

Spinal Elective Clinic Service Improvement Project

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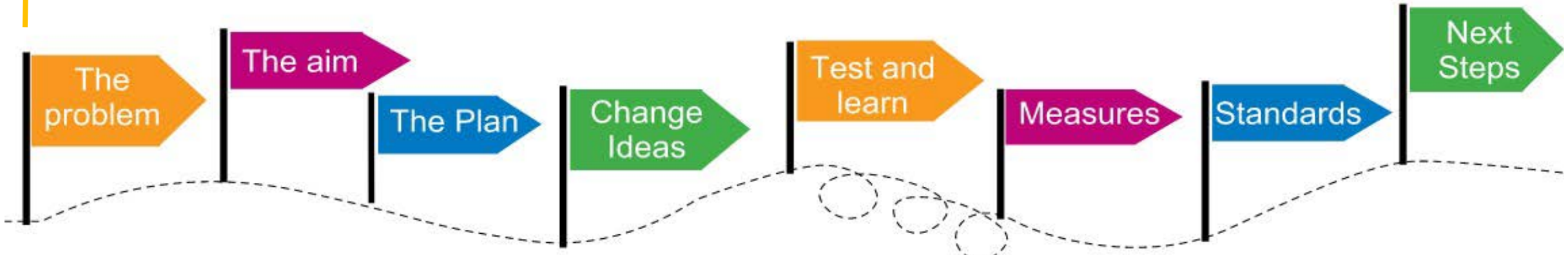
Laura Mayne – Senior Information Analyst – Taunton & Somerset NHS Foundation Trust

Claire White – Improvement Advisor – Taunton & Somerset NHS Foundation Trust



Context

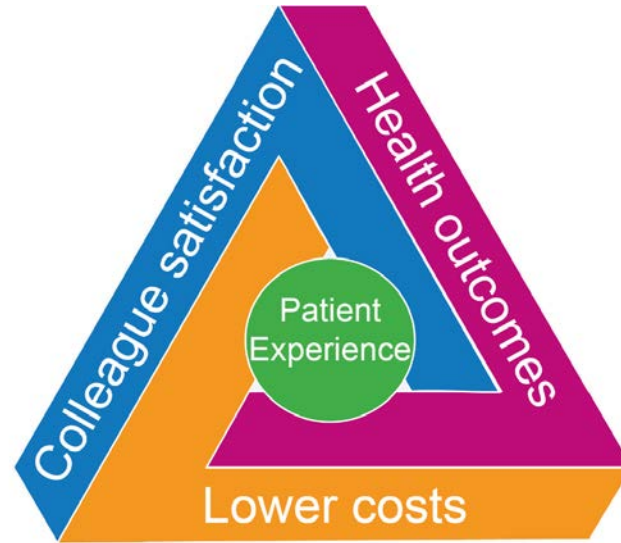
- Approached by Spinal Team
- Problems with wait time in outpatient environment
- HSMA Course Applications Invite



Why is our project important to our Organisations?

Musgrove Park Hospital:

- Reduce Wait Times
- Reduce Number of patient visits
 - Improve patient experience
- Quicker treatment
- Increased throughput
 - Reduce Waste
- Standardise Processes



NHS Improvement:



- Increased understanding and awareness of processes
- Closer working with providers
- Improved RTT performance
- Producing models to share and bridge improvement across Trusts

Why is HSMA important to our Organisations?

Our Organisations Values:



Taunton and Somerset **NHS**
NHS Foundation Trust

NHS
Improvement



We work together in an open and accountable way



We deliver better outcomes by listening to different perspectives



We challenge and support each other

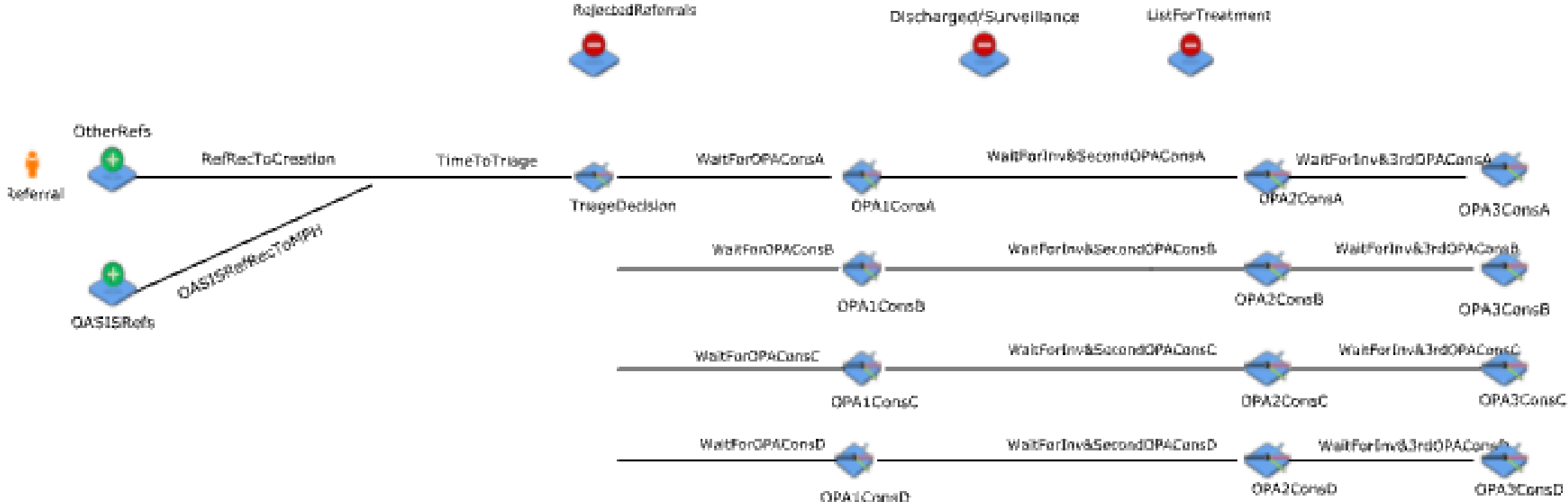


Workplace Supervisor Feedback – Greg Cobb – Musgrove Park

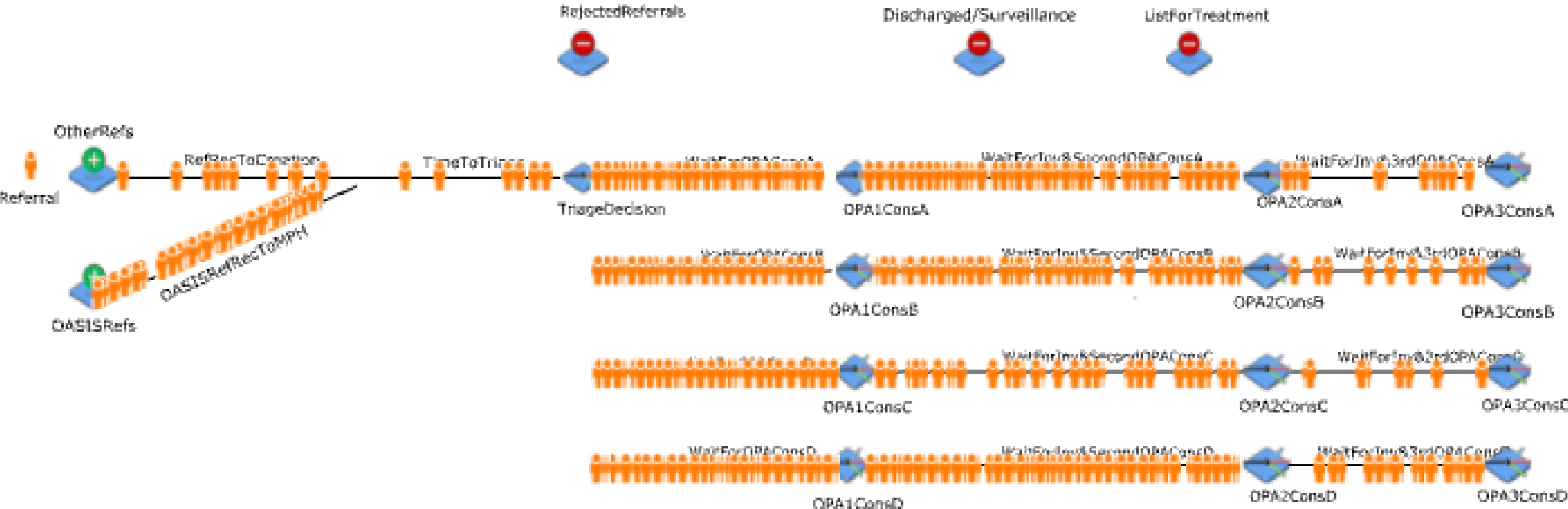


- How the project and wider programme is impacting the organisation
- How are we planning to move forward?

Our Model



Our Model



The Plan – How will we take forward the skills gained through this programme?



- Jaam Sim
- System Dynamics
- Python / R
- Machine Learning
- Network Analysis

We aim to continue to develop these skills with a longer term aim to share and spread this learning with colleagues

Conclusion



When we applied to take part in HSMA, we had the following objectives:

Enables testing without risk

To prove or disprove ideas

Allows accurate testing for complex problems

Visually demonstrate potential improvement to hard to convince audiences

Allows radical tests of change

Encourage ideas for change

Help to identify bottle necks in the system

Did we achieve this?

Lessons Learnt

- Focus on small parts of pathways
- Cater for the majority
- Getting it right
- Preparation





Thank you for listening, does anyone
have any questions?

