

REASON WHY?

Following implementation of careflow, there was an issue with the non-receipt of patient letters. Initial root cause analysis was carried out and it was found that team members printing letters did not have the correct access to be able to print. This resulted in patients not receiving letters and a perceived increase in patients that do not attend (DNA).

PLAN

The initial plan was to review the current process and investigate why patients were not receiving letters. It was found that large volumes of letters were being sent to one note rather than the printers.

Teams reviewed the current process and ensured that each team member had access to the correct printers. The plan was that this would ensure that patients received their letters and would not miss their appointments.



DO

The team reviewed the current access for all team members that required printing rights.

Each individual was added to be able to print clinical letters. This was a straightforward process and no problems were experienced during this stage.

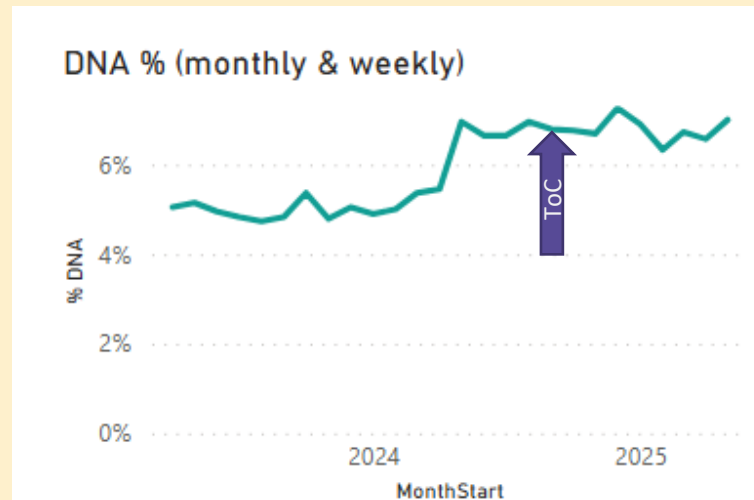
A report was created to view which users were experiencing the highest number of issues to enable the IT teams to resolve the issue. This process began in September 2024.

SMART AIM

To reduce the number of DNA's across the outpatient departments by 5% by 30th April 2025.

STUDY

The number of patient letters sent to one note decreased from September 2024 to April 2025 from around 1000 to an average of 40 per month between January and April 25. This, however, did not have an impact on the DNA rates suggesting that further analysis is required to test alternative solutions.



ACT

This process will be ADOPTED so that all patient letters are sent to be printed.

Further avenues of improvement will be explored, along with the implementation of Doctor Doctor (A digital system that allows patients to cancel and rebook their own appointments).

DNA's remain an issue across all outpatient areas.