

Service Improvement in Allied Health Professional (AHP) Services: Improving quality through better access and reduced waiting times



Background to the Project



The Allied Health Professional Service Improvement Project (SIP) was designed to realise a significant re-design of AHP services across the health and social care sectors and build capability and capacity for service improvement in the AHP workforce.

Over a period of 18 months the SIP has supported 30 AHP services to enhance their quality and productivity through better outcomes and experience for patients and carers and through local leadership and team working



AHP Service Improvement Project



Objectives by March 2011

- To deliver sustainable reduction in waiting times in a diversity of AHP Services to meet the quality and productivity challenge.
- To evidence the maintenance or improvement of quality in relation to effectiveness safety and the service user experience
- To develop sustainable methods for managing data (Referral to Treatment)
- To disseminate learning from the project to support capability of AHP services to deliver service improvement

Methods

- We recruited 97 AHP services and selected 30 for support in local re-design
- We asked 'SIP leaders' and their teams to find out what was important to their patients/ service users and to define quality for themselves
- They received help and learning to gather baseline data about their critical challenges, including access and waiting times
- They set up a local strategy for partnership and communications to support their further service redesign
- Finally, a small investment was made in each SIP to achieve their service improvement

Leicester City Community Health Service

‘Developing a Preventative Pathway For School Aged Children with Speech, Language and Communication Needs (SLCN)’

Project Team: Janet Harrison, Deanne Rennie,
Anne Wright, Jenny Dundas
Elaine O’Connor, Colin Purves, John Barnett



Improving outcomes by:

- **Quicker access** to Speech and Language Therapy
- **Enabling** needs to be met in environment
- **Shared Decision Making** - Working across interagency boundaries
- **Cost efficiency gains** - £29,000 per annum



Achievements

- 83 children entered new pathway
- Training for 50 education staff delivered
- Access to service improved from 10 - 5 weeks
- No child waits more than 18 weeks
- Predicted £29,000 efficiency gain per annum



Productivity and Access

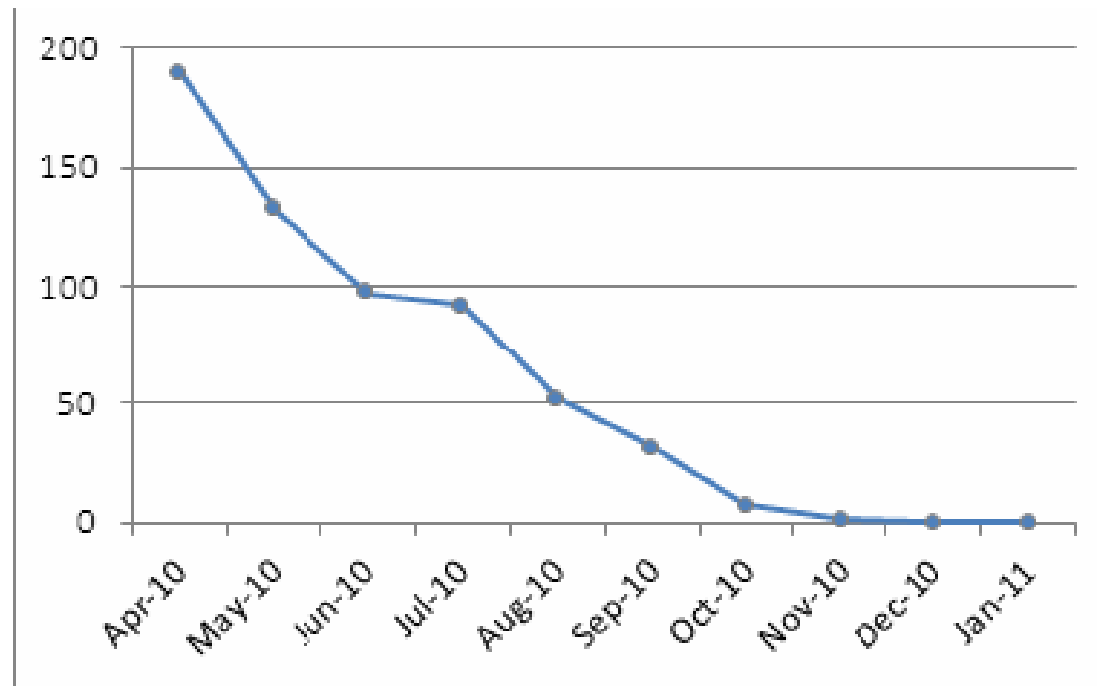


CHART 1: Maximum number of children waiting over 18 weeks in each month, from April 2010 to January 2011



Coventry Community Health Services

AHPs transforming health and social care

Improving Access to Occupational Therapy for Children and Young People in Coventry; A service re-design

Julie Brotherton & Jo Porter
Principal Occupational Therapist



Allied Health Professionals Service Improvement



Achievements

- Referral to treatment times reduced from 18 months to 1 – 2 weeks
- Launch of an interactive website providing immediate support to all families and professionals
- Increased productivity – more children accessing the service for the first time each month



Benefits

- Providing immediate support to address identified needs
- Re-focusing resources where they are most needed/valued and effective
- New sustainable model of service delivery – *at no extra cost*
- Encompassing the health promotion agenda
- Enabling self management of long term conditions



What next?

- Input into other local AHP service reviews; Physiotherapy and Speech and Language Therapy
- Support to the overarching Child and Family Service review and agenda to achieve integrated service
- Development of child and family packages for GP consortia



Barnet Community Services

**Improve Musculoskeletal Therapy Services
by Self Referral, Condition Specific Pathways
and Reduced Waits**

Patrick Harding
Project Lead

Team Lead Musculoskeletal Physiotherapy Service,



Overall Savings

- £60,710
- 1644 hours of clinician time
- Routine waits from 9 weeks – 3 weeks
- Urgent waits from 4 weeks – 2 weeks
- 8% reduction in DNA rates – 1370 saved appointments



What about the Quality?

- Patient stories....

“Excellent Service 10/10”

“Excellent service, I feel more confident in performing exercises and hope to join a Pilates class in the future”

- Service Care rated....

Excellent 50%

Good 42.86%



AHP Service Improvement Project



Learning

- Take time to understand the business you are in
- Challenge status quo
- Advocate for the service user
- Take ownership of improvement
- Be proactive – influence locally and engage partners
- Focus on small area of change
- Use data and information to deliver effective and efficient frontline services