



Reduce the waiting times in the Luton Memory Assessment Service



East London
NHS Foundation Trust

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Aim

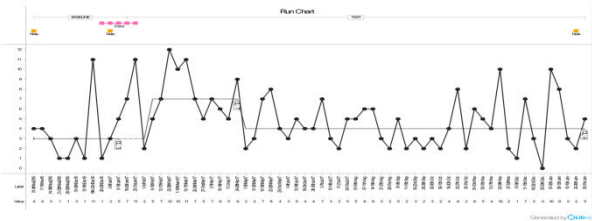
- Reduce waiting times from receipt of a referral until diagnosis and start of treatment.
- Reduce waiting times from receipt of a referral until diagnosis and start of treatment to below 8 weeks by March 2018



Tests of Change

- MDT Clinicians to complete initial assessments.
- Activities of Daily Living questionnaire trial.
- Declining Referral's without appropriate attached information.

Change Idea: Declining Referrals



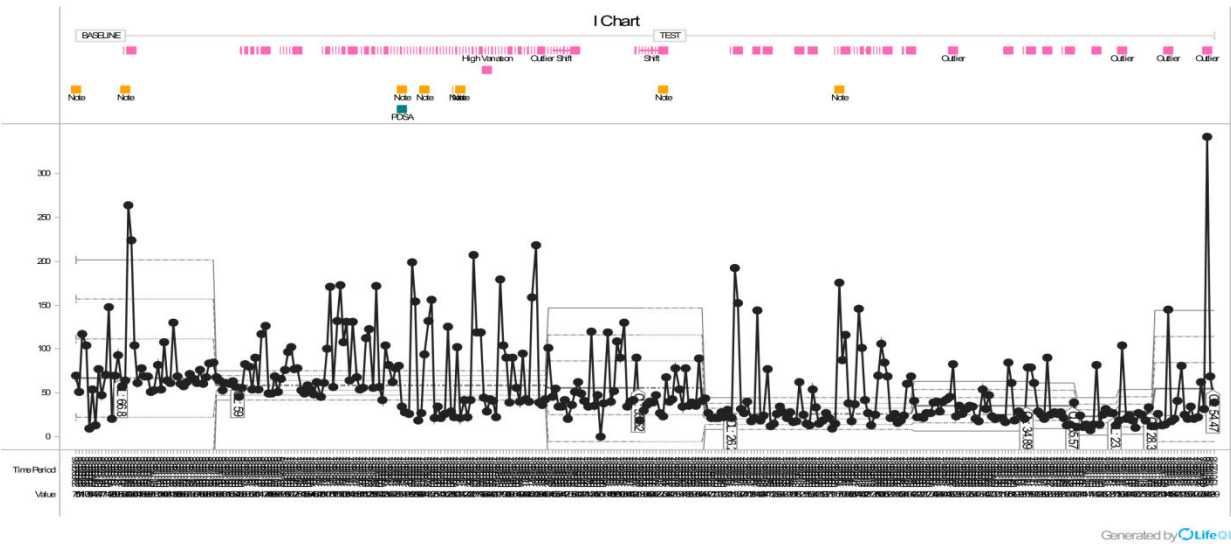
Why is this important to service users and carers?

- Reduced waiting times ensure service users receive a timely diagnosis, and the early support they require
- Service user collaboration was achieved through focus groups and questionnaires

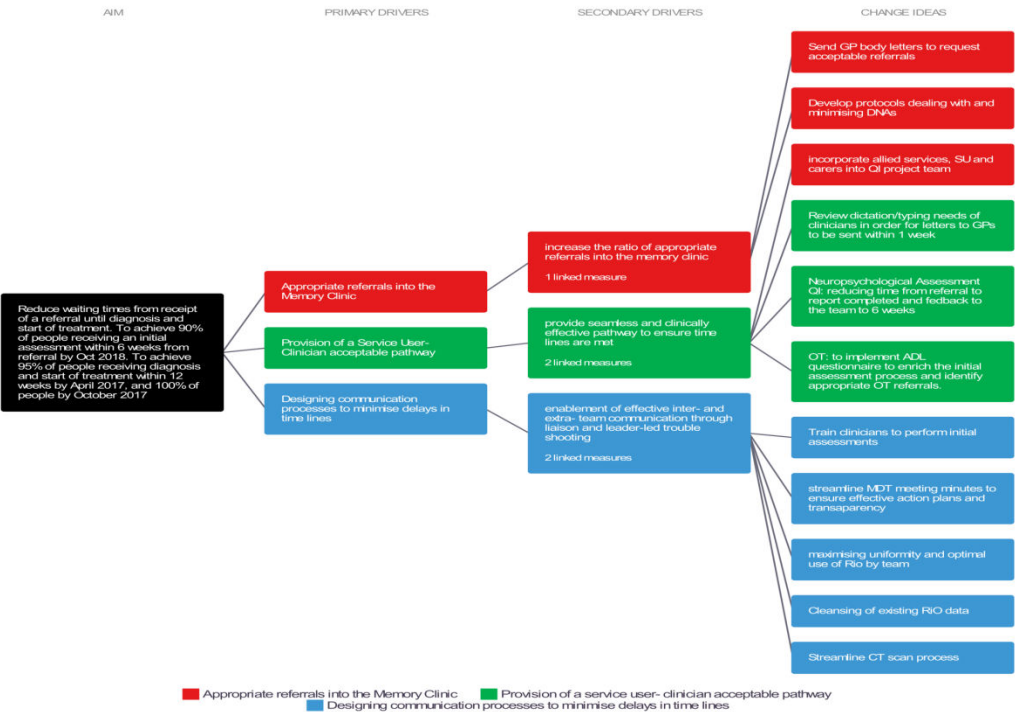
QI Life
Code

101259

Data

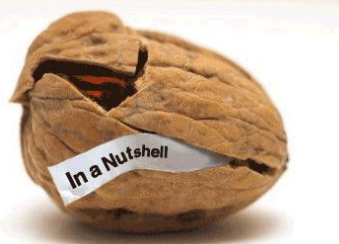


Driver diagram



Learning

- Too many change ideas
- Some team member work was not recorded
- No robust baseline data
- Better record keeping ensures accurate measurement of success.
- Our QI learning curve is ongoing .



Tell us your story in a nutshell

The project was started in 2016 and aimed to reduce the total time from GP referral for Memory Assessment, to Diagnosis and Feedback to below 8 weeks and to maintain this. This aim was in line with MSNAP guidelines that time between referral and feedback should be below 84 days.

The project started at 66 days (9 weeks) but it was recognised there were a number of bottlenecks in the system and room for improvement.

The team implemented a number of change ideas including declining inappropriate GP referrals, not waiting for CT scans, the introduction of a questionnaire to screen for OT referrals, other clinician's carrying out initial assessment, and streamlined MDT meetings to ensure this change was efficient and sustainable.

As of January 2018, the average length of days from referral to diagnosis was 54 days.

We have now implemented these policies and ways of working into our everyday practice and maintain a rolling log of Memory Service Activity to ensure this number remains stable.

Project completed with a project score of 4.5