



Background

Advice and Guidance (A&G) is well established locally but the diversion rate from A&G is below both peer group and national average. Two recent surveys highlighted various issues that negatively impact on the quality of these clinical interactions. There is an opportunity to optimise the use of A&G to address the issues and improve the quality of the service



Aim & Stakeholders

Aim: Improve clinician satisfaction with specialist advice and guidance by addressing the current problems that create waste and frustration, in order to save clinical time and ultimately improve patient care.

Project team: Consultant, GP, ICB manager, acute trust managers, PCN manager.

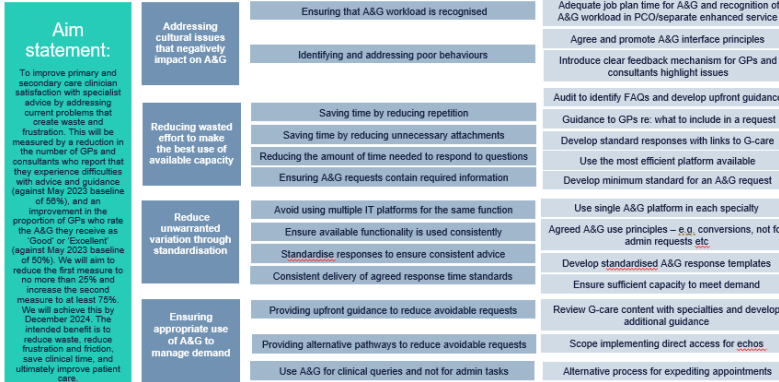


Measurement

1. Increase proportion of GPs who rate A&G as 'Good or 'Excellent' (target =75%, baseline = 50%).
2. Reduce proportion of consultants & GPs who report difficulties using A&G (target <25%, baseline = 56%).
3. Improved A&G response times.
4. Improved A&G conversion rates.
5. Improved A&G diversion rates.



Driver Diagram



PDSA cycles/testing

Currently exploring:

- A&G audits to identify frequently asked questions.
- Developing G-care guidance to answer FAQs.
- Developing and testing standardised A&G responses.
- Introducing alternative process for expediting appointments.
- Producing A&G how to guidance linked to interface principles.
- Implementing single A&G platform for dermatology and paediatrics A&G.
- Introduce feedback mechanism for GPs and consultants to highlight issues (linked to wider interface work).



Intended/outcomes

Deliver a more effective A&G service that meets the needs of local clinicians and supports delivery of better patient care. Specifically including:

- Improved clinician satisfaction with A&G services.
- Faster A&G response times.
- Reduced duplication and re-work due to incomplete requests/responses.



General Reflections

- Positive experience working as part of collaborative with useful learning and peer discussions.
- Manageable scope is key – reduced scope to cover pre-referral A&G in selected specialties only.
- Change takes time – despite progress unlikely users would feel any notable change yet. Decision to delay follow up survey to allow more time.



Next & sustainability

Implement the interventions that have been agreed with specialties to date and complete further engagement to identify additional actions. When identified actions are embedded complete planned follow up surveys to assess satisfaction.

Escalate issues relating to funding/job planning for as beyond the remit of the project to directly influence.