

# Streamlining Clinical Correspondence

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Project sponsor:

# Background

- **Why we chose this project**
  - Continuity of care for patients – smooth and quicker transfer of information from consultant to GP
  - Reduce admin and clinical time
- **What was the problem?**
  - 2 letters were being sent out. The first '24 hour' letter had insufficient information. There were often delays in the second, full, clinic letter being sent
  - Delay in GPs receiving all necessary information.
  - Pressure on admin time facilitating two letters
- **Project aim**
  - To have a clinic letter with sufficient information to GPs within 24 hours.

AIM:  
Send full  
clinic letters  
to GPs  
within 24  
hours

Documentation

- 1. Devise template
- 2. Education/engagement of Doctors re: dictation/training

Admin  
processes

- 1. Admin time
- 2. Devise audit process

Sending/receiving

- 1. How sent and who by – use of docman?
- 2. How to confirm receipt?

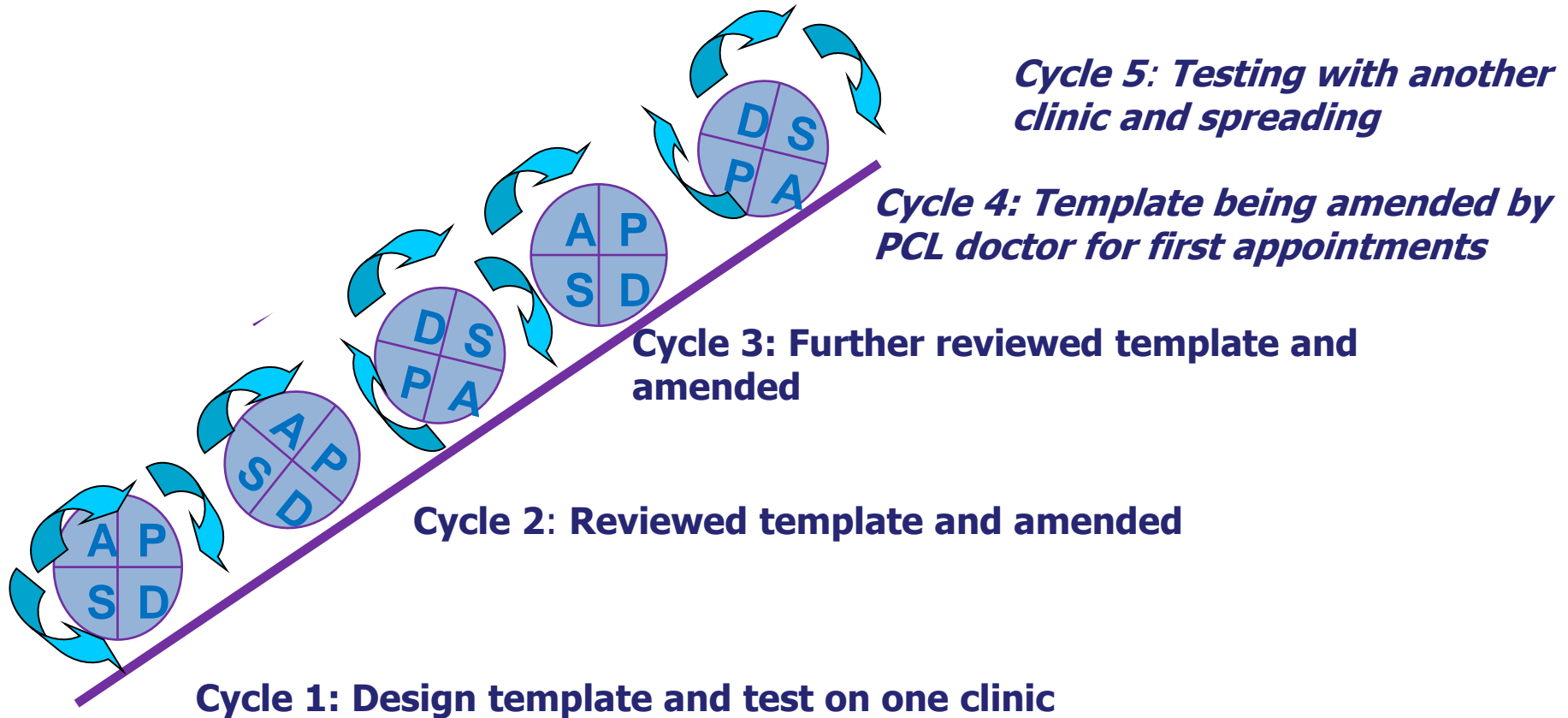
Training/education

- 1. Dr's training re document

Monitoring/activity

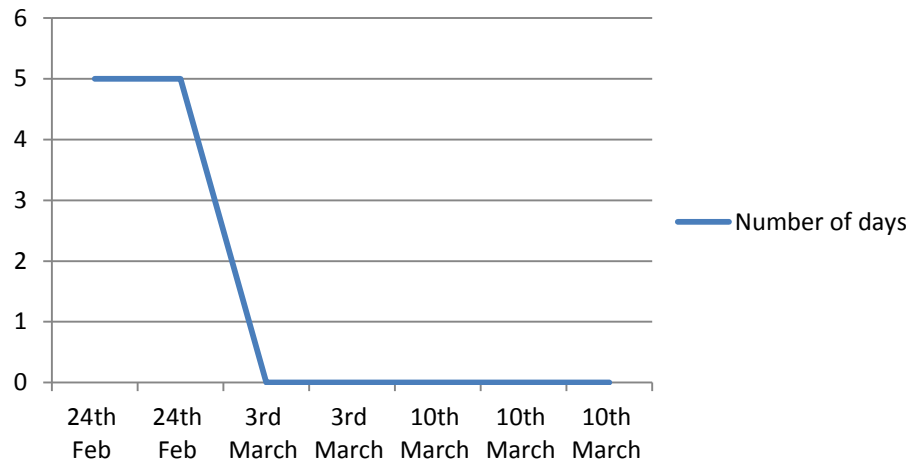
- 1. Reporter function for activity in clinic

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



# Data

## Number of days



# Learning

- Vital to engage clinicians
- Keeping up momentum of the project
- Reinforced the importance of admin/clinician interface



# What next?

- Spreading! Already Primary Care Liaison are looking at the template