

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.

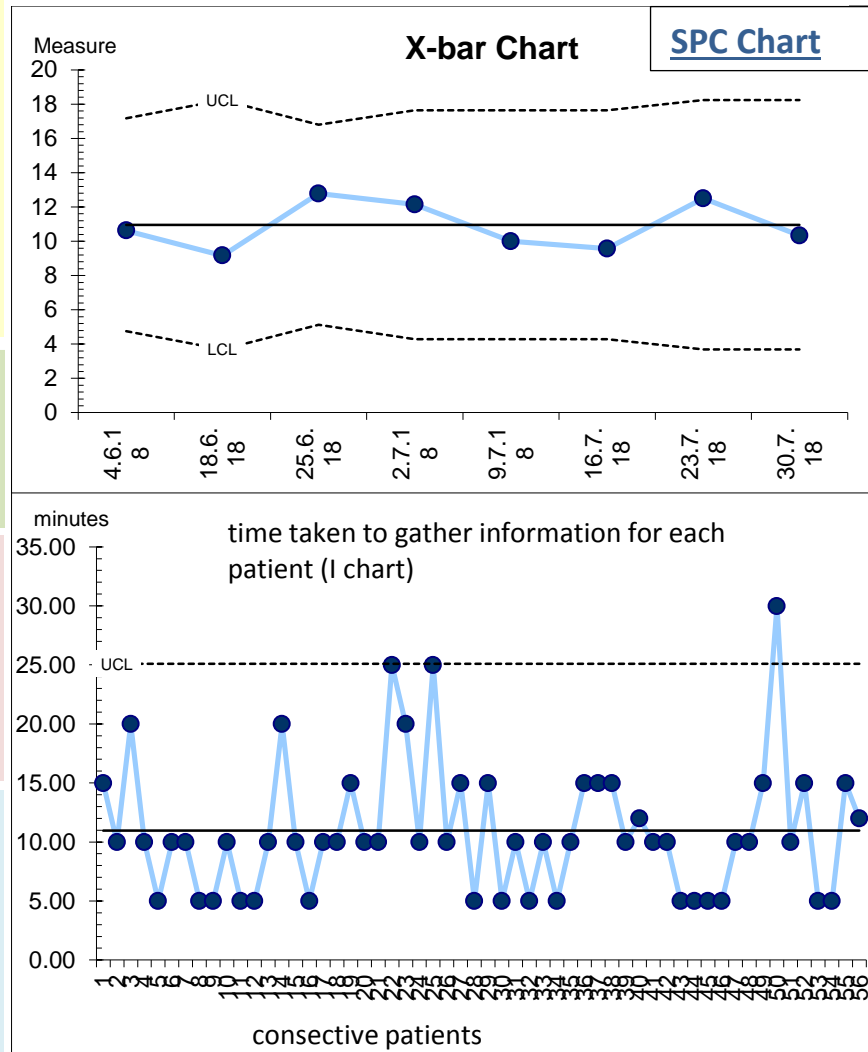
Outcome measure: 11.4 minutes (average time spend at end of each session providing information) & 100% unsatisfied staff & patients

Balance measure: recycled time will be used

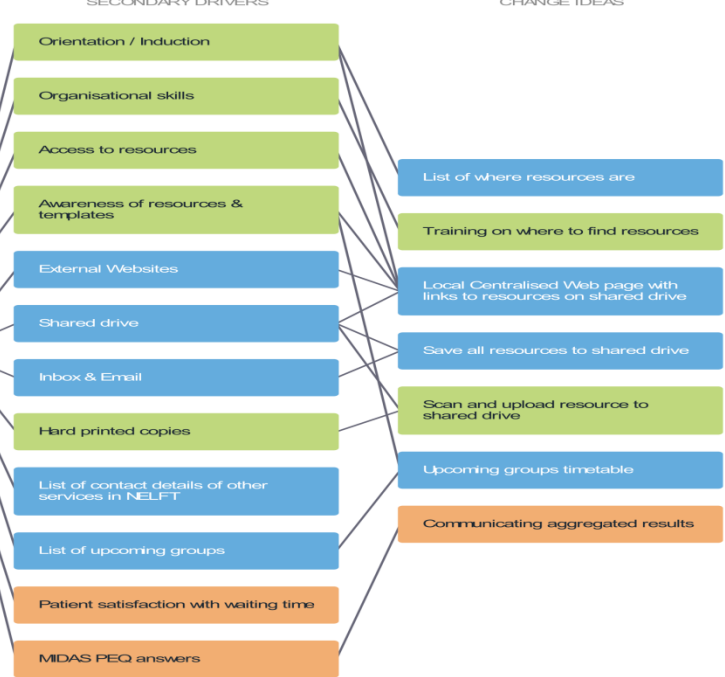
Change idea testing: Access to centralised webpage with all relevant information (on shared drive 1st PDSA)

Financial Impact:

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



Psychological Wellbeing Practitioners delivering Step 2 interventions in B&D IAPT service should reduce time spent finding information for patients to under 5 minutes per patient by September 2018.



Learning: Acquired QI methodology, projects to come..

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

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