



Luton CMHT Health Clinic

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NHS
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Luton Health Clinic Improves Flow for Staff and Service Users

Aim

All Service Users receive their injections in a timely manner within +/- 5 days of due date

Why is this important to service users and carers?

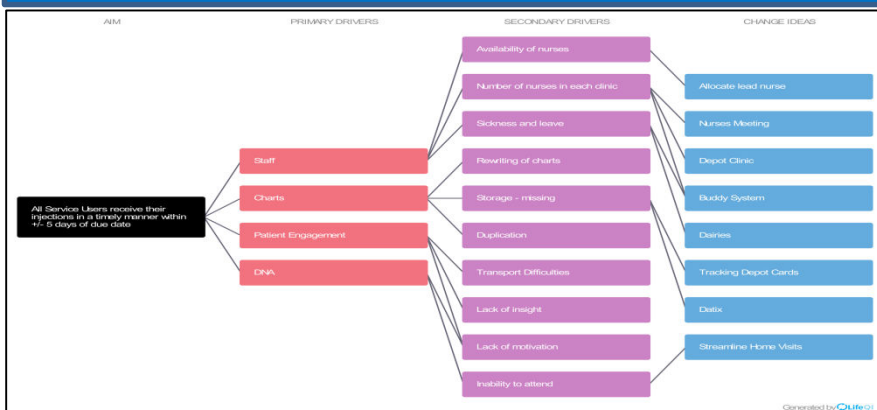
The streamlining of the Health Clinic will improve the mental health of our patients. It will ensure that our service users receive care that will support their treatment and management of health. The intervention that we are applying will be accessible and inclusive as a routine package of care. Service Users were not part of the project group but their feedback all along helped to steer the project

Tests of Change

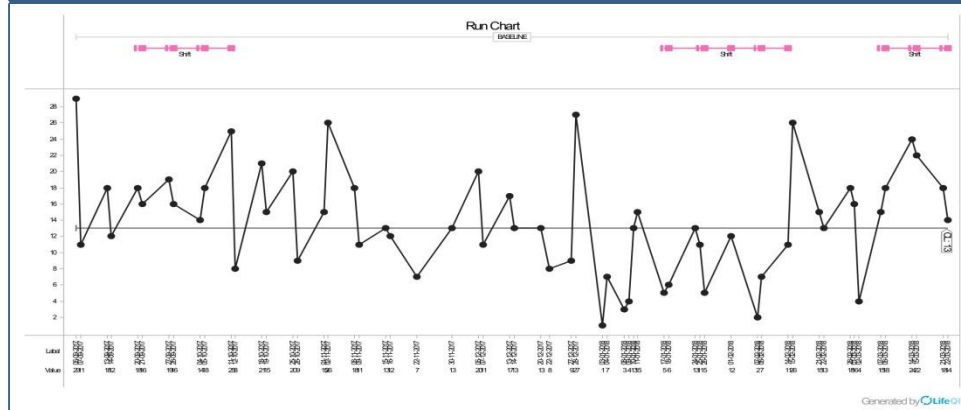
- Buddy System
- Nurses Meeting
- Allocating Lead Nurses
- Streamlining Home Visits
- Depot Clinic



Driver diagram



Data



Learning and what next?

When starting a project, you should start small and we probably should have tested with one team first. The Luton CMHT Health Clinic at Charter House saw great improvements and we will use QI to tackle the Health Clinic at Calnwood Court – Clozapine Clinic – next!



Tell us your story in a nutshell



We believe that our goals for this improvement has helped to provide care that does not cause injuries to service users and that is care intended to help them. We have also proven that we can pay close attention to our Service Users by helping to minimise errors. It has also helped with efficiency and certainly avoids wastes that include effort, ideas, supplies as well as other resources. This has increase positive routine for staff, confidence and boost moral for evidence based practice. This method of providing care has proven to be timely, reducing waits and sometimes harmful delays for both those who receive and give care. The teams are now looking at other ways of improving other services in their various team.



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