

Aborted Transport PDSA 3

The Shrewsbury and
Telford Hospital
NHS Trust

Theme | Capacity & Flow Produced by | S. Fenton-Cook Case Study Date | 28/3/25

REASON WHY?

Across SaTH there have been 1321 aborts relating to discharge and transfers at a cost of approx. £117,569 between 1ST January 2024 – 31st December 2025







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AIM

A system approach to reduce 'avoidable' inpatient aborts across SaTH by 25% by 1st April 2025

PLAN

The 3 main reasons for aborted transport across the trust are —

- 1. Patient not ready
- 2. Wrong mobility booked
- 3. Patient made own way

EMED offered to provide a training package to all wards across SaTH led and delivered by the Patient Transport Liaison Officers (PTLO's). Focusing on awareness of aborts and the reasons why and utilisation of the online booking system.

DO

The training was scheduled throughout December and January and completed WC: 3/2/25.

Each ward area was contacted to arrange a suitable time and date to capture as many staff as possible – however engagement was not as high as expected.

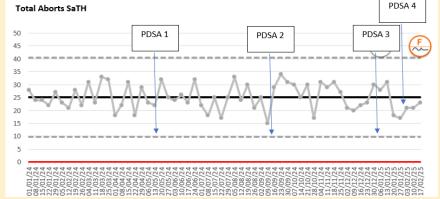
The wards were heavily impacted by staffing challenges and could not release as many staff members as originally planned.

Some wards only released one member of staff to receive the training.

Those that did receive training found it to be invaluable.

STUDY

24



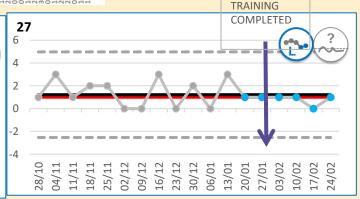
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TRAINING

COMPLETED

Since the education rollout there has been a 5 week reduction in aborts which coincides with the 4th PDSA undertaken WC: 3/2/25.

Each ward has been monitored for 30 and 60 days, and 2 wards have shown a reduction in aborts.



ACT

Going forward a further education package has been developed to be part of a wider offer to all nursing staff.

A further PDSA was commenced WC: 3/2/25 trialling pre-planned journeys.

The workstream continues fortnightly and has gained attendance from wider teams to discuss next steps and further ideas to reduce aborts

ACKNOWLEDGEMENTS & REFERENCES |