

Decrease waiting time for medical assessment by 30% of all patients under BDAABIT by September 2018.

Rationale

Long waiting time for patients to be seen by doctors of BDAABIT, approximately 2-3 months

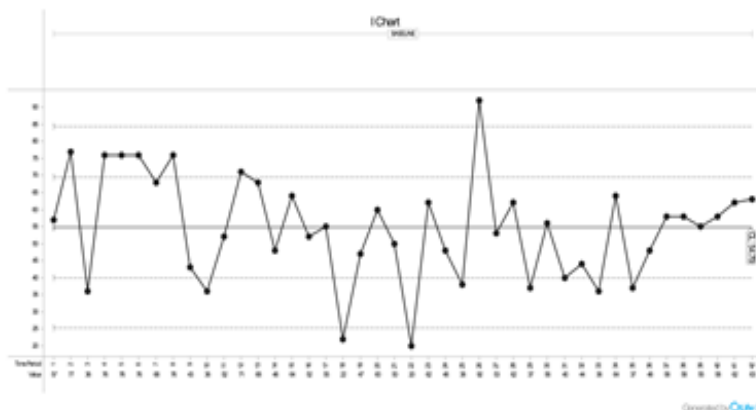
Patient Engagement

All patients of BDAABIT who have been with the service for more than a year, with an established diagnosis, unchanged mental state, low risk, same cluster.

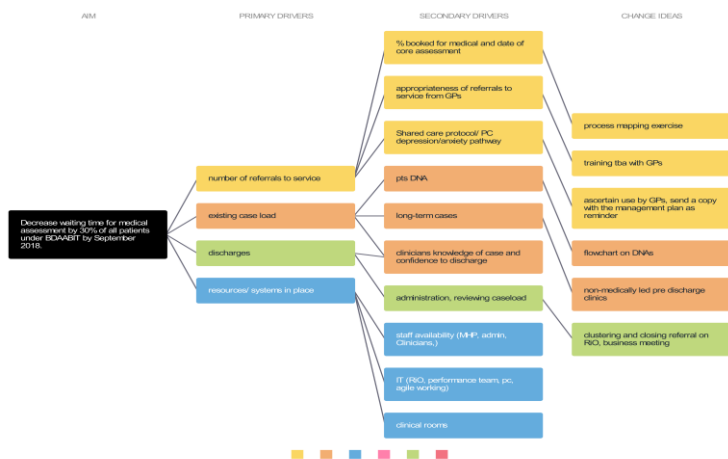
Aim

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SPC Chart



Driver Diagram



Measures

Outcome measure: waiting time for medical appointment

Process measures: DNA rates, number of referrals from GPs, chronicity of cases, clinicians confidence, administration/ reviewing caseload

Financial Impact:

Nil at present

Learning:

- Processes of service operation
- Team work
- QI methodology

Change idea testing

Set up of nurse led enhanced primary care clinic (EPC). This clinic will be run within BDAABIT premises by one staff nurse once a month that will see patients who do not need follow up by doctor and they are in the process of transferring care back to GP.

Next steps

- Once clinic set up to inform patients and their GPs about their transfer to EPC
- Obtain feedback from patients
- Longer term to consider applying for funding for staff to run an EPC clinic

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