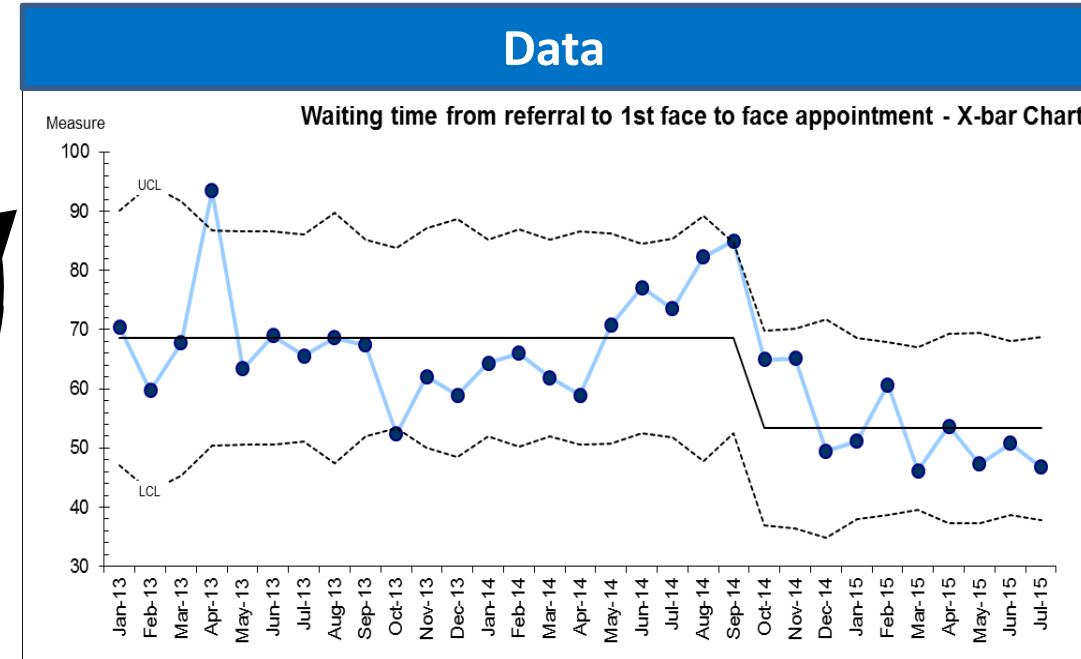
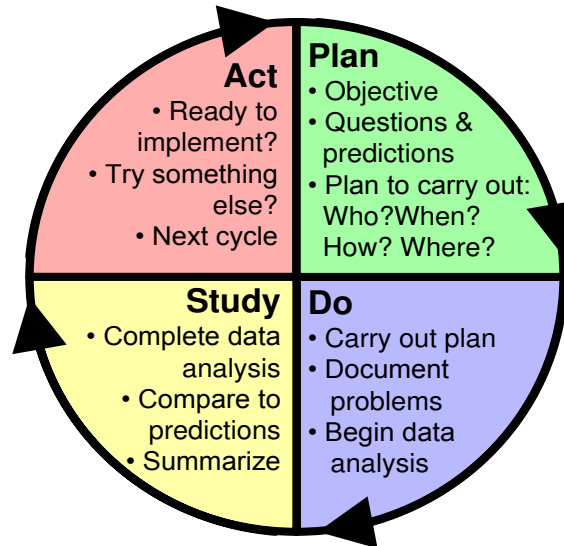


Tests of Change

- Review and develop administrative systems for referrals
- Standardise liaison activity with referrers
- Review and rationalise info sent to families
- Screening checklists for GPs/referrers
- Develop knowledge about alternative services in community / 'secret shopper' users
- Develop telephone screening protocol for families
- Develop library of easily accessible self-help materials

Aim: To reduce our current waiting times for assessment at CFCS from 11 weeks to 9 weeks by April 2015



Driver diagram

To reduce waiting times for CFCS from 11 weeks to 9 weeks by April 2015 and improve the patient experience of referral to CFCS as demonstrated by increased attendance at first appointment

