

Aim

Improve range of foot health services offered to inpatient service users:

- Reduce DNA rate for podiatry appointments
- Establish podiatry service at Wolfson House LSU

Why is this important to service users and carers?

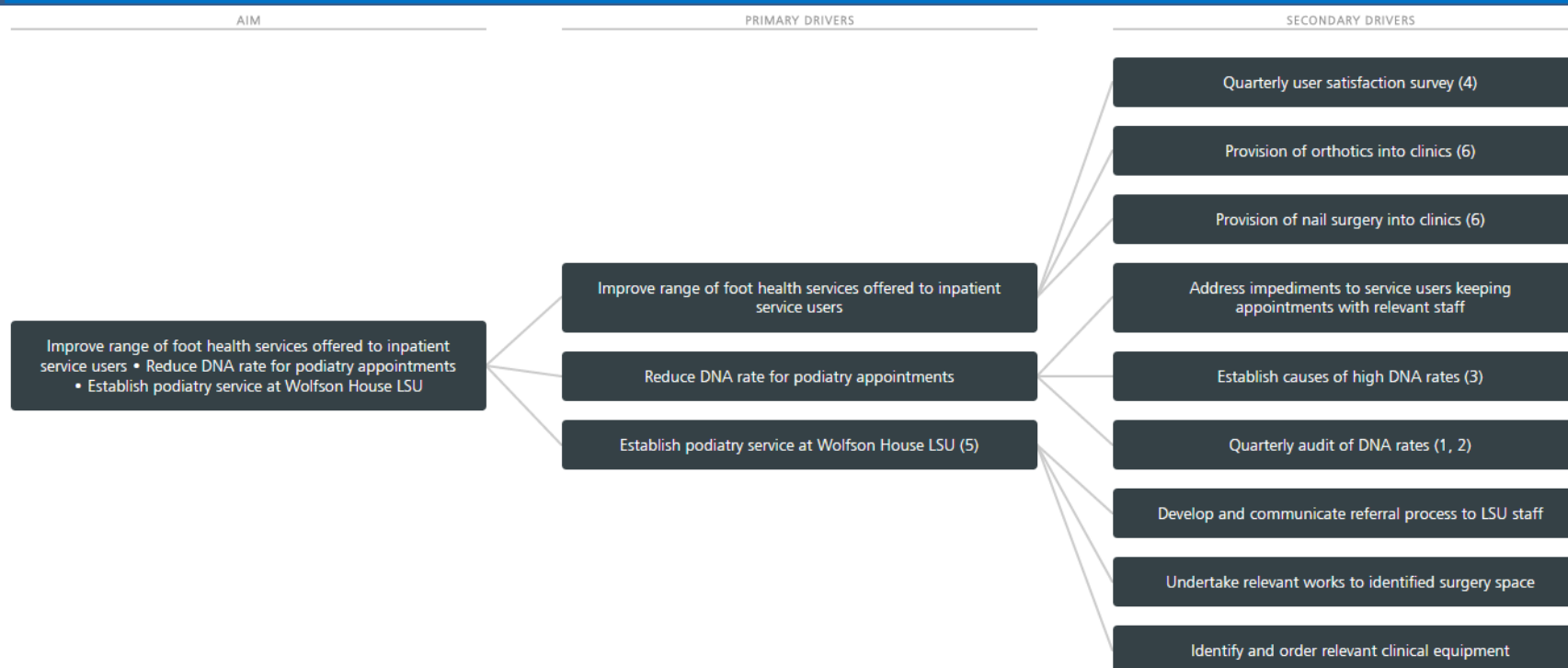
A 2014 sampling exercise identified that a significant minority of our service users in the ELFT forensic inpatient service (John Howard Centre and Wolfson House) have moderate to severe foot health conditions. Service users with untreated diabetes are a particularly high risk group.



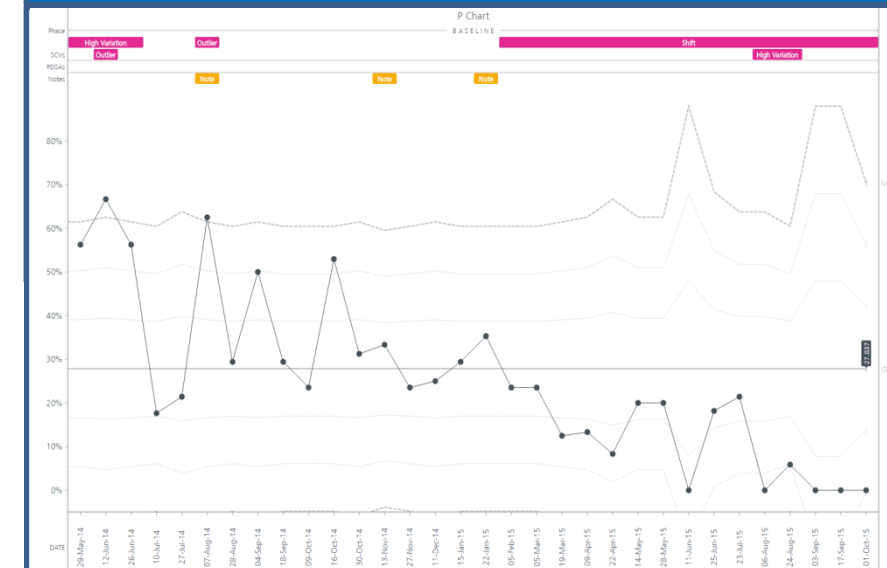
Tests of Change

- Widening range of treatments so that patients do not need to attend off-site clinics as often.
- Opening clinic at Wolfson House; removing need for LSU staff to escort patients to JHC.
- Process to ensure that all patients attending clinic have staff escort for the slot. Ensuring patient is aware of time and purpose of appointment.
- Simplify referral and booking process. Making it more flexible.
- Process for ward staff to rearrange clinic appts. in advance
- More robust governance processes to hold matrons to account where a DNA does occur.

Driver diagram



Data



Learning

- DNAs due to staff escort failure now 5 - 10% of total.
- Main continuing cause of DNAs is patient refusal to attend. Change ideas to address this include (pre-appointment meeting with nurse to encourage, or ward based appointments where indicated).
- Ensuring follow up appointments for foot health treatment is booked into ward diary in routine manner.