Improving Haematology Clinics: Chesterfield Royal Hospital Experience

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Background

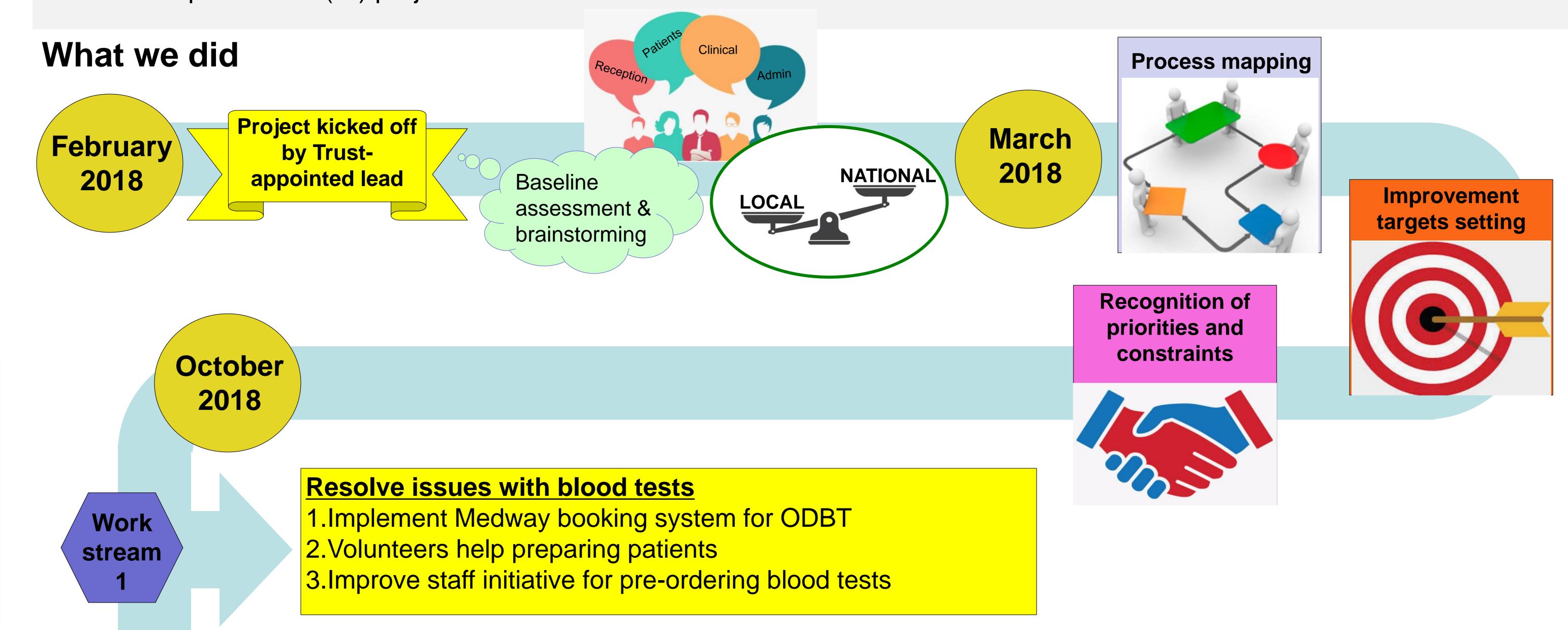
Formal and informal patient and staff feedback identified significant issues with our Haematology clinics over the years, highlighting:

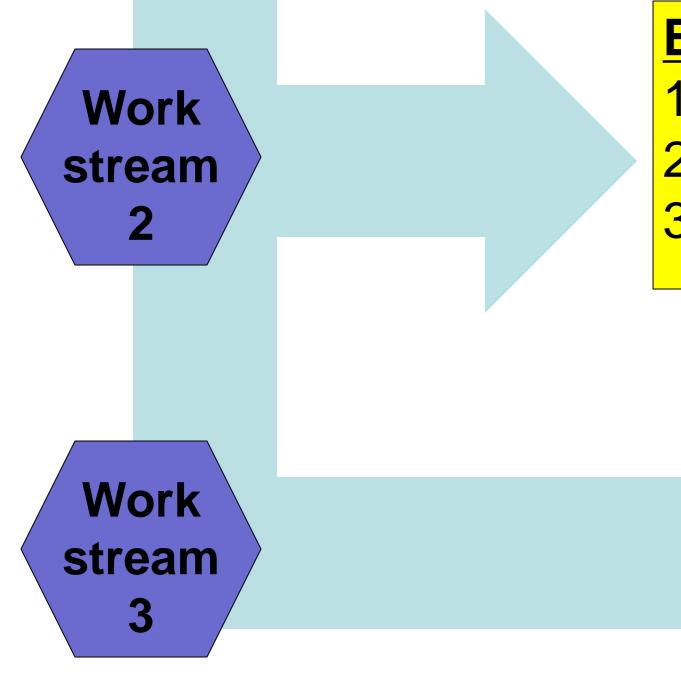
• Unreasonable patient waiting time for a) on the day blood test (ODBT);

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





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Nursing

Rowena Faulkner

Expand CNS clinics

- 1. Increase number of CNS
- Increase competency of CNS
- 3. Identify and set up new terrain for CNS clinics

Streamline services

- **1.**Appropriate and timely discharge
- **2.Reduce requirement for ODBT**
- **3.Rational patient selection for Pharmacist clinic**
- 4.Establish process to address bank holiday capacity issues 5.Implement partial booking system for appropriate patients

Impact of Changes Feb/ Mar 2018 **July 2019**

Summary

- 250% increase in patients seen by CNS
- Overbooking virtually eliminated

Poster

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

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



