

To improve clustering rates to 95% and above in Barking CRT

Rationale

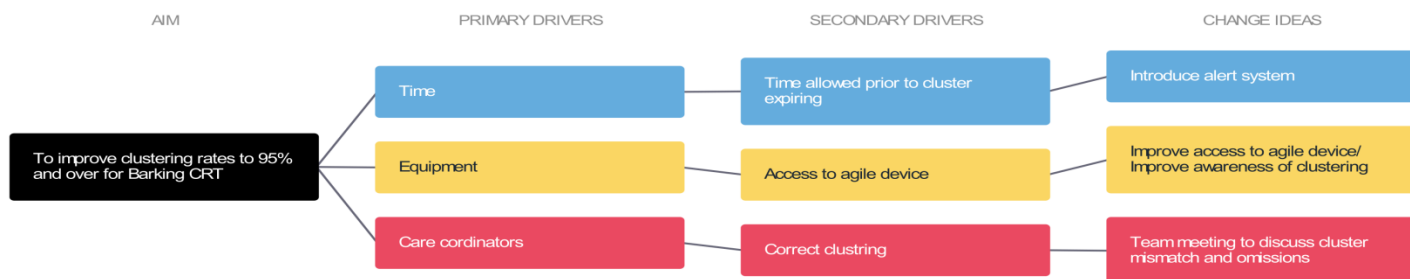
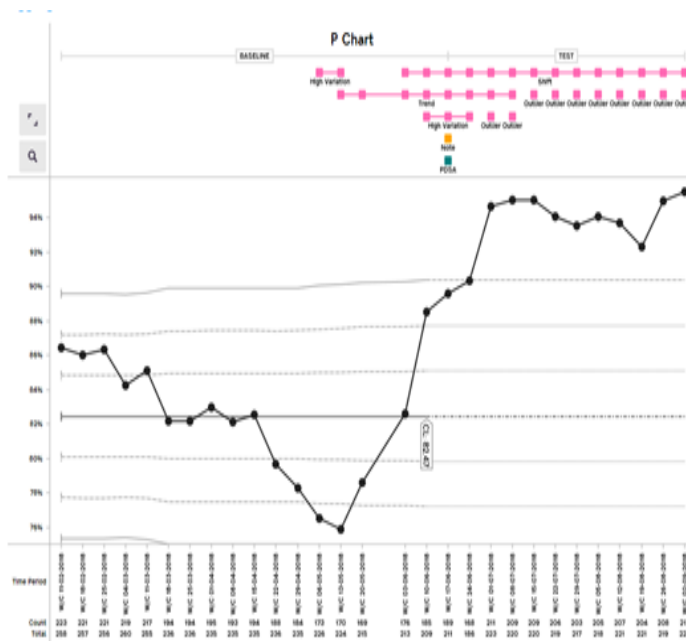
Clustering is the life blood of the organisation, its financial remuneration by the CCG's (GP's). Clustering target by CCGs has been set at 95% but rates do not

Patient Engagement

Patient rep was invited at the process mapping meeting but and attended

Aim

Improve clustering rates to 95% and above in Barking CRT by 31st December 2018



Generated by LifeQI

Measures

Outcome measure:

Clustering rates, aim achieved

Process measures:

Planned alert system to be rolled out, training for staff

Balance measure: Significant saving

Financial Impact

Loss of £100,436/week before the meeting

Loss of £12,081/week after the meeting

Learning

Improvement need not cost much but has financial rewards

Change idea testing

A meeting with the QI Team and staff has engaged staff and management with the concept of clustering and associated income

Next steps

Continue collection of data

Use PDSA's to test change ideas that came out of the meeting