Keyworker change

Driver Diagram Template

AIM	PRIMARY DRIVERS	SECONDARY DRIVERS	CHANGE IDEAS

To improve service users attending on time for appointments by 50%

keyworking appointments
- Patient understanding of appointment/duty
- New and existing patients education

multi-disciplinary team process
- Keyworker input
- Support staff input
- Handover feedback

Patient choice
- Time and day of appointment
- Patient expectation/ complaints

Reception
- Enforcing appointment times

CHANGE IDEAS:
- Communicating duty system-keyworker to educate patients
- Improve communication of appointments, patients to choose
- Text patients reminders of appointments
- Identify most prevalent SU who do not attend; provide one day scripts until attend. Discuss plan prior to commending.
- Communicate how many appointments are missed weekly
- Communicate how long SU need to wait on duty/what does duty entail?
- Re-organise duty process-patient feedback?

Sequence of PDSA's – for one change idea or secondary driver

Cycle 4: texting Service Users Appointment times

Cycle 3: continue to provide one day scripts until attend on time

Cycle 2: provide one day scripts for Service Users who do not attend on time

Cycle 1: identify most prolific non-attenders

QUALITY IMPROVEMENT PROGRAMME

Test: improve patient numbers and appointment calendar for keyworkers

Implement: reviewed data

Test: text Service User appointment reminders

Implement: discussed barriers to providing one day scripts

Test: keyworkers provided one day scripts to Service Users identified

Test: keyworkers discussed flowchart with Service User

Test: discussed with keyworkers: to provide one day scripts for top identified non-attenders

Implement: keyworker input

Develop a change: improve attendance

Secondary driver or change idea

Secondary driver or change idea

Run Chart: Percentage of service users attending on time
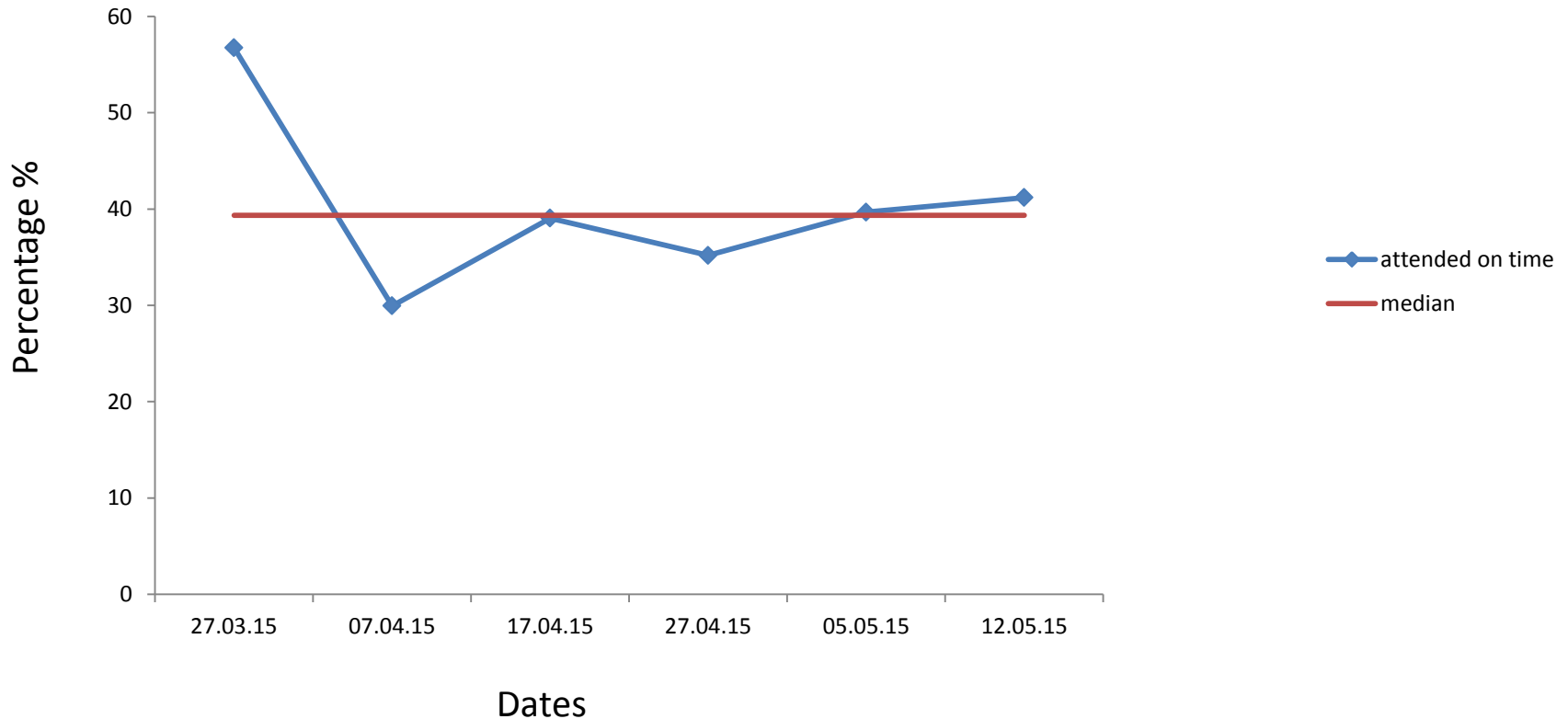
What else are we measuring?

- Number of service users
  - who are attending within the hour
  - Later that day
  - Did not attend
  - Identifying which service users are the most prolific non-attenders
  - How many service users for attending duty

Learning

- Texting at first did not improve attendance, but has started to improve.

- Another duty for a busy receptionist
- Many service users did not receive texts

- Providing one day scripts proved difficult;
  - Dr is not always available
  - Keyworkers time to see service users again
  - Increased keyworkers time to complete scripts and see patients the next day
  - Dissatisfaction from service users

What next?

- To improve project: Ensure patient telephone numbers are correct & the phone list is up to date-continue to review texting and impact on engagement

- More service user involvement

- Data has highlighted trends of particular service users who do not attend on time

- to discuss with team & service users ideas to improve attendance