Improving the Conversion Rate in Luton Wellbeing Service

NHS East London NHS Foundation Trust

Ensuring that all service users are able to access treatment is critical in the success of the service and beneficial for service users.

Aim

- To increase the number of referrals that have an assessment before discharge from LWS to 80% by the end of November 2016.

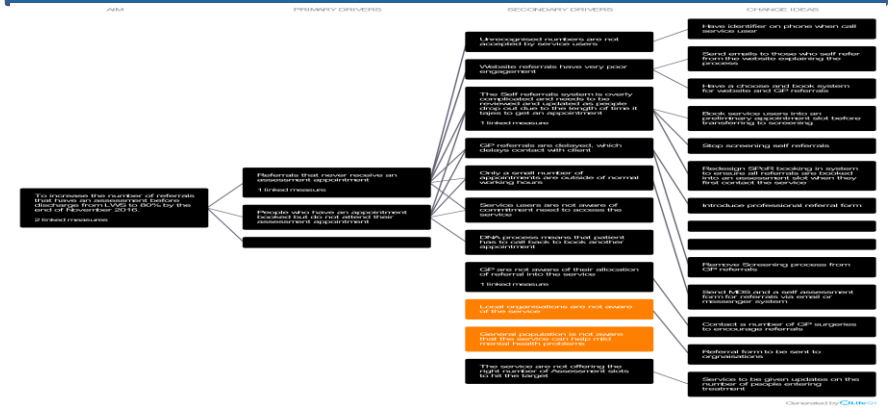
Why is this important to service users and carers?

Ensuring that all service users are able to access treatment is critical in the success of the service and beneficial for service users..

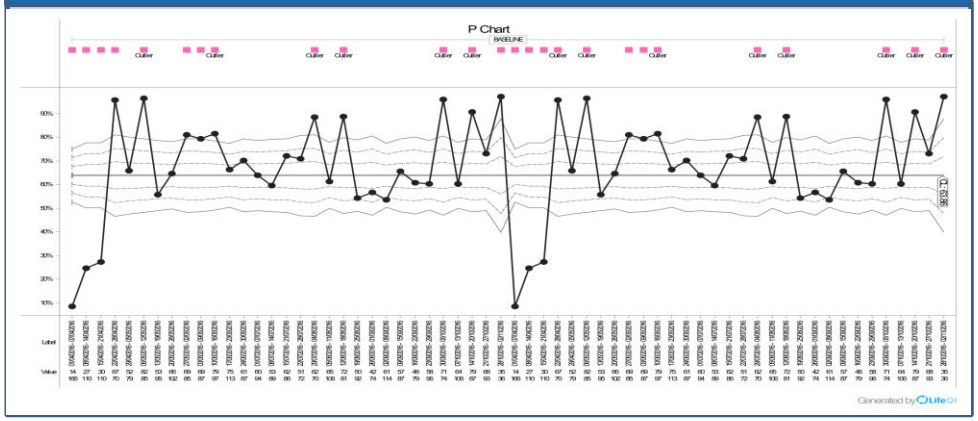
Tests of Change

- Redesign Booking In Service
  - Removal of screening
- Encouraging GP's to refer
- Increase assessment slots

Driver diagram



Data



Learning and what next?

Project successfully closed and changes were implemented