

Improving Recovery Care for Outpatients



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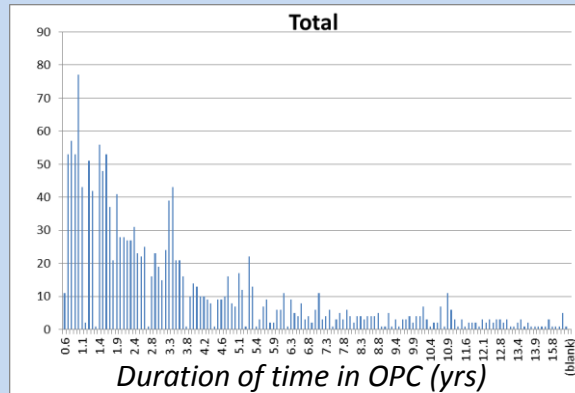
East London
NHS Foundation Trust

Aim

Improve the efficiency of Recovery care for Outpatients (non-CPA), to enable 50% of patients to be stepped down to Primary Care by April 2017

Why is this important to service users and carers?

It will improve accessibility to the service. We have a service user representative in our QI team



Tests of Change

- Audit caseload to identify patients who do not meet eligibility criteria and are suitable for step down.
- Specialised MDT clinics for selected patients' group.
- Step down transition group
- MDT review of all current outpatients
- Re-branding of service.

Measures

Outcome measures

- Caseload Size
- Number of patients stepped down to EPCL/ Primary Care

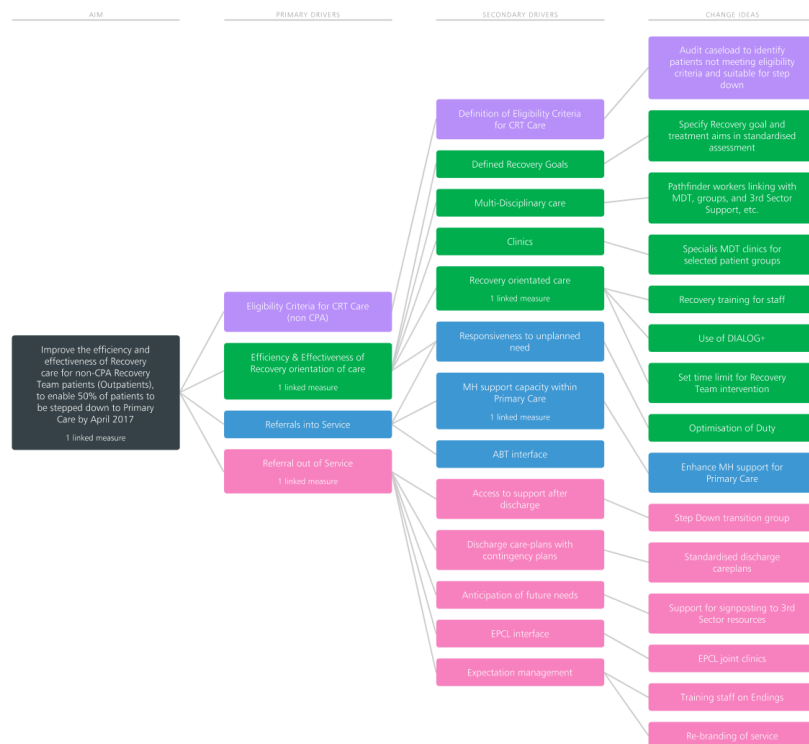
Process measures

- Duration of time in service

Balancing measures

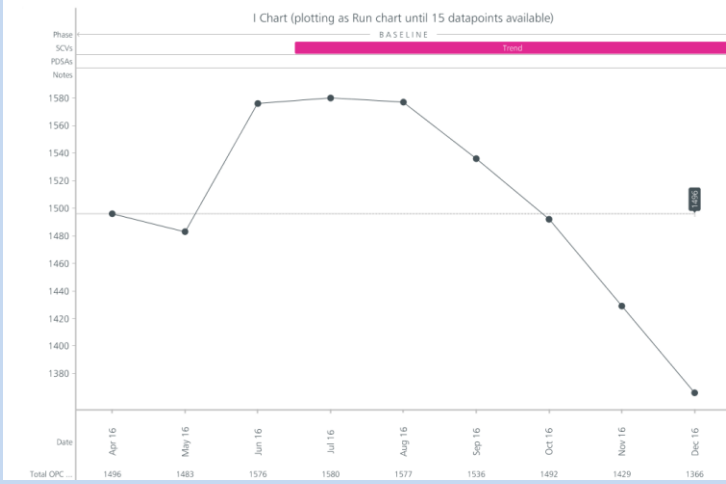
- Re-referrals
- Service user satisfaction

Driver diagram



Data

OPC Caseload size - TOTAL (All OPCs)



No. cases stepped down to GP/ EPCL - TOTAL (All OPCs)

