



Saving time on information access for Psychological Wellbeing Practitioners.

Rationale:

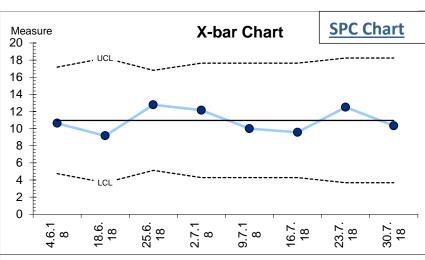
Psychological Wellbeing Practitioners are spending time finding up to date resources (worksheets, therapy forms, templates, information) on different mediums (web, outlook, shared drive, usb sticks, etc). Time used in administrative processes can be reallocated to patient care.

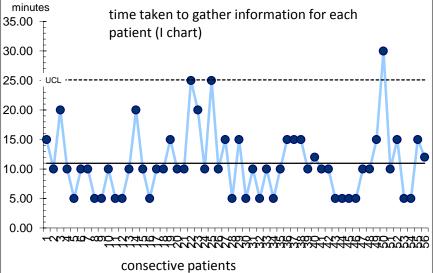
Patient Engagement: Patients were invited to respond a questionnaire with regards to their satisfaction with the service in relation to time waited to receive relevant information.

Aim: Psychological Wellbeing Practitioners delivering Step 2 interventions in B&D IAPT (improving access to psychological therapies) service should reduce time spent finding information for patients (by 60% of current time) to 5 minutes per patient by September 2018.

Measures: Questionnaire filled by patients and clinicians to gather data.

Outcome measure: 11.4 minutes (average time spend at end of each session providing information) & 100% unsatisfied staff & patients Balance measure: recycled time will be used





<u>Change idea testing:</u> Access to centralised webpage with all relevant information (on shared drive 1st PDSA)

Financial Impact:

Cost (£) savings / week = 53£K (330 sessions)

Psychological Wellbeing
Psycho

Learning: Acquired QI methodology, projects to come...

Next steps: Execute 1st PDSA cycle with the team and patients.

CHANGE IDEAS

Orientation / Induction

Organisational skills

Access to resources

List of where resources are

Awareness of resources &
templates

External Websites

Local Centralised Web page with
links to resources on shared drive

Shared drive

Save all resources to shared drive

Inbox & Email

Hard printed copies

List of contact details of other
services in NELFT

Communicating aggregated results

MIDAS PEQ answers

Vlad Iorga, Lead PWP, B&D Talking therapies, vlad.iorga@nhs.net mentored by Dr. Khurshid Tabassum, Consultant Psych.

