

# Reducing Inappropriate Referrals to PTS

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## QI Project and QI SRRP Aim

Main QI project aim = to improve flow for service users within PTS.  
SRRP aim = to reduce declined referrals to PTS.

## Why is this important to Service Users and Carers?

**Little i:** A service user focus group was held to obtain service users' advice on the information to be disseminated to GPs and to find out what service users feel is important for GPs to know in order to make a decision about the correct service to refer to.

**Big i:** A service user who was particularly passionate about being involved has offered to help me present the findings at a Working Together Group meeting.

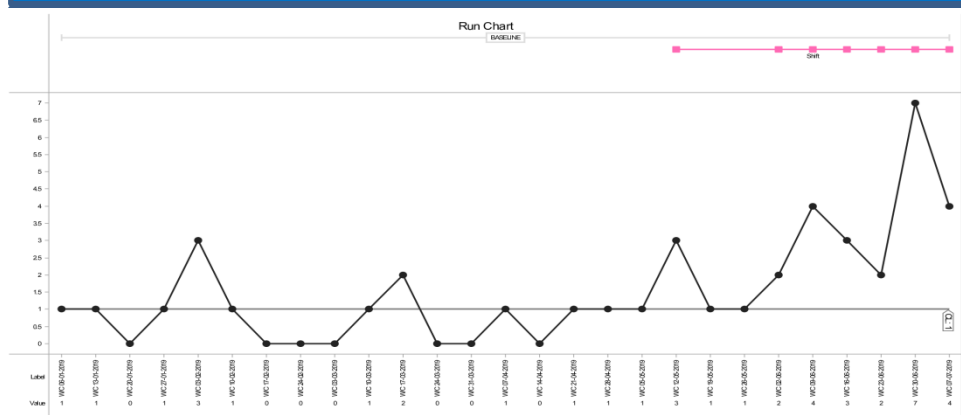
## QI SRRP Methodology

Involved service users to develop letter to GP and referral Decision Tree.  
Disseminated the information to all GPs in the Borough.  
Compared the number of referrals from GPs declined for being inappropriate before and after the change idea was implemented.

## Driver Diagram with your QI SRRP



## Data (Quantitative/Qualitative)



## Learning and Recommendations

It seems that inappropriate referrals to the service have increased after the communication with GPs. PTS have reflected that the letter to GPs could have reminded them that our service is an option. There was also a spike in the total number of referrals to PTS for a couple of weeks after the letter was sent.