

Improving access to Learning Disability OT services in Beds and Luton

Angela Wilson, Debbie Alaluf (current Project Lead), Lucy McGregor, Rebecca Tee, Cheryl Parker, Erica Morrison and Sarah Stilwell (QI Coach)

Aim

The Improving Access to Learning Disability Occupational Therapy Service established a QI project with the aim of reducing waiting times for all referrals to 18 weeks.

Why is this important to service users and carers?

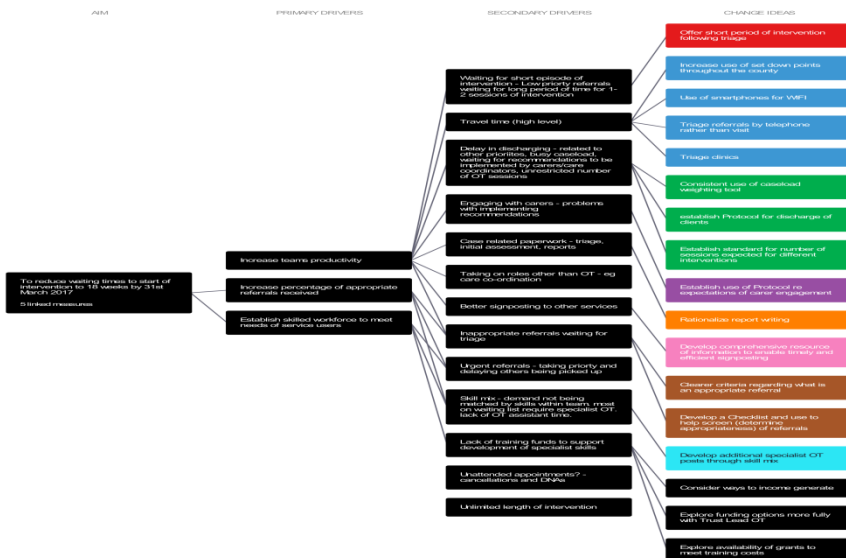
Patients were waiting longer because other patients with higher priority/risk needed more prompt intervention and would be prioritised



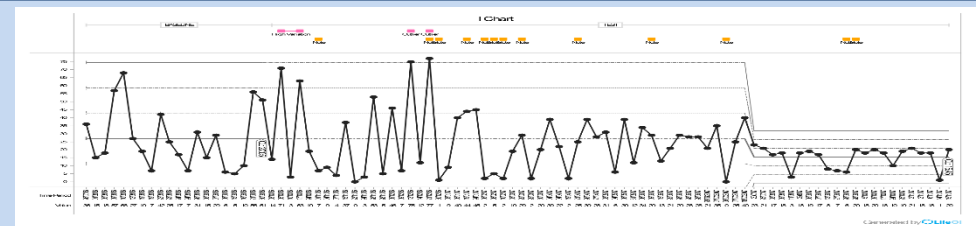
Tests of Change

- Telephone triage
- Streamlining the waiting list and better signposting through use of referral protocols
- Establishment of treatment pathways with estimated number of sessions per intervention
- Caseload weighting in team

Driver diagram



Data



I chart – Waiting time from referral to start of intervention

Learning

- The team knew change was happening but had to be patient to see this reflected in the results
- Using QI has enabled the team to be open minded, flexible and question current processes
- Regular meetings helped to focus the project and enabled distribution of responsibility
- For an efficient project to be successful it is key to follow the methodology PDSA cycle