

Reducing 1st Appointment Waiting Times in City & Hackney

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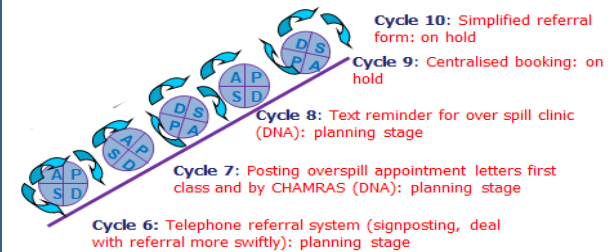
Aim

- By 1st April 2017 we want 95% of patients referred to City and Hackney secondary care MH services to receive a face to face assessment within 28 days of their referral being received.

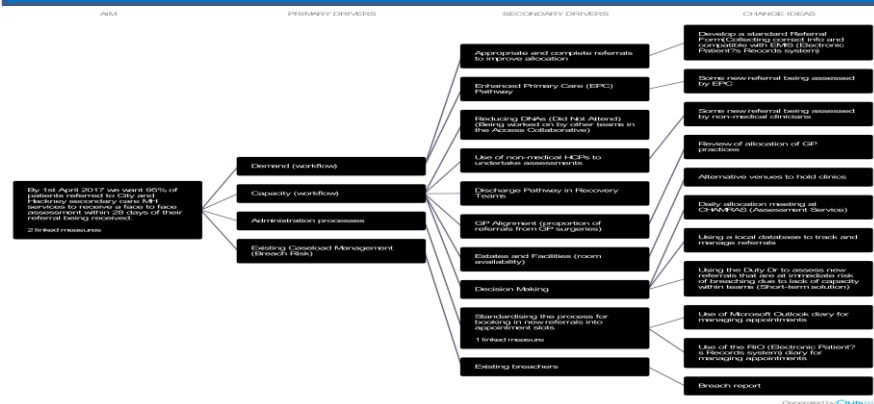
Why is this important to service users and carers?

This will address the needs of the patient in a timely manner and therefore improve patient experience (and carers).
 Will reduce risks to patients.
 Will improve staff satisfaction.
 Will meet KPI targets.
 Improving GP satisfaction.
 Meets commissioning requirements.

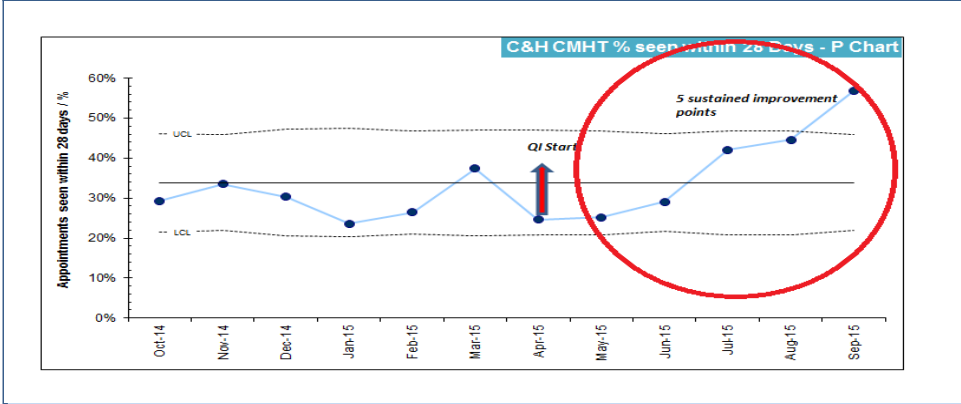
Tests of Change



Driver diagram



Data



Learning and what next?

- Deep dive into DNAs: quantitative and qualitative data
- Information session with EPC: new alternative services which have been set up within Hackney to help with signposting.
 - Refreshing referral criteria.
- Revisiting previous change ideas and ensuring they are implemented and the system can still support them