



Improving Recovery Care for Outpatients



Lida Panagiotopoulou, Guy Thomson, Theresa Singh, Gopal Waddon, Jacintha Ariya, Iris Gibson, Dominic Dougall, Mike O'Brien, Dave Baillie, Erasmo Tacconelli, Emma Binley

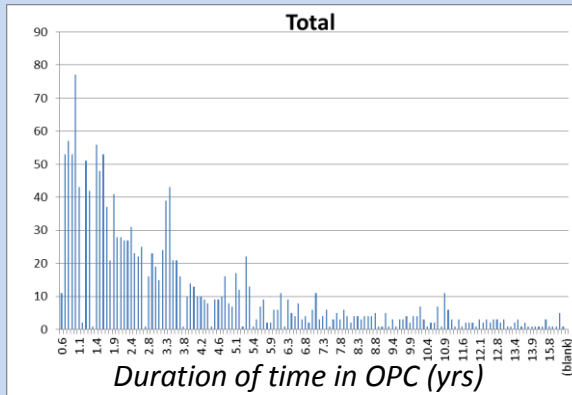
East London
NHS Foundation Trust

Aim

Improve the efficiency of Recovery care for Outpatients (non-CPA), to enable 50% of patients to be stepped down to Primary Care by April 2017

Why is this important to service users and carers?

It will improve accessibility to the service. We have a service user representative in our QI team



Tests of Change

- Audit caseload to identify patients who do not meet eligibility criteria and are suitable for step down.
- Specialised MDT clinics for selected patients' group.
- Step down transition group
- MDT review of all current outpatients
- Re-branding of service.

Measures

Outcome measures

- Caseload Size
- Number of patients stepped down to EPCL/ Primary Care

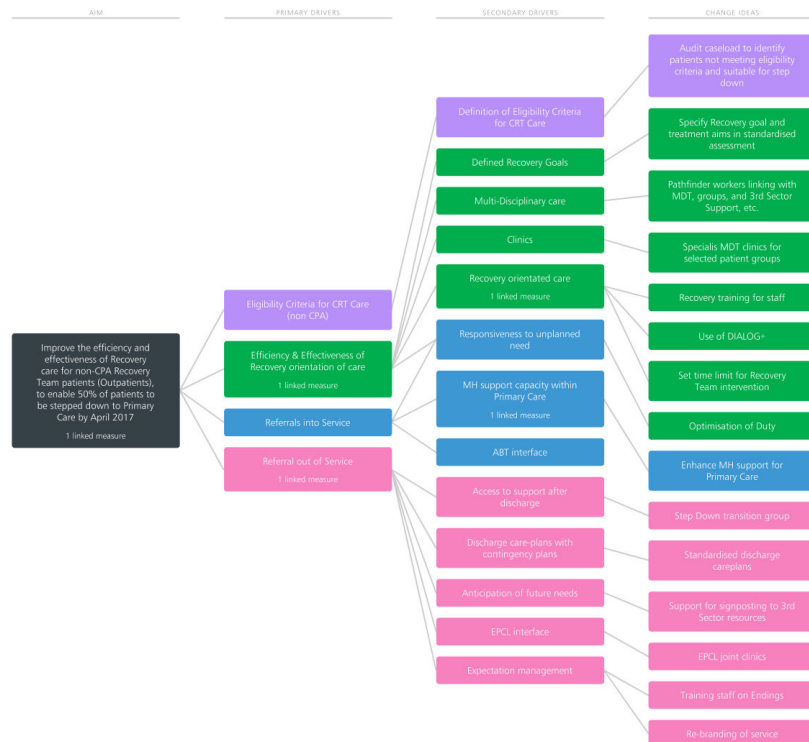
Process measures

- Duration of time in service

Balancing measures

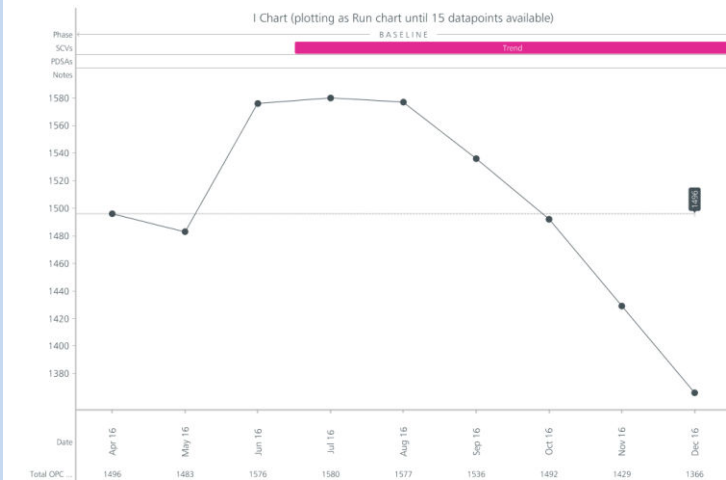
- Re-referrals
- Service user satisfaction

Driver diagram



Data

OPC Caseload size - TOTAL (All OPCs)



No. cases stepped down to GP/ EPCL - TOTAL (All OPCs)

