

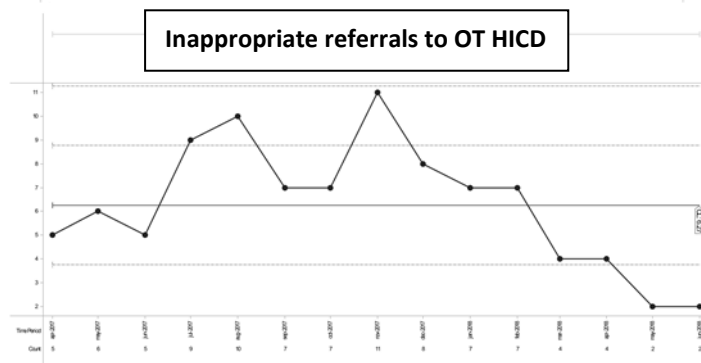
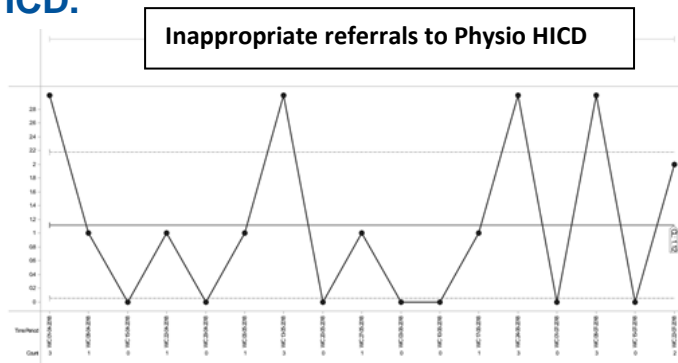
To reduce inappropriate referrals to paediatric occupational and physio therapy in Havering ICD.

Rationale - By reducing the number of inappropriate referrals it will decrease the number of triage and initial appointments required thereby releasing capacity to deliver intervention. Ensure children are signposted to appropriate services in a timely way. Providing professionals and parents with access to the service criteria and information may reduce parental anxiety and stop the inappropriate referral being generated.

Patient Engagement

Through patient surveys & attending meetings

Aim To reduce the number of inappropriate referrals to paediatric occupational and physiotherapy by 30% by December 2018

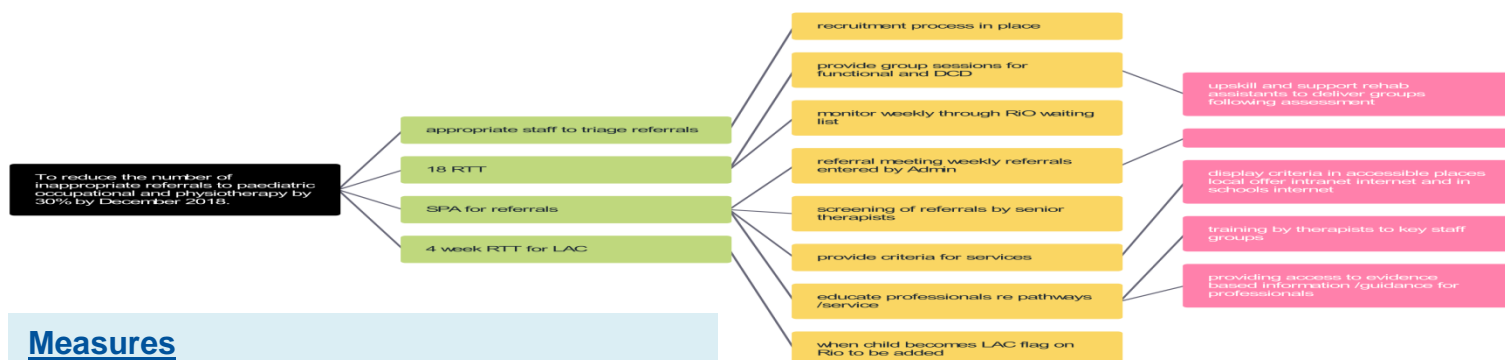


AIM

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS



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Measures

Outcome measure: No. of inappropriate referrals to OT & Physio HICD

Process measures: amount of training delivered to stakeholders and its usefulness. No of time website used for additional guidance

Balance measure: Reduction in stress for staff. Financial gain from save in bank/agency.

Change idea testing

Deliver training to identified referrers to reduce inappropriate referrals and ensure CYP access correct support

Development of website to provide information re: access to services and information for professionals and service users

Financial Impact - Increased capacity within team to meet demand

Learning

To go back to beginning of process to understand what is exactly happening.

Looking at the data in a more analytical way allows you to target limited resources effectively.

Next steps

Carry out PDSA cycles testing change ideas

Education sessions for NELFT and stakeholders

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