

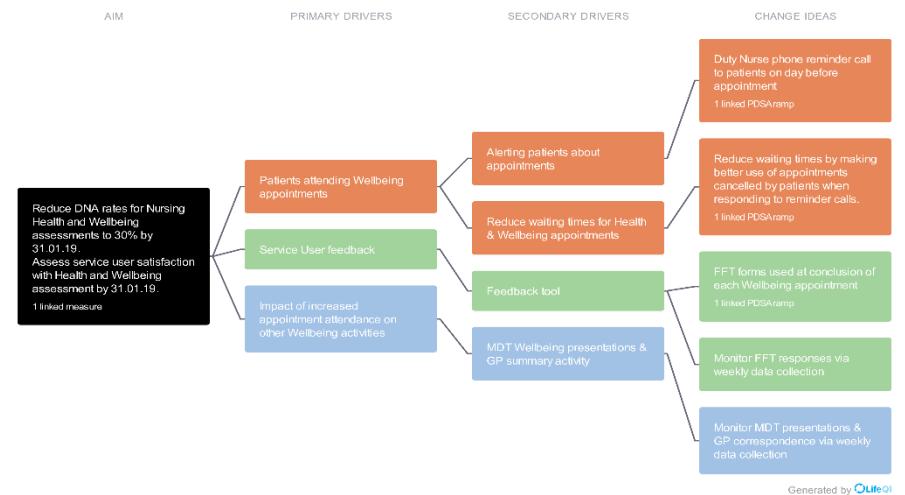
# Improve attendance at Nursing Health & Wellbeing appointments and assess service user satisfaction with Health & Wellbeing assessment.

- Aims:**
1. Reduce DNA rates for Nursing Health and Wellbeing assessments to 30% by 31.01.19.
  2. Assess service user satisfaction with Health and Wellbeing assessment by 31.01.19.

## Project background/Introduction

- Ealing RISE is a community Addictions service delivered in partnership with a non-statutory provider.
- Patients require a Nursing Health & Wellbeing assessment of their physical and mental health
- However the majority of patients were not attending these assessments.
- Where assessments did take place the findings were infrequently shared with the Service MDT or patients' GP.
- The service also employed no process for obtaining patients' feedback about their assessment experience.

## Driver Diagram



## Measures (Weekly)

### Outcome measures:

- % Health & Wellbeing appointments DNA'd
- % FFT responses "Likely" or "Extremely Likely" to recommend Health & Wellbeing assessment

### Process measures:

- % Health and Wellbeing appointment reminder calls made
- % Health and Wellbeing appointments with FFT completed
- % Health and Wellbeing appointments cancelled weekly

### Balancing measures:

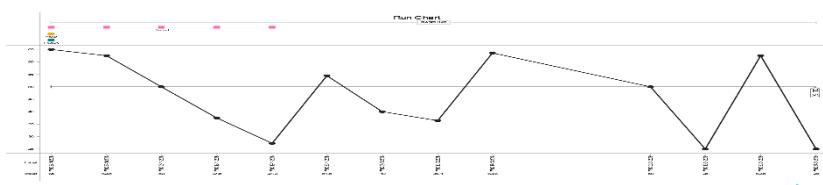
- % Health & Wellbeing summaries corresponded to GPs
- % Health & Wellbeing assessments presented in MDT

## PDSA cycle of change

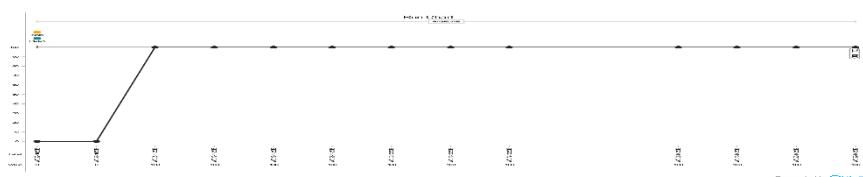
- Two initial PDSA ramps were employed address change ideas for:
  - Alerting patients about their appointments.
  - Using the Family & Friends Test (FFT) tool for Wellbeing assessment feedback.
- Team review of the initial cycles for these ramps using "5 Whys" analysis highlighted issues with compliance. The process identified the need to schedule specific activities in the Duty Nurse daily task list in order to ensure reminder calls were made and Wellbeing packs were stocked with FFT forms. Further PDSA cycles were employed to test for improved compliance.
- A Further team review of the project's progress toward the DNA rate target identified waiting times as a potential factor. This generated an additional measure and a third PDSA ramp aimed at reducing waiting times by making better use of appointments cancelled by patients when responding to reminder calls

## Outcome

### DNA Rate



### FFT Feedback



## Conclusion and Next Steps

- Before the project 60% of patients DNA'd assessment. After the project 60% were attending.
- Patient satisfaction has remained at 100% through the project
- Appointment alerts and surveying patient feedback are now embedded Wellbeing assessment functions.
- The once infrequent correspondence of assessment findings to the MDT & GPs are now routine team activities.