

## Aim

We aim to reduce the timeframe from consultant request to plasma level undertaken to less than 10 days. We want to achieve this as well as have local policy updated by January 2015.

## Why is this important to service users and carers?

This is an area which has been identified by complaint. Improving monitoring will improve patient experience by

- Ensuring appropriate prescribing and dosage
- Assessing compliance
- Reduce adverse drug reactions
- Ensure patient safety

## Tests of Change

- Standard Operating Procedure for clozapine serum levels, update of policy
- Produced a pamphlet with information for service users
- Appointment cards

## Results

Number of days to process Clozapine serum levels reduced by 54% from 16.9 to 7.8.

I Chart: Number of days taken from request for Serum to receipt of results, by successive requests

