

Hampshire Wheelchair Service

Operational Update

18 Week Referral to Treatment (RTT) – Children

In September 2019 the service had 71 open children referrals on the waiting list. 40 open referrals on the waiting list were over 18 weeks at the end of Sept-19. All open referrals over 18 weeks were in progress and at various stages of the pathway:

- 10 referrals had appointments booked
- 10 referrals had equipment on order
- 7 referrals had recent appointments and required follow on actions
- 4 referrals were in the process of having a handover appointment booked
- 7 referrals recently had an appointment booked which had been cancelled due to the service user not attending the planned appointment
- 1 referral is due equipment to be ordered
- 1 referral is on hold as the service user is considering using the PWB process

11 of the 18 weeks plus referrals were still open due to exceptions. Exceptions are when a referral is open longer than 18 weeks for reasons that are outside of Millbrook Healthcare's (MBHC) control. Below is an example of a referral pathway that has been extended due to multiple appointment cancellations.

Case study

Referral received and triaged on 8/3/19, the service user's current chair is deemed beyond economical repair. The referral is classified as a medium complexity and a medium priority. The service user has a loan chair for the interim period and has been placed on the children's waiting list project. The Wheelchair Service made contact with the service user's Dad to arrange an appointment for 22/5/19 which was then cancelled by the Dad on 21/5/19, the appointment was re-arranged for 5/6/19 and the service user was not brought into clinic for the appointment on the day. The next appointment was booked for the 5/8/19 and this was cancelled by the Dad prior to the date. Another appointment was booked for 27/8/19 and the service user and Dad attended the assessment. On completion of the assessment, the service user and Dad requested time to think about options. On the 8/11/19 the Wheelchair Service OT made contact with the Dad and confirms he would like to progress with the prescription discussed at the assessment on 27/8/19. The WCS OT has processed the prescription and the equipment order was raised on 8/11/19.

Due to the number of cancelled, missed appointments and consideration time taken, this has meant the RTT has significantly overrun the 18 week target.

Long Waiters – Adults

At the end of September 2019 the service had 345 open adult referrals and 64 referrals were long waiters. 19 of the long waiters were exceptions and all open referrals were being progressed through the referral pathway:

- 13 referrals with appointments booked
- 6 referrals had appointments cancelled by the service user
- 6 referrals were in the process of having a handover booked
- 4 referrals were in the process of having a follow on assessment booked

- 6 referrals were on hold pending contact from the service users
- 7 referrals had orders placed
- 4 referrals were pending follow on actions
- 4 referrals had attended appointments and were in the process of orders being raised
- 14 referrals were triaged and in the process of an appointment being booked

All long waiters are reviewed by the clinical team on a monthly basis and relevant actions are taken to update the service user and their pathway.

Current Projects

MBHC are working on a number of IT initiatives to support communication with our service users and below is an overview of the current project:

Implementing a text message within the services:

- The system will send an automated text message to the service user with an appointment reminder message
- The service user will have the option to cancel the appointment via text if they are unable to attend
- The system will send an automated text message to confirm when the field service engineer will be due to complete a delivery, collection or a repair
- If a service user does not have a mobile phone the system will send a message to the landline number
- This will improve communication with our service users and aim to reduce the amount of UTA's and DNA's within the service.

Service User Portal:

- The purpose of the new portal is to provide the service user with a secure system to access and view the information we hold
- On completion of phase one of the portal project, the service user will be able to login and check information about their current referral, equipment information and check any repair jobs booked
- On completion of phase two of the portal project, the service user will be able to view their open referral, book an appointment and raise a repair/collection
- This will provide the service user a new way to communicate with the service and flexibly to check their open episode of care as and when is suitable for them. It is also expected to reduce the amount of inbound call into the customer service team.