Improving the Waiting Room Experience at RESET.

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The Value of Working Together: involving everyone helps us understand what is really important and identifies lots of ways in which we can make a difference.

Aim

Our aim was to reduce daily rates of disruptive incidents in the waiting room and improve service user satisfaction whilst waiting.

Why is this important to service users and carers?

Negative experiences in the waiting room can be stressful and may deter service users from accessing RESET. Service users participated at all stages (QI project team, consultation, semi-structured interviews, feedback forms). Big I
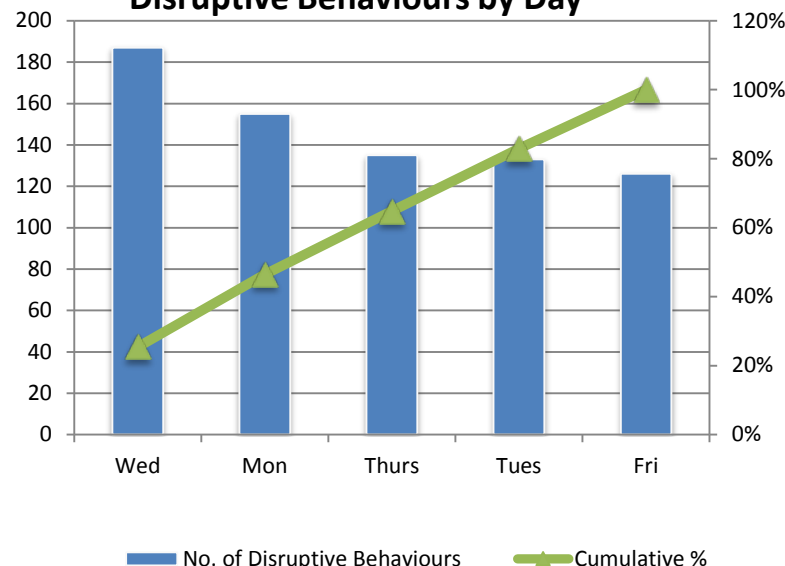
Tests of Change

- *Recovery information & other reading.*
- *Targeting late attendence (SUs & Staff).*
- *TV in waiting room.*
- *Future change: New recovery hub.*
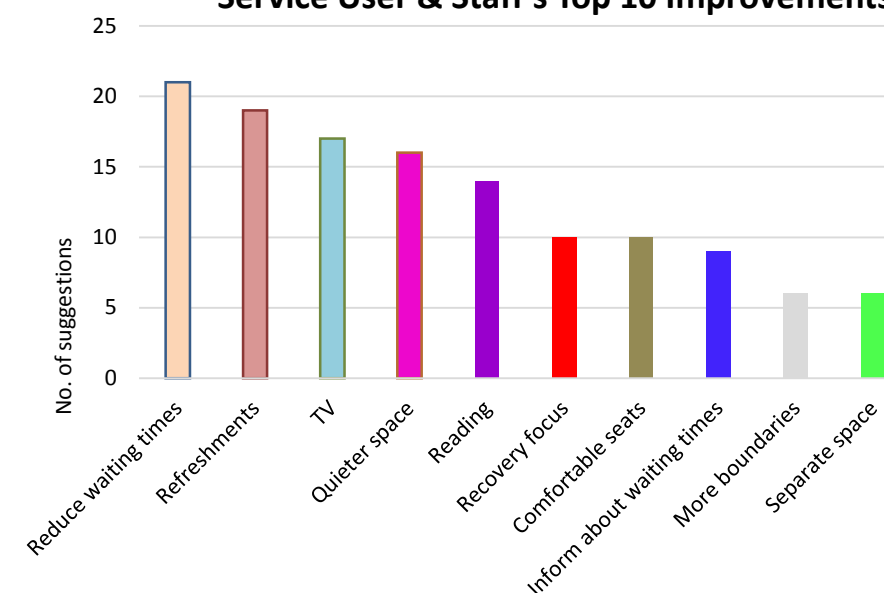- *Technical changes: duty, briefing, incidents.*

Driver diagram
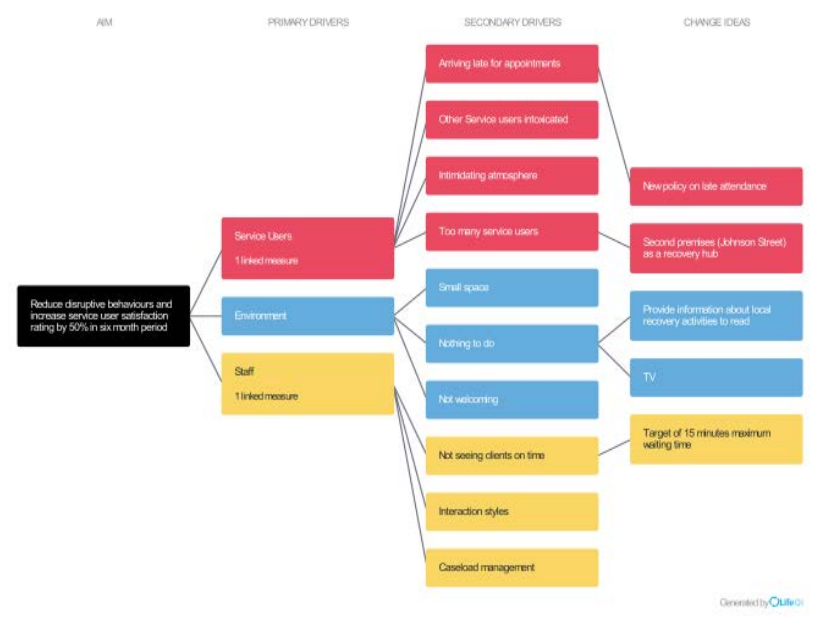
Data

Disruptive Behaviours by Day

- No. of Disruptive Behaviours
- Cumulative %

Service User & Staff's Top 10 Improvements

Learning and what next?

- *The importance of a wide range of staff and service users working together on a problem that affects us all..*
- *Combined quantitative and qualitative data from service users & staff to really understand where to make changes.*
- *The value of using QI data for influencing organisational change.*
- *We plan to continue our improvements to the waiting room and go on to identify new areas for QI within RESET.*

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS

Reduce rates of disruptive behaviours and increase service user satisfaction ratings by 50% in six month period

Service Users

1 linked measure

Environment

Staff

1 linked measure

Arriving late for appointments

Other Service users intoxicated

Intimidating atmosphere

Too many service users

Small space

Nothing to do

Not welcoming

Not seeing clients on time

Interaction styles

Caseload management

New policy on late attendance

Second premises (Johnson Street) as a recovery hub

Provide information about local recovery activities to read

TV

Target of 15 minutes maximum waiting time