

Improving Haematology Clinics: Chesterfield Royal Hospital Experience

R Faulkner, J Tam, K Lam, A Gascoigne, R Chadwick, T Small, G Keen, L Lowton, P Toth, A Elliott, E Welch
Haematology Department, Chesterfield Royal Hospital, Derbyshire, UK

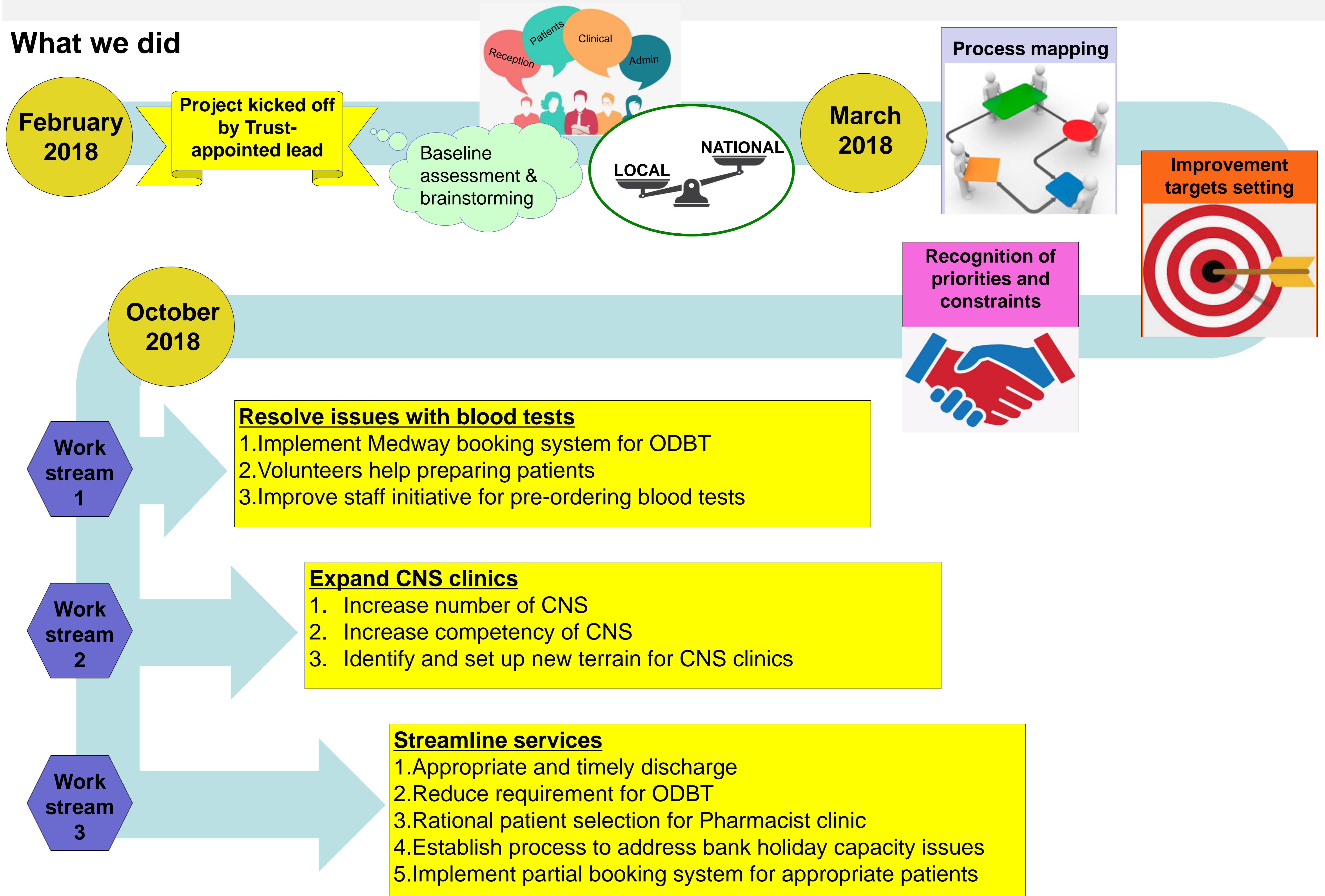
Background

Formal and informal patient and staff feedback identified significant issues with our Haematology clinics over the years, highlighting:

- Unreasonable patient waiting time for a) on the day blood test (ODBT);
b) Medic or Clinical Nurse Specialist (CNS) clinics;
c) Haem-Oncology Pharmacist.
- Frequent and significant overbooking due to inadequate clinic capacity
- Medic and CNS working in excess of expected clinic session.

Service improvement (SI) project initiated

What we did



Impact of Changes

	Feb/ Mar 2018	July 2019
Median wait for blood test	45 minutes (range: 0 to 78)	0 minute (range: -15 to 30)
Median clinic wait	65 minutes (range: -65 to 175)	30 minutes (range: -30 to 130)
Median wait to see Pharmacist	35 minutes (range: 0 to 65)	15 minutes (range: 0 to 30)
Patient satisfaction ("very happy"/"quite happy")	63%	83%

Summary

- 250% increase in patients seen by CNS
- Overbooking virtually eliminated
- Team members working within expected plans

Learning

1. Significance of Trust engagement when capacity is a major hurdle
2. Detailed process mapping essential
3. Stakeholders must be SI drivers

