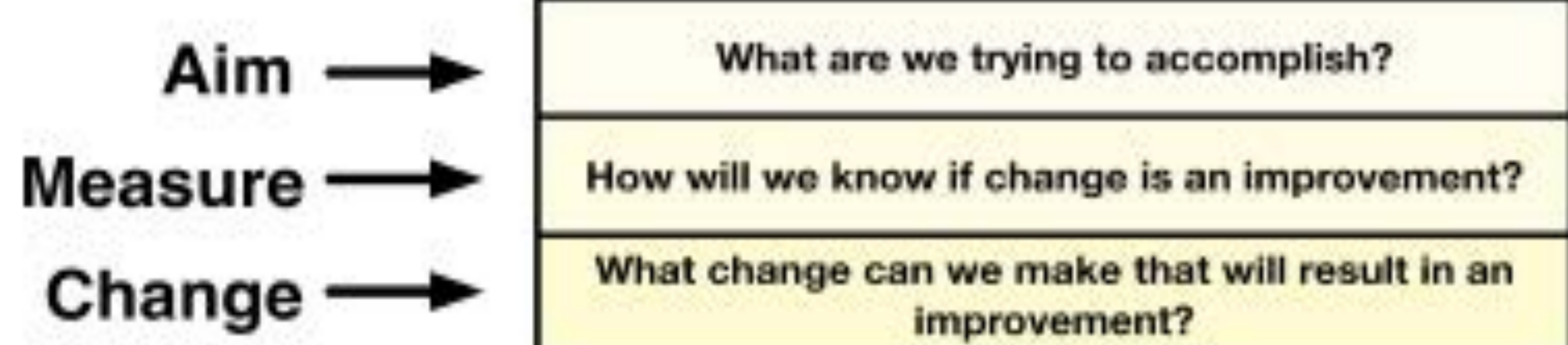




1. Project Aim (Aim, Measure, Change)

The Model for Improvement



Aim To reduce GP emergency admission arrival times after 1600 hrs to University Hospital Hairmyres (UHH) by 10% and to improve Scottish Ambulance Service (SAS) urgent performance by 15%.

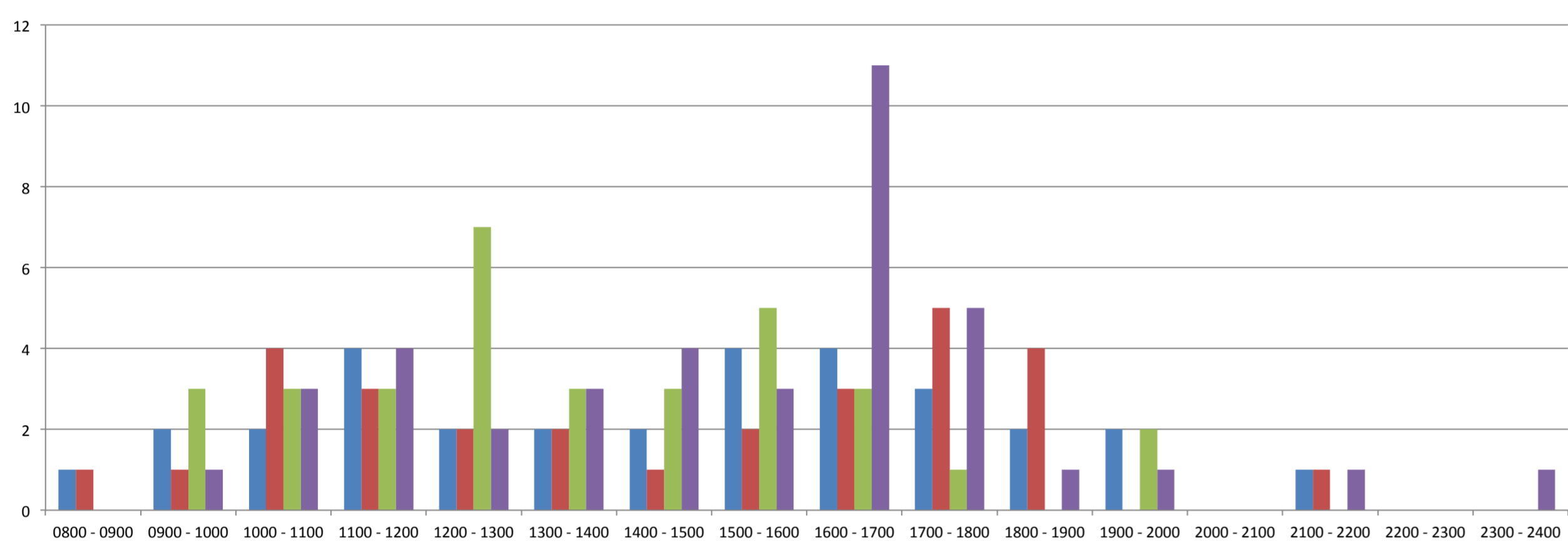
Measure Distribution of arrival times of GP admissions
SAS urgent performance

Change ideas A dedicated vehicle for the hospital to convey GP expected patients

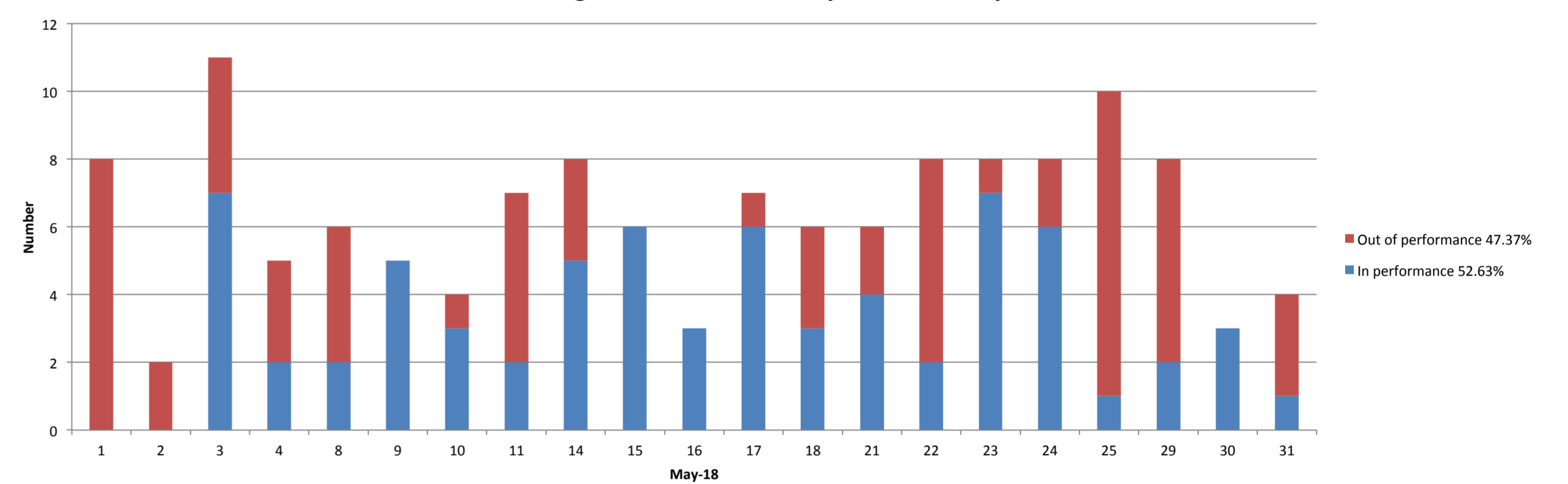
Timely arrivals of GP expected patients are an essential part of maintaining patient flow with in the acute hospital setting. Around 70% of GP expects seen by a senior consultant are discharged the same day. Patients seen after this service finishes are not likely to see a consultant until the following day which may lead to unnecessary admissions and a detrimental impact on patient experience.

2. Background data

Time of Attendance For GP Urgents All Combined



GP Urgent Performance May 2018 - Hairmyres



3. Initial Data Analysis

The initial data shows that 38% of GP expected patients arrived at Hairmyres after 1600 hrs giving a greater chance of unnecessary admission. The Scottish Ambulance Service performance in reaching GP expects within the requested timeframes was just over 50% for the month of May with 29% of patients arriving at Hairmyres after 1600. Problems arise in the Lanarkshire area around 1700 when day shift A&E crews are nearing the end of shift, and a reduction of Urgent vehicles available to convey patients.

4. Change ideas

After discussion with NHS Lanarkshire (NHSL) and Scottish Ambulance Service, it was agreed to provide a vehicle dedicated to a single site to support earlier transportation of patients to the hospital following GP referrals for assessment.

Potential advantages:

- Patients will arrive at UHH earlier in the day
- Increased opportunity for patients to be assessed by a senior clinician
- Increased level or resource within SAS during the time of the test
- Improved patient experience, reduced delays and ability to be used for discharges if available

5a.PDSA Cycle 1

PLAN

Source additional vehicle and crew to support test for 1 day
Co-ordinate with Control regarding plan to centralise a vehicle for 1 day for University Hospital Hairmyres
Co-ordinate with UHH staff the use of vehicle.

DO

Carry out test of dedicated vehicle supporting GP admissions for UHH.
Monitor arrival times of GP expected admissions.

STUDY

28 GP referrals received on day 1 for UHH – only 3 requests for transport to facilitate admission. The vehicle was utilised to support avoidance of admission for a patient requiring respite. The vehicle supported earlier hospital discharge from UHH.

ACT

Expand the test to have a longer duration to enhance the results available and increase demand

5b.PDSA Cycle 2

PLAN

Expand on experiences in cycle 1 and run cycle 2 for 5 consecutive days.
Source local staff willing to participate for 1 week.
Lower unproductive down time of vehicle.

DO

Carry out test of dedicated vehicle supporting GP admissions to UHH.
Monitor arrival times daily at UHH, and performance of SAS in attending patients within requested time frame.

STUDY

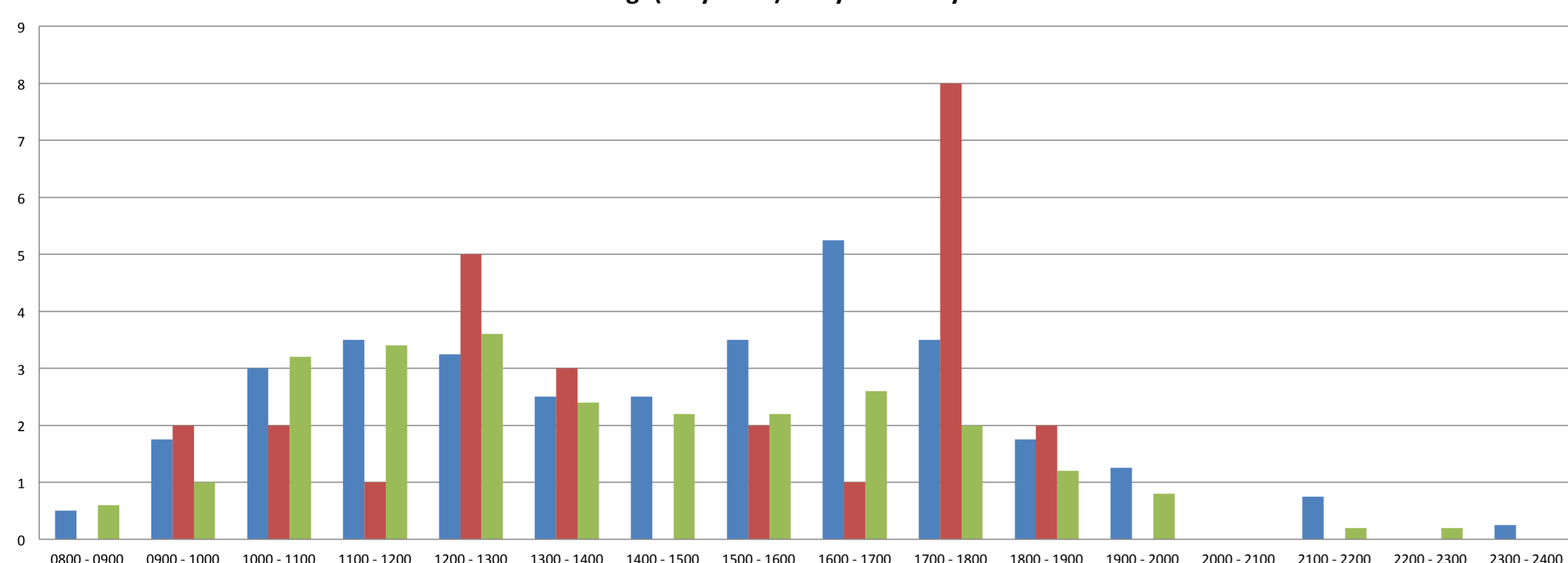
SAS performance improved by over 25% compared to baseline measures. The peak in arrival times through the week became earlier in the day and there was a marked decrease in the number of patients arriving at the hospital after 1600 hrs.

ACT

Feedback to stakeholders and sponsors with a presentation around project. This information will be key when looking at winter planning for 2018

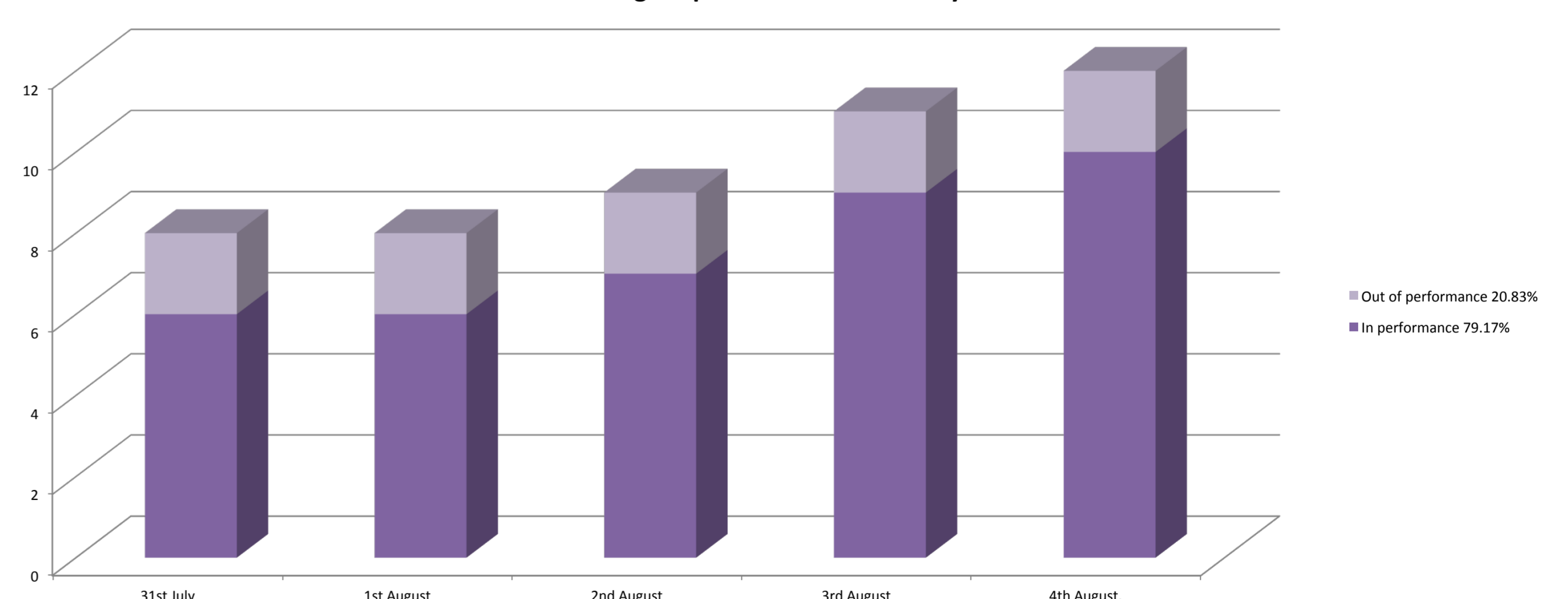
6. PDSA Analysis

Average(May 2018) vs Cycle 1 vs Cycle 2 arrival times



The second cycle of the PDSA has shown a change in the peak arrival times of patients to Hairmyres. The background data shows that this was much later in the day (1600 – 1800), while the test was able to move this to earlier in the day (1100 – 1300).

SAS GP Urgent performance - PDSA Cycle 2



The SAS performance shows a massive improvement during the week of the test, with over 79% of urgent requests being attended to within the requested time frame. The test has provided an extra resource to convey PTS suitable patients leaving front line vehicles to deal with the more acute patients.

Next Steps...

The next steps will be to present all the data collected and produce a presentation to give to the Heads of Service within West Central with a view to using the PDSA to help with winter planning.

