

TRUST BOARD: BRIEFING NOTE

Meeting Details:	Trust Board Meeting: Thursday 6 th June 2024
Director:	Mrs Donna Keenan, Executive Director of Nursing, Midwifery & AHP Services
Issue Title:	Improvement Story: Community Occupational Therapy TASC 2 QI Project
Indicate connection with Trust's Mission and Vision <i>(please tick)</i>	<input checked="" type="checkbox"/> People who need us feel cared for <input type="checkbox"/> People who work with us feel proud <input type="checkbox"/> People who live in our communities trust us
Indicate link to Trust's strategic priorities <i>(please tick)</i>	<input type="checkbox"/> Quality and Safety <input type="checkbox"/> Workforce Stabilisation <input checked="" type="checkbox"/> Performance and Access to Services <input checked="" type="checkbox"/> Delivering Value <input type="checkbox"/> Culture
Summary of issue to be discussed:	<p>The aim of the project was to reduce waiting times for non-complex referrals to Band 5 Community Occupational Therapists in the Omagh Locality by 10% by May 2024.</p> <p>The Community Occupational Therapy waiting list is screened according to urgency and complexity, and referrals are dealt with in chronological order. Assessments are usually completed in the service user's home, resulting in travel time and costs being incurred.</p> <ul style="list-style-type: none"> • 61% of referrals on the routine waiting list were screened to Band 5 in October 2023, when the QI project commenced. <p>There is limited Band 5 capacity to address these referrals (1.2wte in Omagh locality).</p> <p>As a result, there is a lengthy waiting list for low complexity level Band 5 assessment - 75 weeks in October 2023.</p> <p>A low complexity level assessment clinic was set up as part of the QI project. This alternative method of service delivery gave service users, who were deemed appropriate to attend, a clinic setting the opportunity to be fast-tracked.</p>

	<p>Service users travelled to a clinic for assessment to make more efficient use of resources and reduce waiting times for assessment.</p> <p>Results/Outcomes</p> <p>23% of low complexity level Band 5 referrals were screened to be suitable for assessment at the clinic.</p> <p>The remainder required domiciliary visits or had other outcomes.</p> <p>15% of referrals screened no longer required Occupational Therapy services and were discharged.</p> <p>70% of service users offered an appointment attended the clinic.</p> <p>The waiting list has been reduced from 75 weeks in October 2023 to 40 weeks in May 2024; therefore, the project's aim was exceeded.</p>
<p>Trust Board Response</p>	<p><input type="checkbox"/> For Approval</p> <p><input checked="" type="checkbox"/> To Note</p> <p><input type="checkbox"/> Decision</p>



Seanain Murray (Band 5 OT), Bernie Dillon (Band 5 OT), Maria Tumasjana (OT TI), Anne Keegan (Band 7 OT), Ann Teague (Head of OT)

Aim: To reduce the waiting time for low complexity level, band 5 assessments by 10% in 6 months.

Introduction and back ground:

The Community Occupational Therapy waiting list is screened according to urgency and complexity, and referrals are dealt with in chronological order. Assessments are usually completed in the service user's home, resulting in travel time and costs being incurred. 61% of referrals on the routine waiting list were screened to band 5 in October 2023, when the QI project commenced.

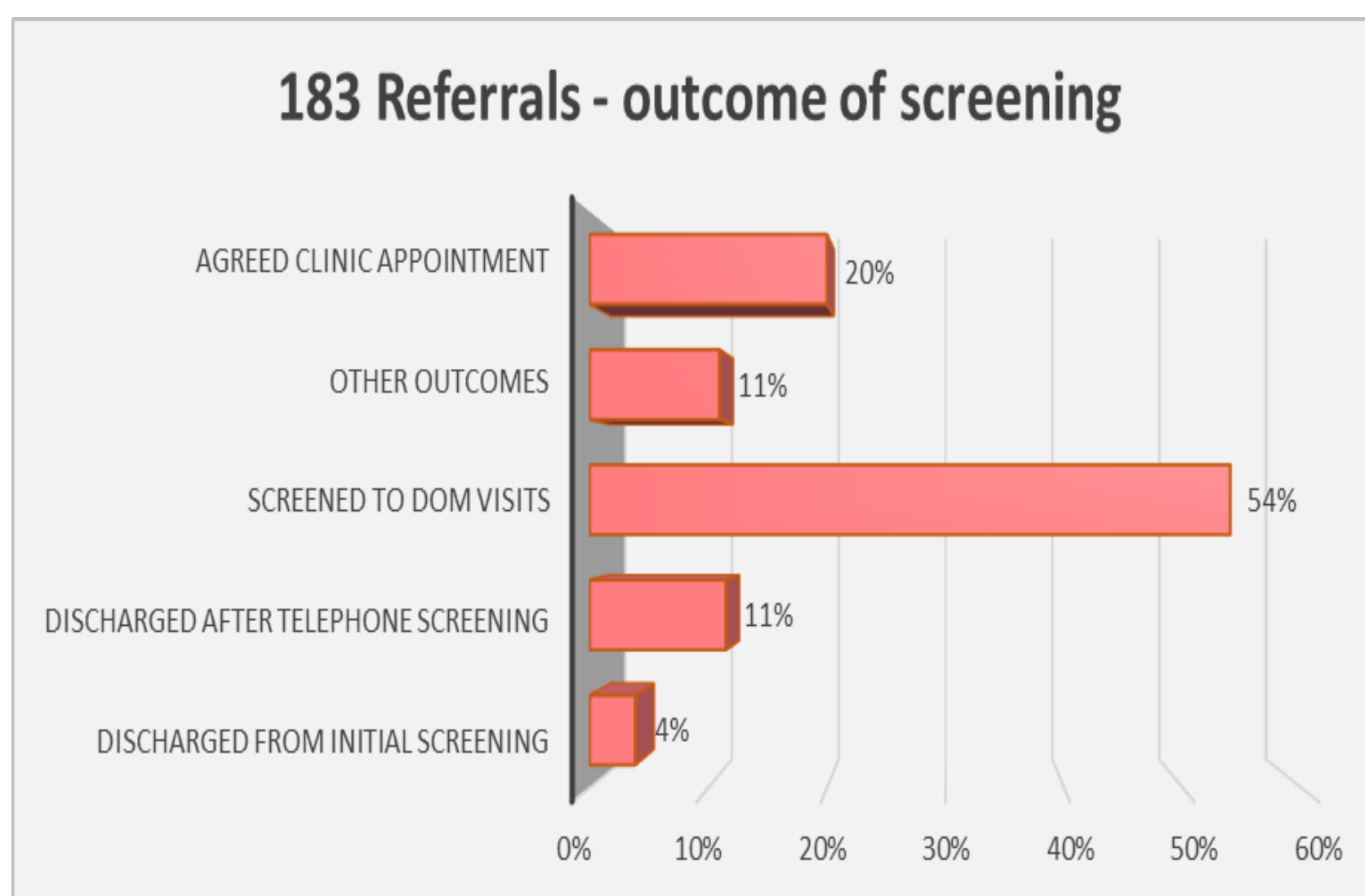
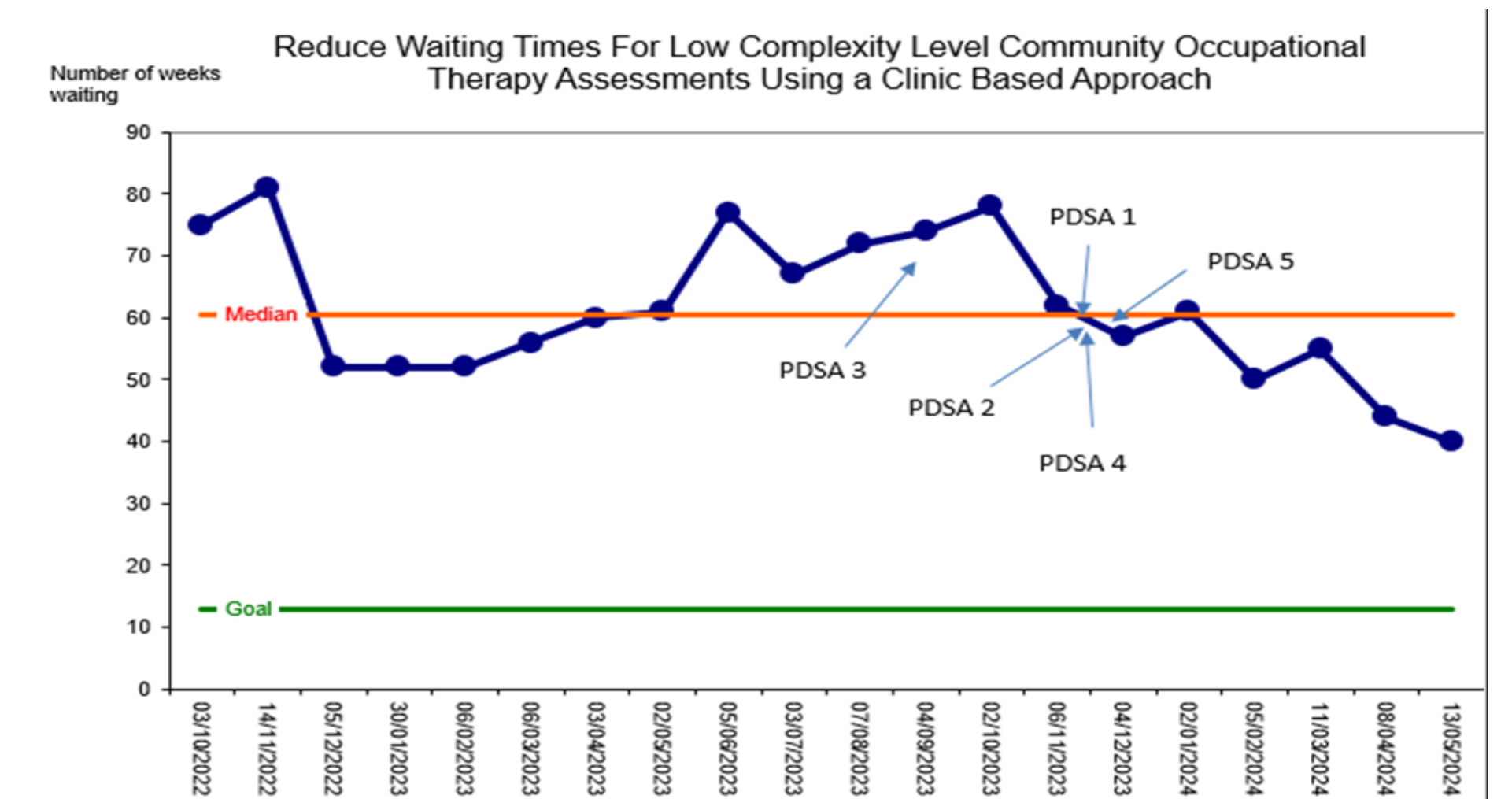
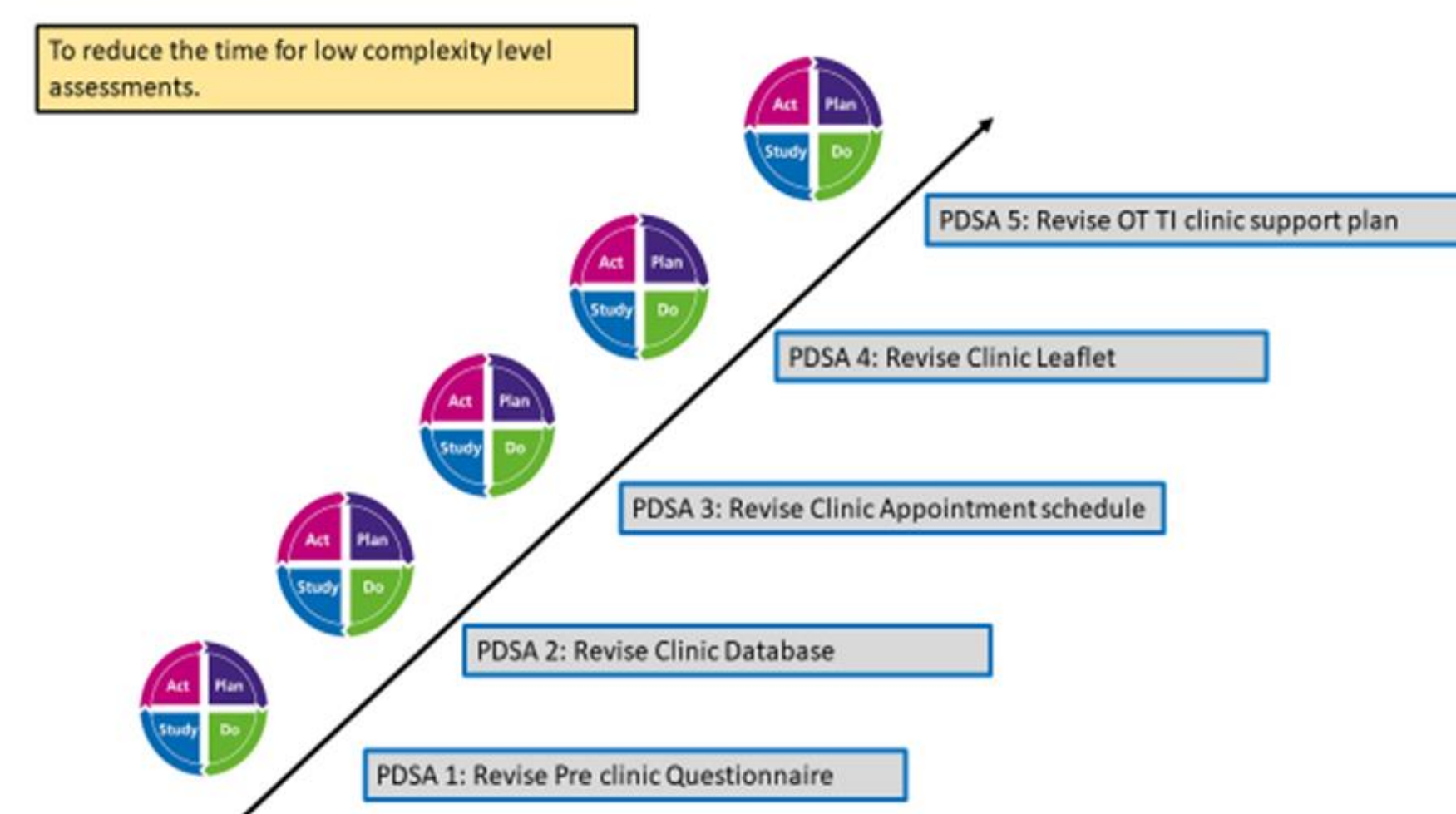
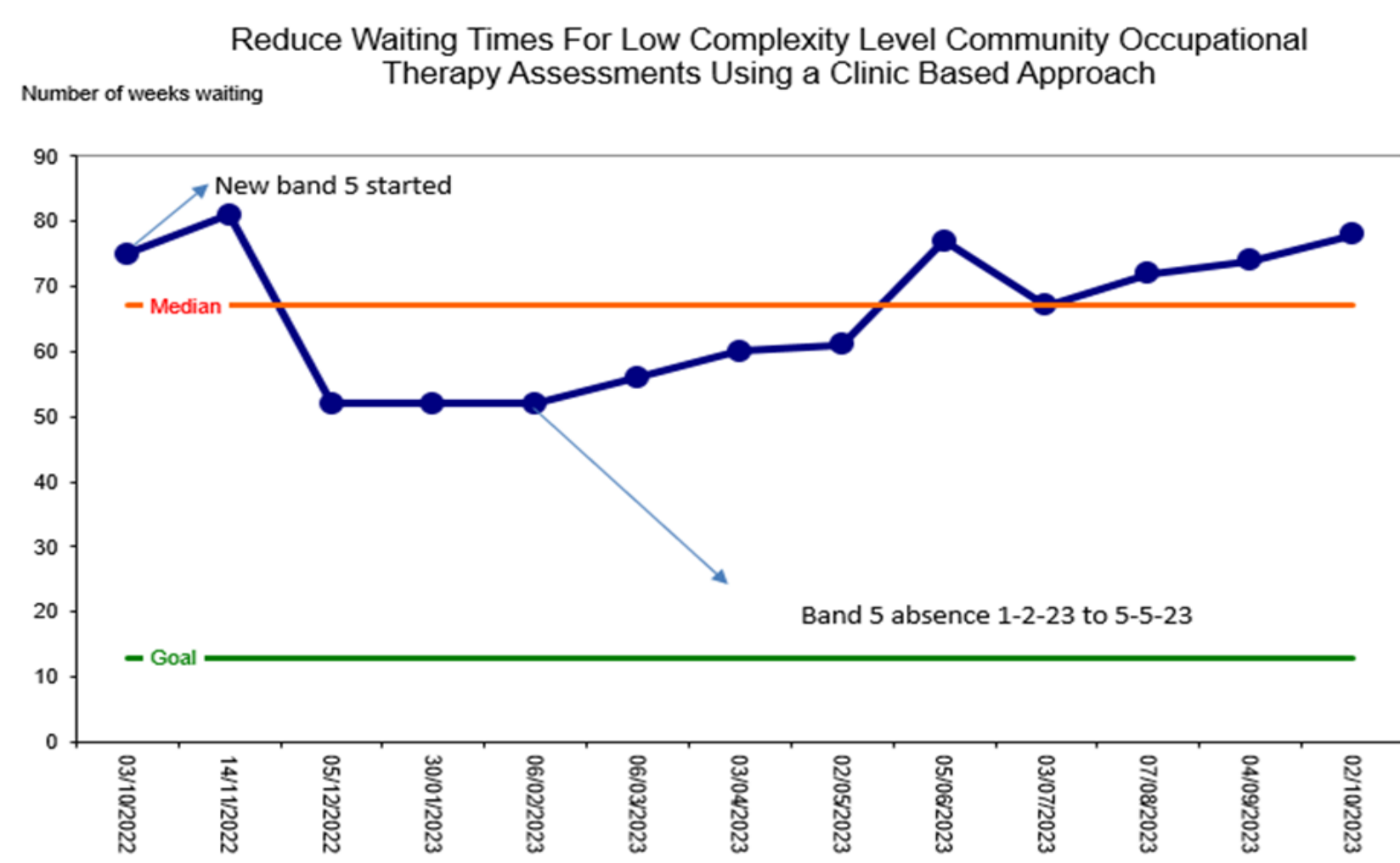
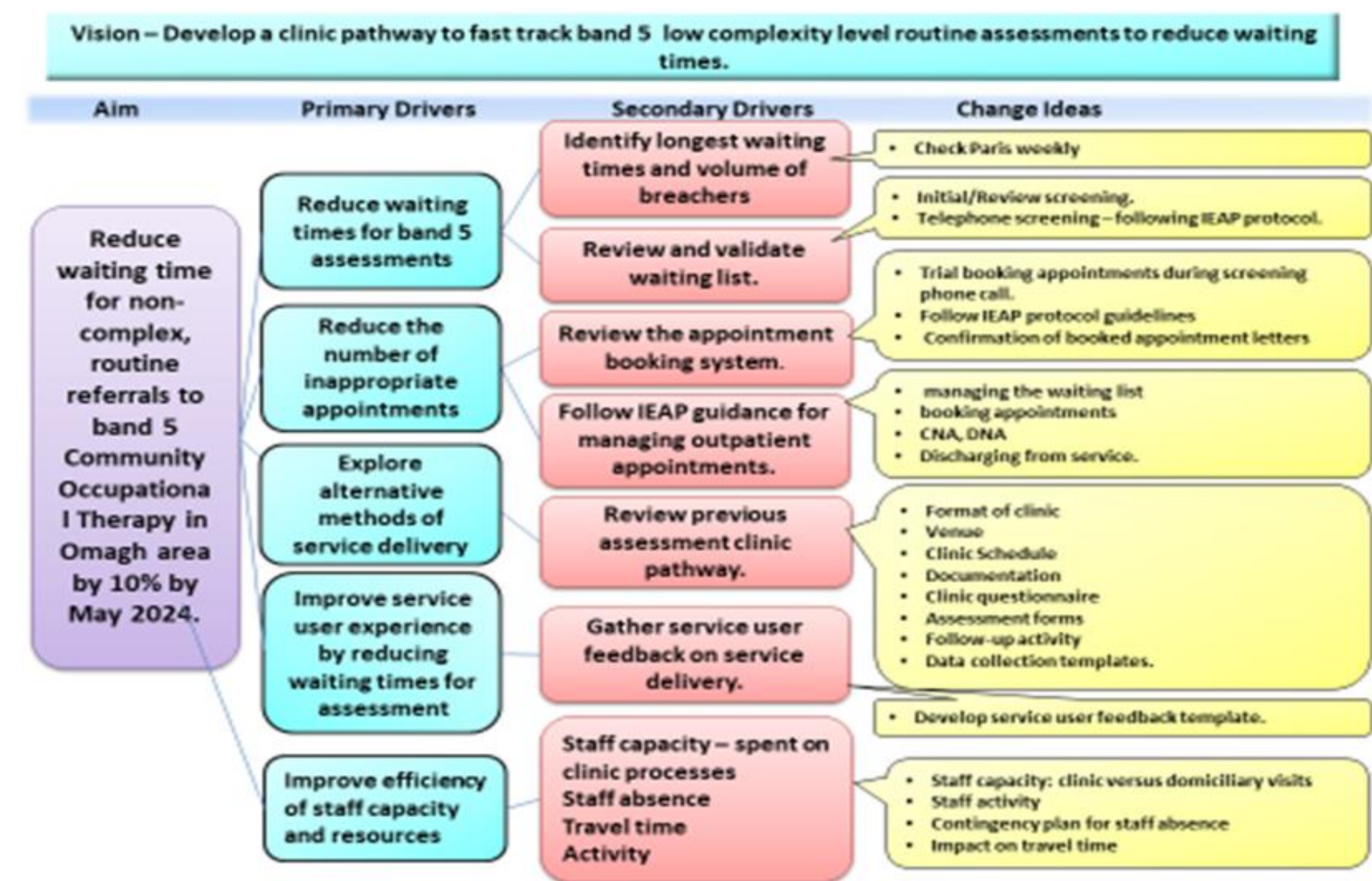
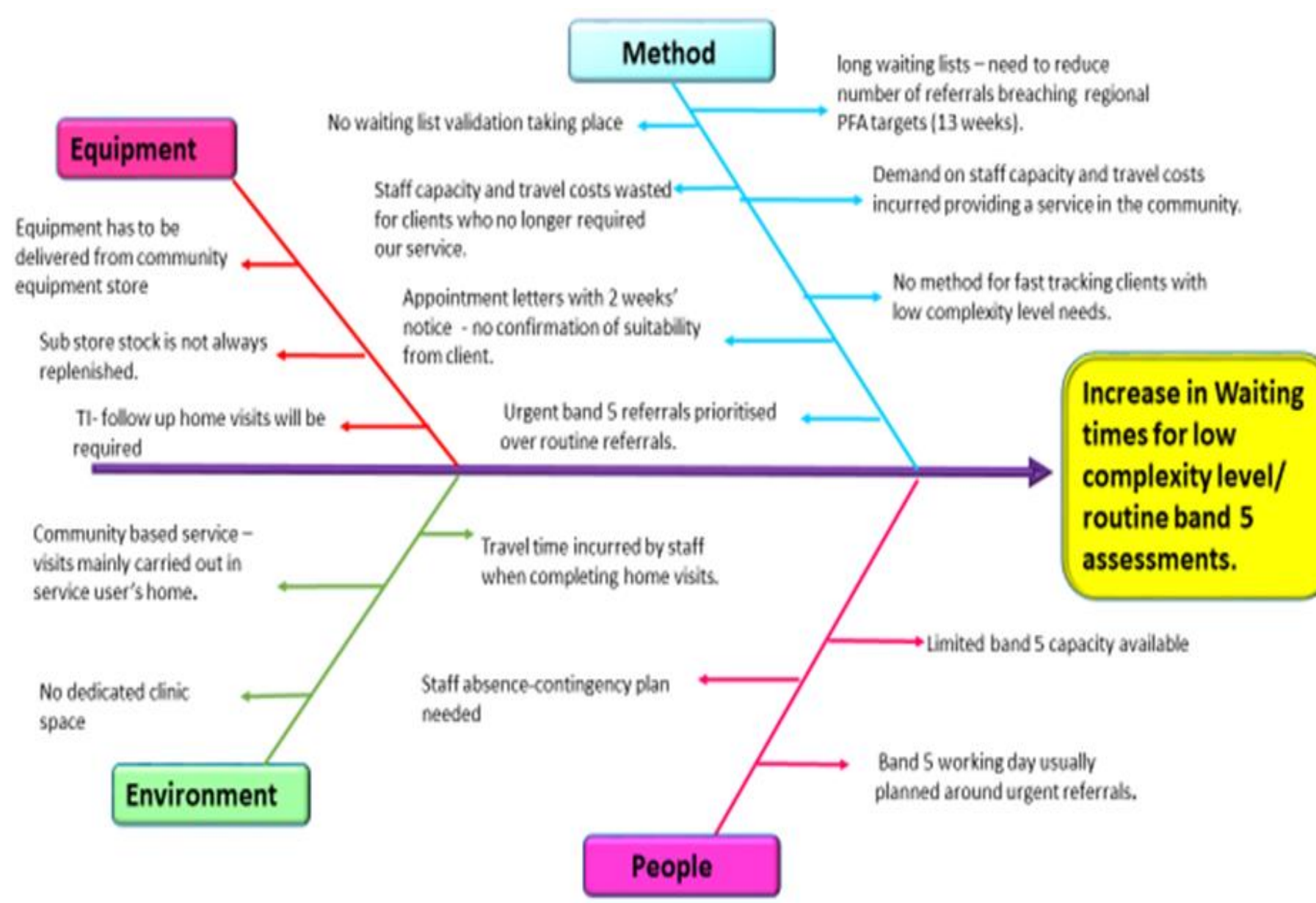
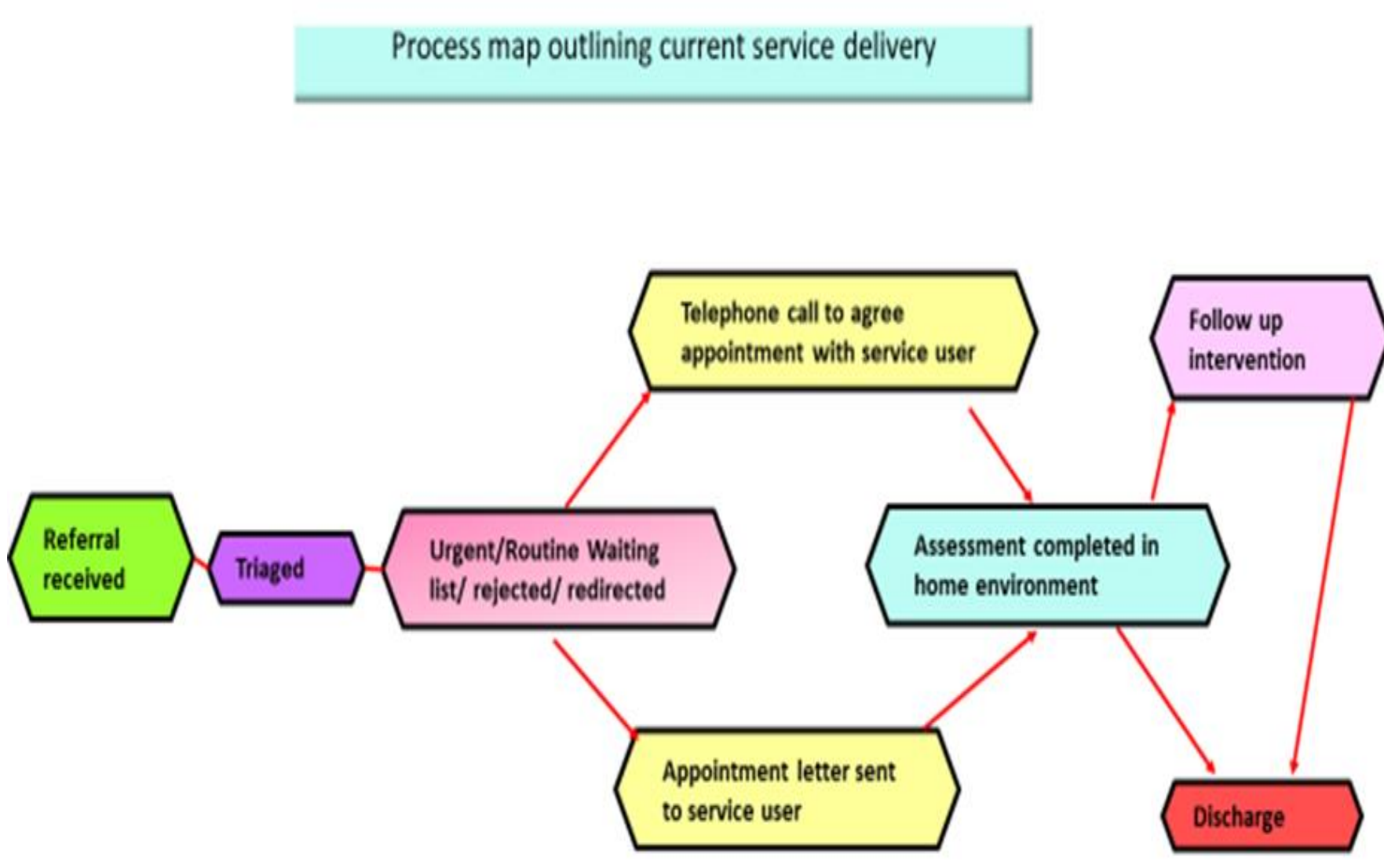
There is limited band 5 capacity to address these referrals (1.2 wte in Omagh locality).

As a result there is a lengthy waiting list for low complexity level band 5 assessment-75 weeks in October 2023.

A low complexity level assessment clinic was set up as part of the QI project. This alternative method of service delivery gave service users, who were deemed appropriate to attend a clinic setting, the opportunity to be fast-tracked. Service users travelled to a clinic for assessment to make more efficient use of resources and reduce waiting times for assessment.

- QI project team established in October 2023, and met regularly.
- Reviewed current service delivery and previous assessment clinic pathways.
- Agreed data collection templates
- Collected baseline data in relation to the band 5 routine waiting list.
- Project aim agreed – focusing on Omagh locality in the first instance.

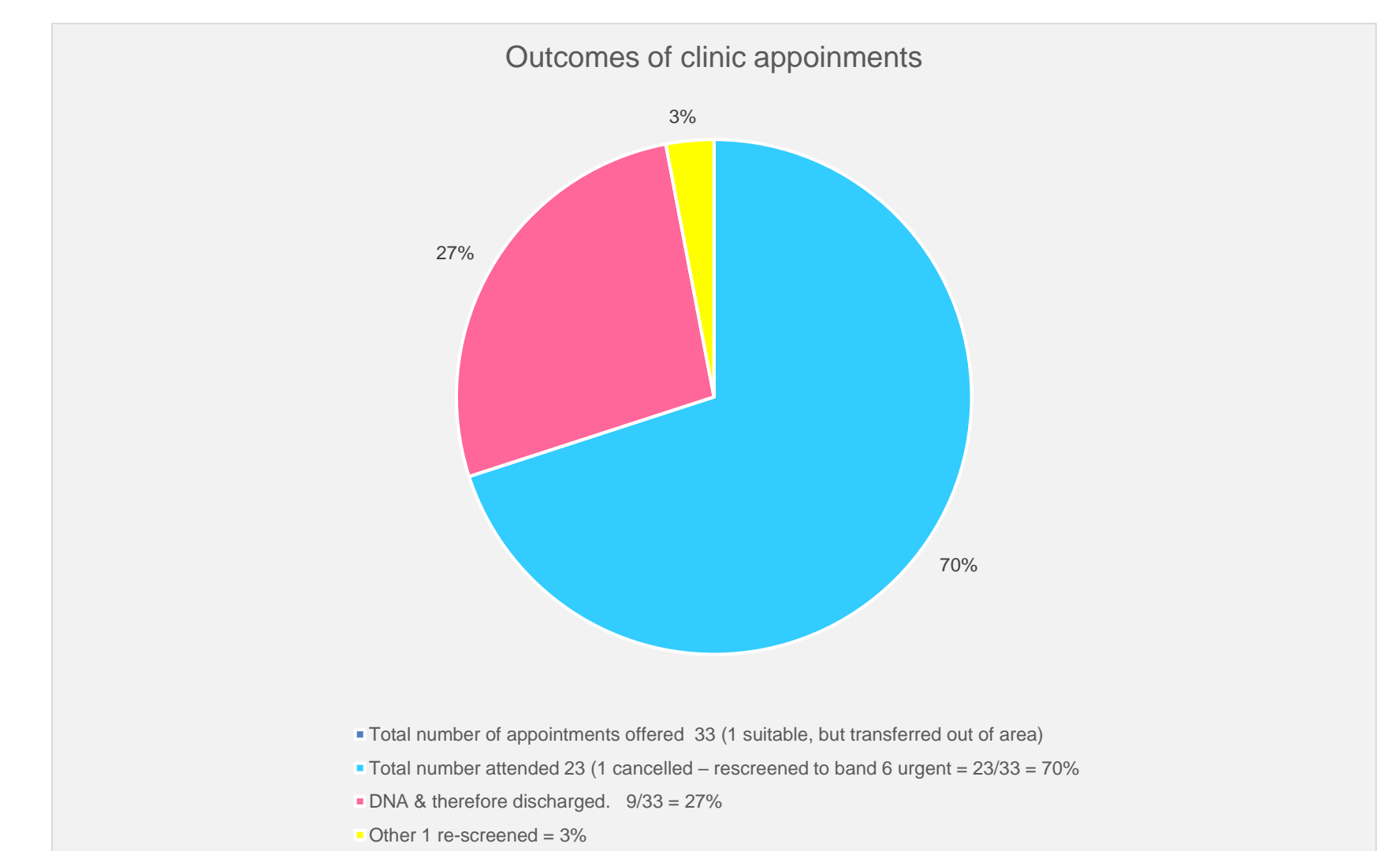
- Liaison with stakeholders to progress project aims.
- Drivers for change identified.
- Identified clinical space for an assessment clinic.
- Agreed a screening and appointment booking process
- Agreed assessment clinic documentation
- PDSA cycles implemented
- Ongoing data collection and analysis undertaken.



The baseline data in October 2023 demonstrated that 75 weeks was the longest waiting time for band 5 assessment.

The 5 PDSA test for change were implemented at various stages throughout the project and the final outcome was that the waiting time was reduced to 40 weeks – this is a 46% reduction in waiting times.

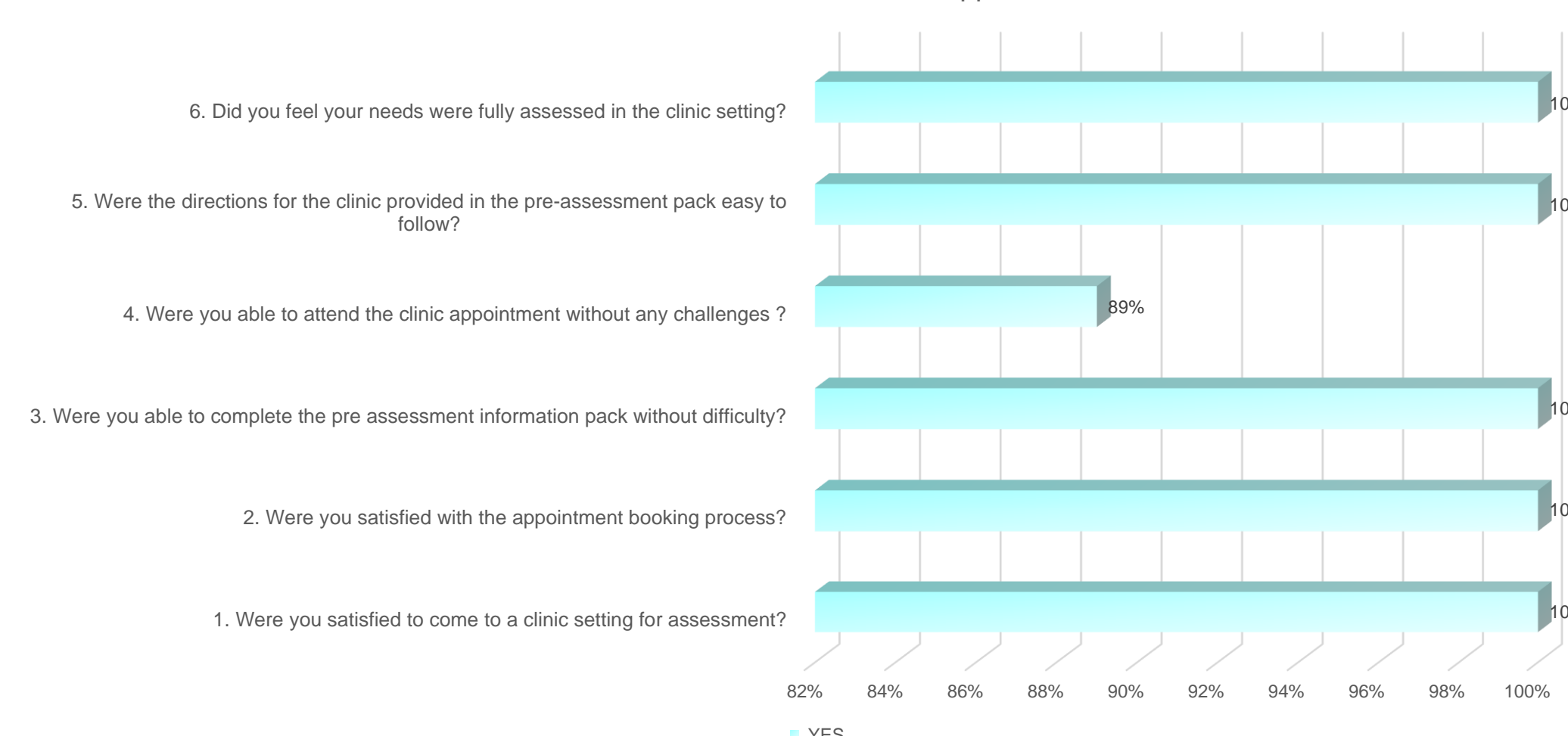
Out of 183 band 5 referrals screened, 20% were deemed suitable to be assessed at a clinic. The attendance rate at the clinic was 70%.



Challenges:

- No dedicated clinic space
- Limited band 5 capacity which impacts on clinic delivery
- Time taken to screen/ triage referrals for clinic

Service User feedback on Clinic Appointment



Key learning/Next steps:

- validation