



Reducing attrition rate from referral into treatment at Reset



East London
NHS Foundation Trust

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Aim

Reduce attrition rate from Referral to Starting Treatment in Reset to 50% and maintain for three months

Why is this important to service users and carers?

- To maximise opportunities for service users to fully engage in drug and alcohol treatment following their referral
- To demonstrate to carers and significant others clear and fast route from referral into treatment



QI Life
Code

102483

Tests of Change

Change Idea: Weekly Managers Meeting Looking at All Referrals

Weekly referrals meeting – To ensure all referrals have booked appointment and DNA are followed up
Initial telephone call – to offer choice of two appointment

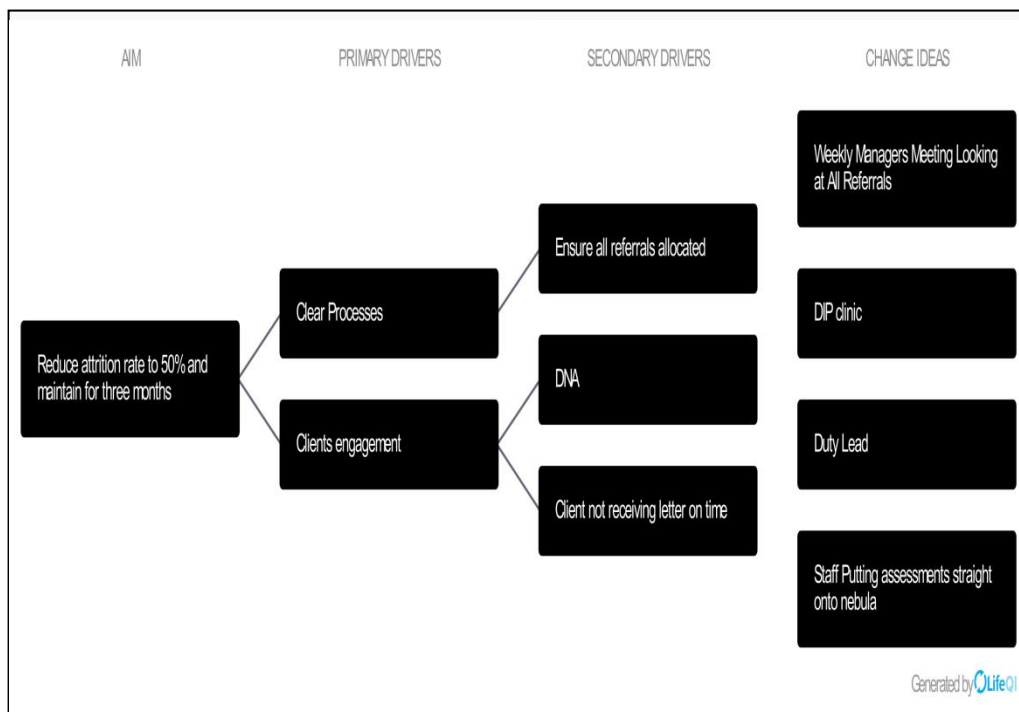
Change Idea: DIP clinic

DIP clinic – Set up as route in for criminal justice cases

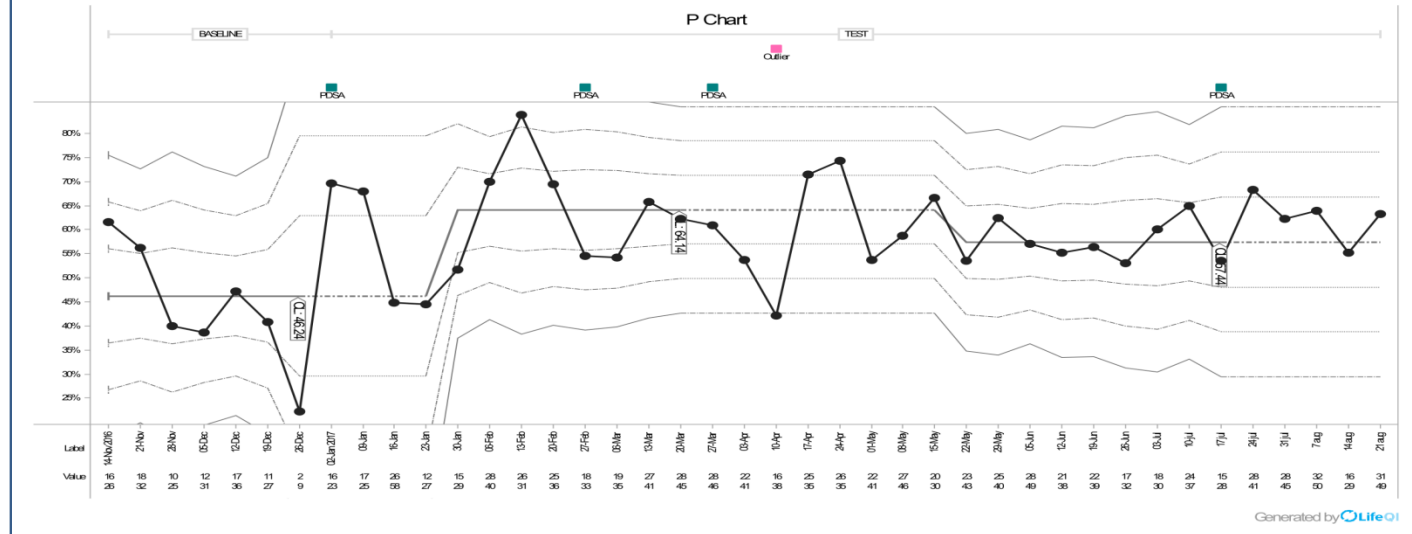
Change Idea: Duty Lead

Duty lead at front desk – to assist with processing of self referrals

Driver diagram



Data



Learning

Attrition rate improved from average of around 42% to around 53%
We learnt that making changes to different parts of the system can change the outcome