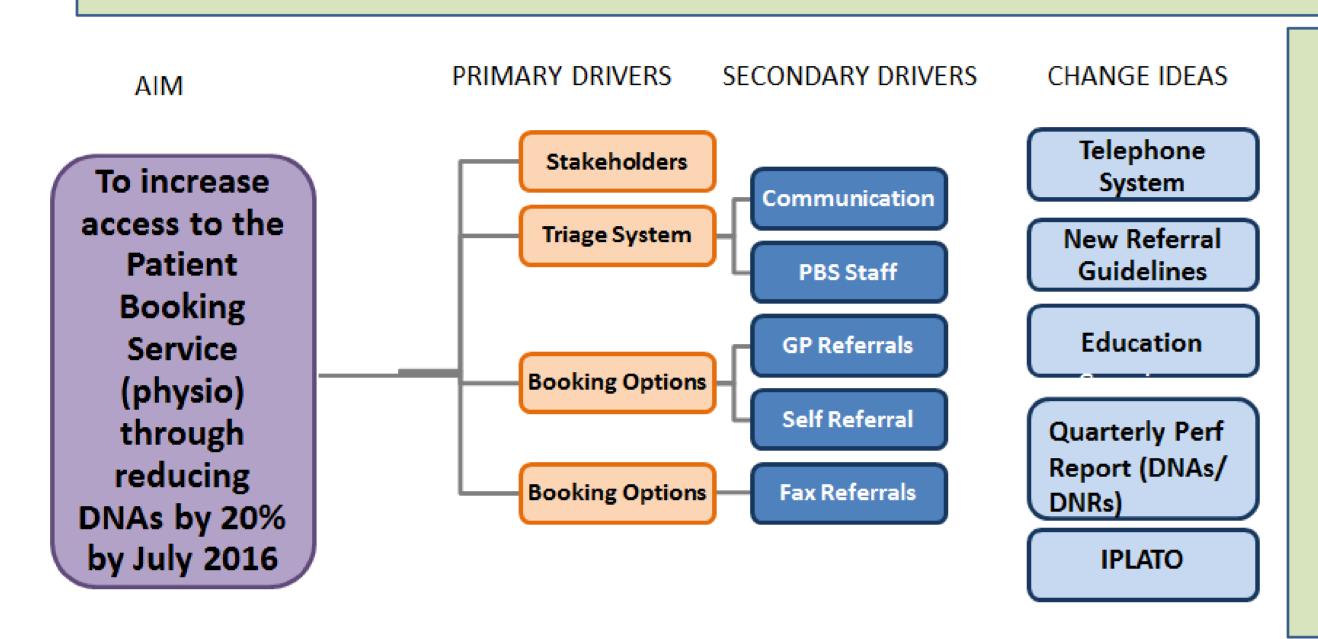


Improving Access to the Physio Service in Community Health Newham

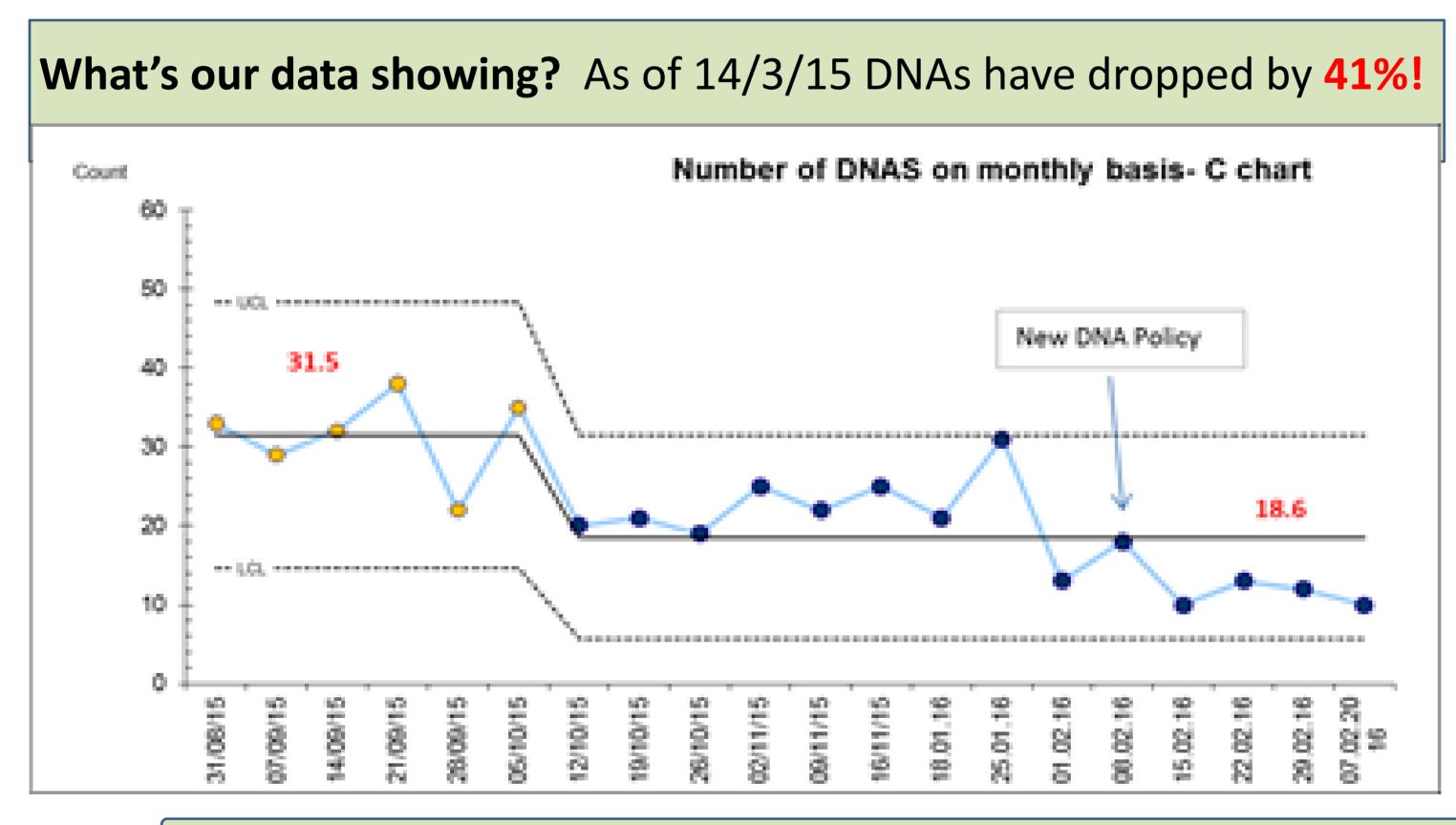
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Aim: To increase access to the Patient Booking Service (physio) through reducing DNAs by 20% by July 2016



What did we do?

- Installed automated telephone system with call waiting
- Standardised referral forms making them easier to complete
- Promoted self-referral to decrease time delay between referral and assessment
- Educated GPs about criteria of referral to physio service



Other outcomes

- Reduction in number of complaints made.
 Reduction in number of Incomplete Referral
 Forms received.
- Reduction in number of GP appointments wasted due to patients having to rebook.

What does this mean for service users and stakeholders?

- Everyone involved has embraced new technology (NHS.NET) even patients who have started to refer this way!
- Encouraging patient self referral has taken pressure off primary care
- Referral forms have been simplified ensuring a greater proportion are now completed and not sent back

