



Improving together

Patients receiving rehab in the community sooner

The Community Rehabilitation team has reduced the number of patients waiting for physiotherapy and occupational therapy by 63 per cent, using the Improving Together approach to transform the service.

Historically the team had long waiting lists with some patients waiting more than a year for treatment, while their capacity was stretched and there was little patient communication.

The situation was also impacting the urgent and emergency care service with some patients deteriorating before therapy could begin.

The team committed to using the Improving Together approach to bring everyone together in improvement huddles to share ideas and explore solutions openly.

A series of changes were made to how the team works and the management of

waiting lists.

They introduced telephone reviews for patients waiting more than a year with advice on managing conditions at home.

New personalised letters now provide assurance to patients and help them feel more informed.

High-risk patients who meet a new set of criteria are now seen within two weeks of being referred as part of a new triage process.

Further changes focus on improving data so the team can see where the pressure points are in the service.

The team now feel more supported and engaged, while the number of patients waiting for more than 18 weeks has reduced by 67 per cent, with no one waiting more than a year to be seen.