

# Improving Access to Chronic Fatigue Service

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## Aim:

Improve engagement to evidence-based therapy in the Chronic Fatigue service with the aim of reducing DNA and Cancellation rates and increasing the positive contact rate in the Chronic Fatigue service

- To reduce DNA rate to 7% for all appointments by 31.12.2015
- To reduce Cancellation rate to 13% for all appointments by 31.12.2015
- To increase percentage positive contacts to above 75% for all appointments by 31.12.2015

## We Tested...

- Offering tele-therapy as routine.
- Engagement & Disengagement policy update and frequent reminders.
- A new patient MDT assessment booking system.
- MDT therapies shared waitlists
- Text reminders from outlook for all appointments
- Clinician call to patient if patient DNA's

## And found...

- % DNA rate have been below 7% for the past 5 months
- Positive contacts have been above 75% for the past 8 months
- % of patient cancellation have been 13% or below for the past 10 months

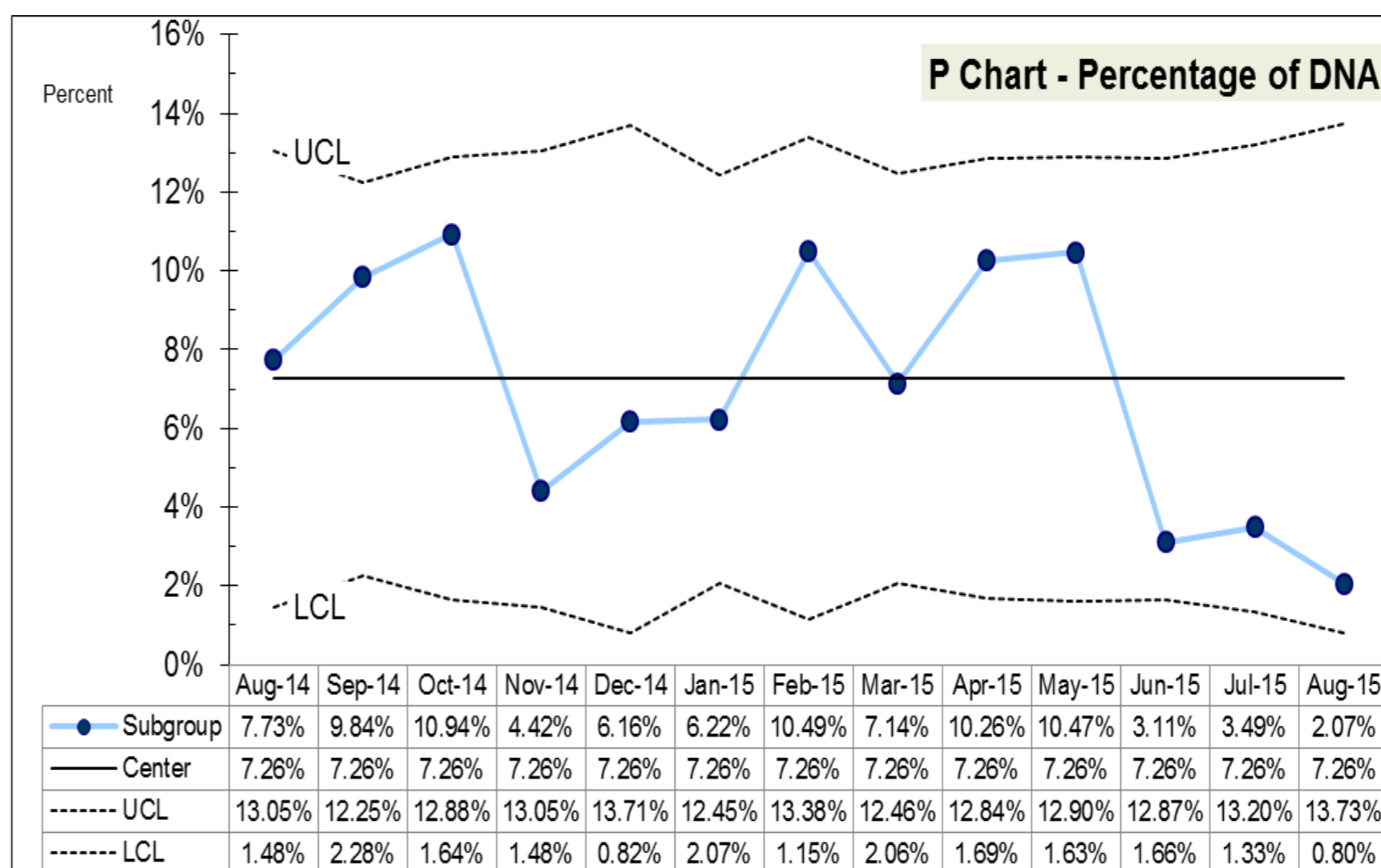
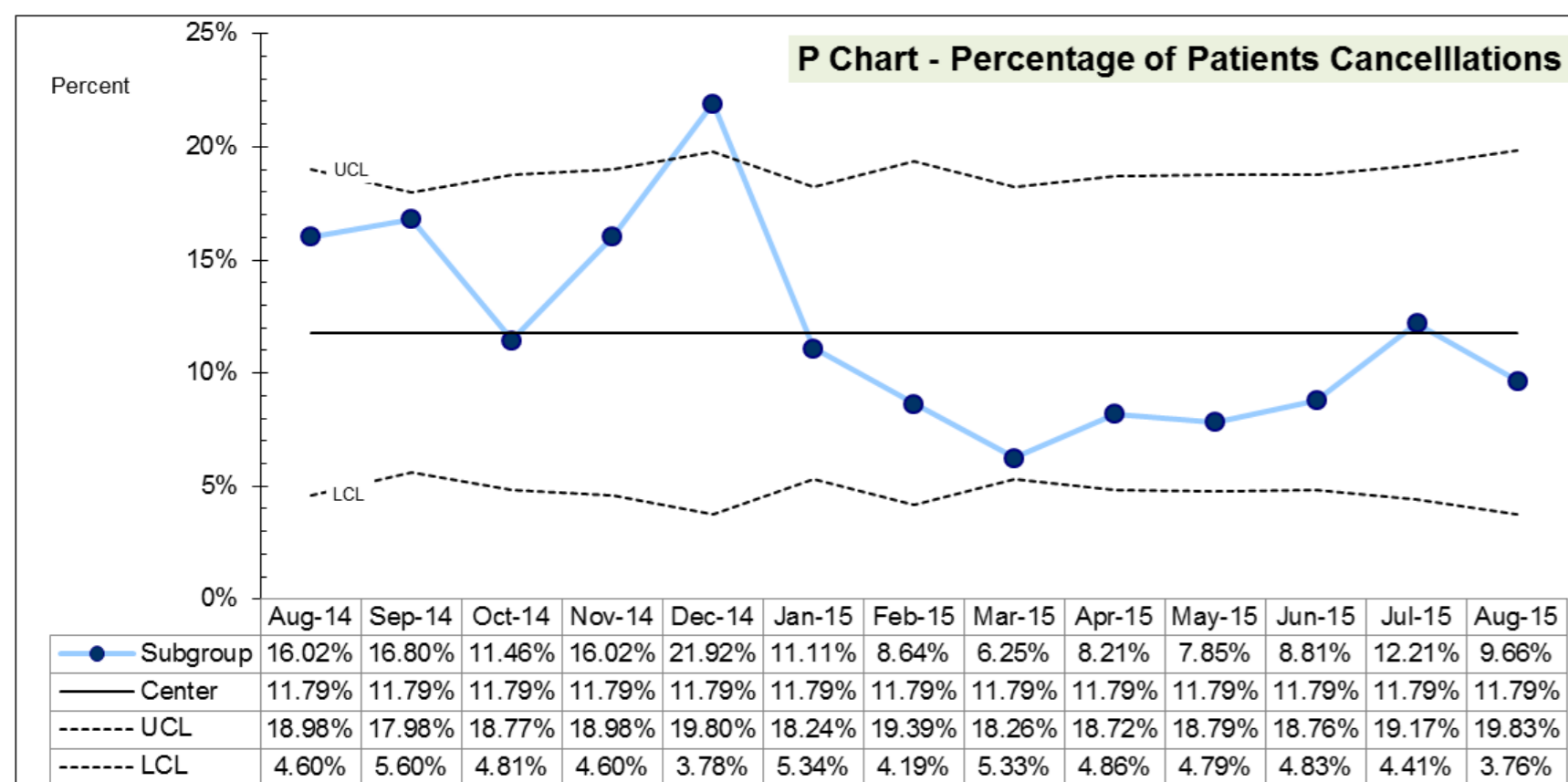
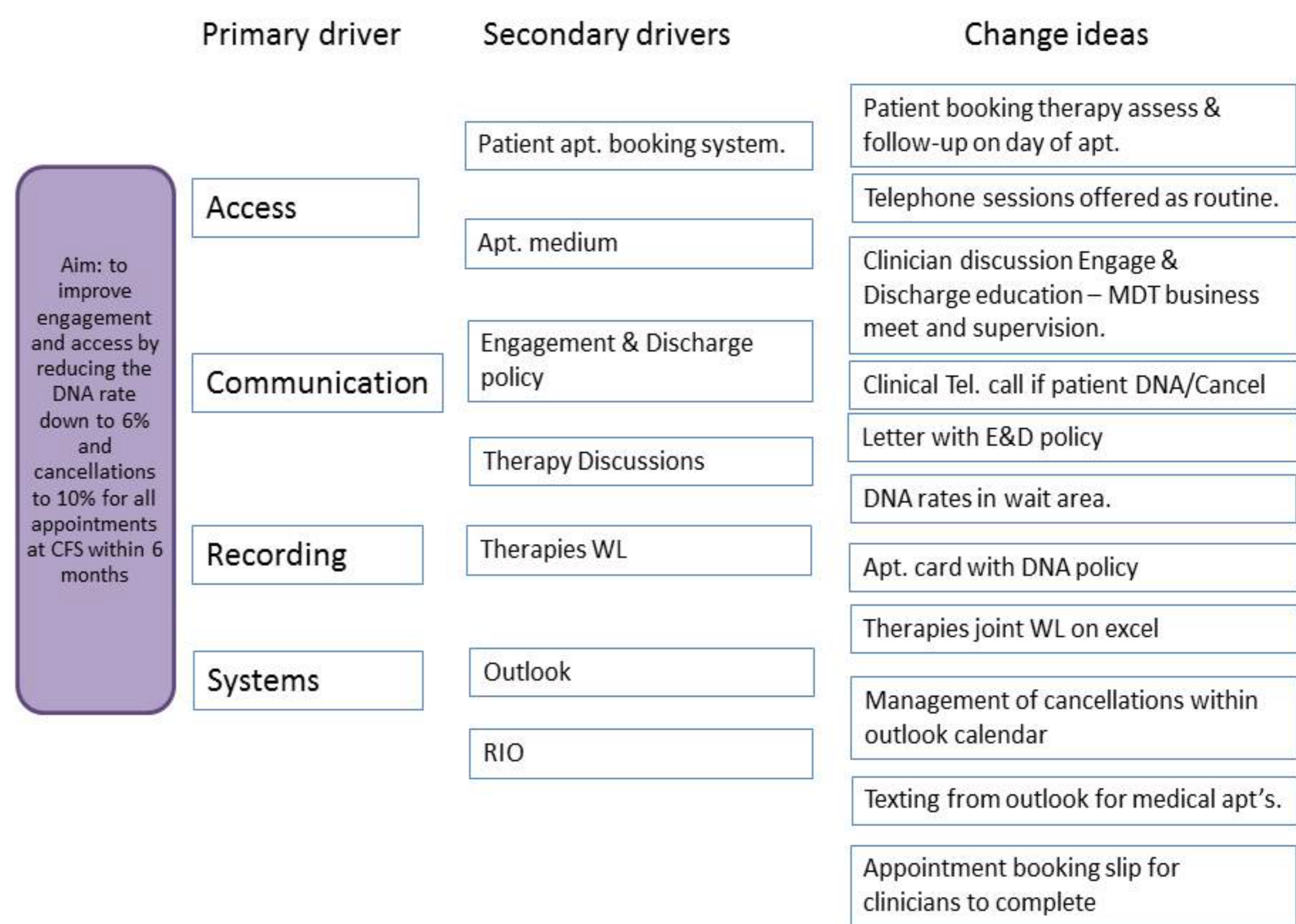
## Impact

Offering patient choice on appointment booking with new appointment booking system alongside clear engagement discharge policy has had sustained increase in percentage of positive contacts for all appointments. Introducing text message reminders has been popular with patients and reduced DNA's to below 7%.

## Challenges

Motivating team and barriers to change within the team.

## Driver diagram



## Measures

- DNA %
- Patient cancelled appointments %
- Positive contacts as % of total contacts
- Measures collected monthly via KPI live reporting

