

Orthopaedic Pathway

Final Report Out

Purpose of the RPIW

Objective

Streamline administration process from GP referral to first appointment by-

Target

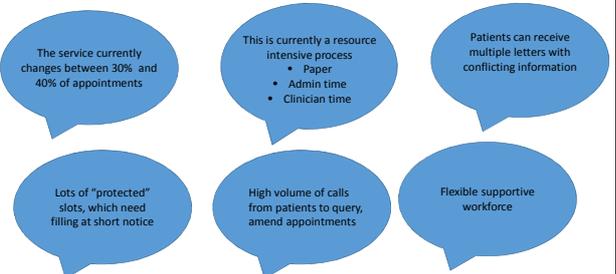
- + improving information flow
- + improving patient and staff experience
- + reducing duplication of work and waste within the system

Purpose of the RPIW

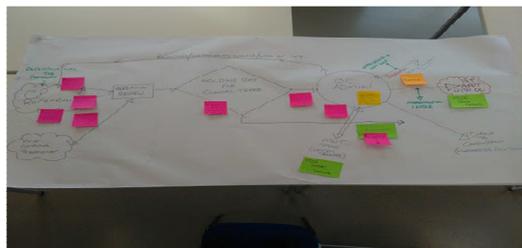
Intended Outcome

Improved Orthopaedic pathway with a simpler administration process, reducing waste and duplication. Improved patient experience with meaningful correspondence from the service

Current State View



The ideal pathway



We invited NHS Digital to help us develop our pathway



Refer to Assess Pathway

- GP refers into OC-clock only starts once GP attaches a referral
- Referral is triaged by an OC clinician and graded urgent, routine, DCC
- Referral is then processed appropriately e.g. booked to SHFT service or referred to on-ward provider-this generates a letter for patient informing them.

Action plan headlines

- Implement RAS
- Trust ERS Lead- Charlie Gale
- NHS Digital Bespoke Training-26th and 27th June 2019
- Barbara and Stephen linking with Greg Warner to support GP Education
- 20min weekly booking office team review-commenced-17th June 2019

Future State

This is currently a resource intensive process

- Paper
- Admin time
- Clinician time

Significant reduction in waste

- One meaningful letter sent to patients to book their appointment after triage
- Reduced admin burden with less printing and a reduction in phone calls

Future State

Lots of "protected" slots, which need filling at short notice

The service currently changes between 30% and 40% of appointments

Based on demand and capacity planning there will be a reduction in "protected" slots

Future State

Flexible supportive workforce

An empowered, enabled workforce
The RPIW week has released time for us to think differently

Our ask of you

To move this project forward..

- A change facilitator with insight into ERS systems
- Additional printers
- Fixing the telephone system-Wall board
- Change to template on eCamis to include SHFT logo and address

Benefit...

- Interim project resource to link with NHS Digital and the team to support the implementation of RAS
- Current printers not fit for purpose
- This will help the implementation team to measure demand and influence working practices
- Save time, staff resource and potential for error

A word from the team...

Speaking on behalf of the team we truly believe that this is the tip of the iceberg in terms of moving forward within the service.

We are inspired, excited, enthusiastic and determined to implement these changes and feel that it will benefit Orthopaedic Choice and possibly other services as well.

This is a really positive move as patients are at the heart of what we do, and this reflects in the fact that we as a trust are constantly striving to evolve and expand the way we work to deliver fantastic services

Realisations

- + This workshop model allows for teams to focus on finding solutions
- + Having the right people in the room can unlock a new way of working
- + Ensure that everyone in the room understands any new process

The energy in the room

	Completed	In progress	Action	Approved	Optimised	Closed	Escalated
Hendry	✓			✓	✓	✓	✓
Teehan	✓			✓	✓	✓	✓
Widdowson	✓			✓	✓	✓	✓
Thurston				✓	✓	✓	✓
Fisher				✓	✓	✓	✓