Improving Patient Flow in Memory Clinics

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Aim

We achieve the Prime Ministers target which is to ensure that 65% of the expected dementia population have a diagnosis of dementia, but we receive high levels of referrals for people who do not have a severe cognitive impairment, our processes mean that the flow from referral to diagnosis falls well outside of the 18week national target, and we often discharge the patient without recording correctly on RiO what the diagnosis is
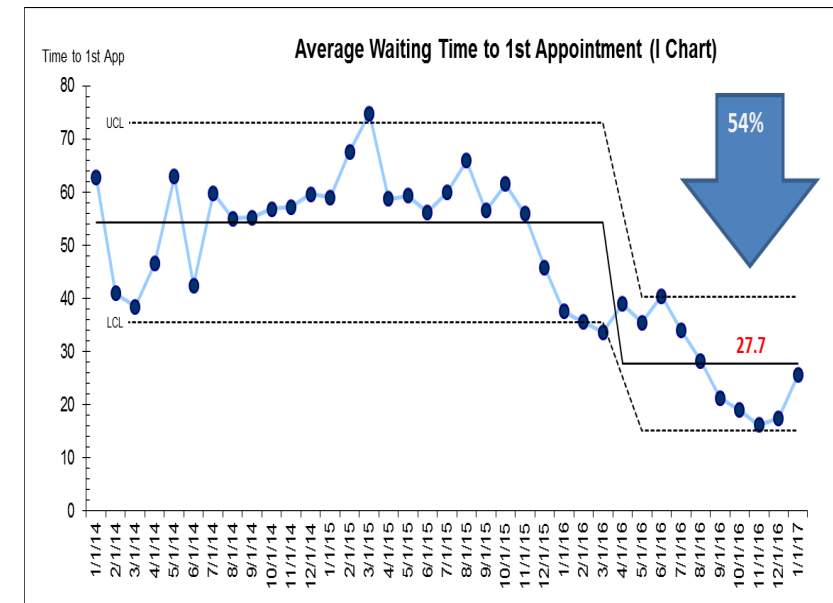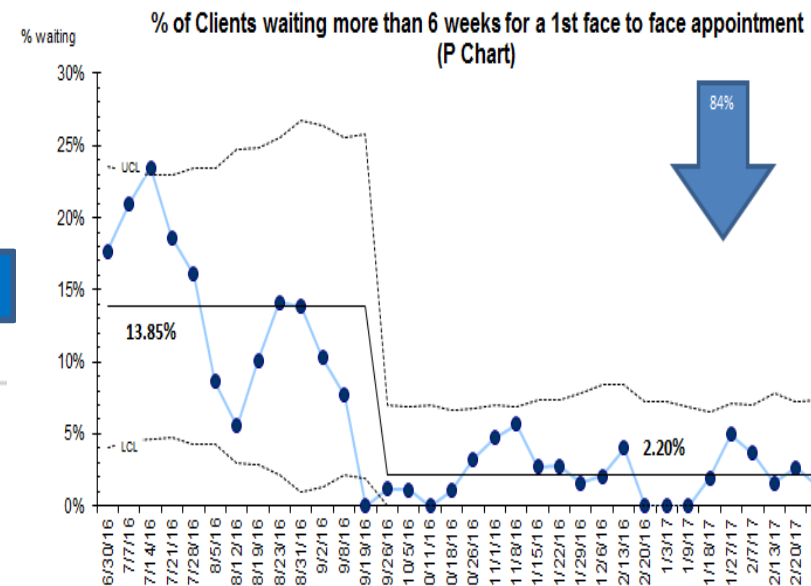
Why is this important to service users and carers?

- An early diagnosis of dementia is important in ensuring that service users receive the care they require at an early stage
- Disjointed services meant that, on occasion, Service Users got lost in the system and, while we assumed everyone was getting seen, it wasn't always the case.

Driver diagram

Tests of Change

1 Recruit an Admin Lead
2 Produce a weekly report of activity
3 Standardise the DNA process
4 Introduce Text Messaging reminders
5 Introduce a referral form

Data

% of Clients waiting more than 6 weeks for a 1st face to face appointment (P Chart)

84%
13.85%
2.20%

Average Waiting Time to 1st Appointment (I Chart)

54%
27.7

Learning

Don't assume that everyone knows what is happening in their service.
Small changes are very important in order to build momentum.
Admin are imperative to bringing about system change