QI 120 Improving Attendance in the CPIP (Cerebral Palsy Integrated Pathway) Clinic

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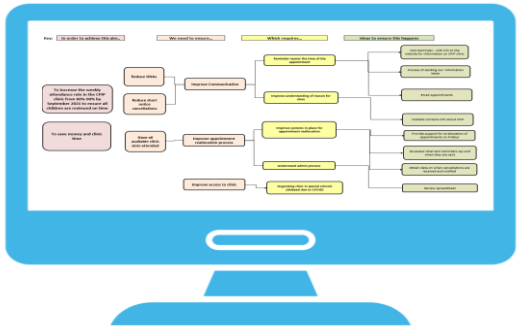
Project Aim: To reduce the mean DNA (Did Not Attend) / WNB (Was Not Brought) rate at the CPIP Clinic from 26.8% to 10% by July 2022

Summary:

The CPIP clinic experiences a number of missed appointments (DNAs/WNBs). These unused clinic slots are very costly due to MDT staff involvement; a 1 hour slot costs £167.67 in staffing alone, due to having at least 2 consultants, a band 6 physiotherapist and a band 4 therapy assistant present. The team aim to review each child in the clinic every 6 or 12 months, age dependent. Missed appointments result in delayed reviews as the child must be rebooked, reducing the efficiency of the clinic and increasing the number of overdue assessments; this impacts on patient care and staff capacity.

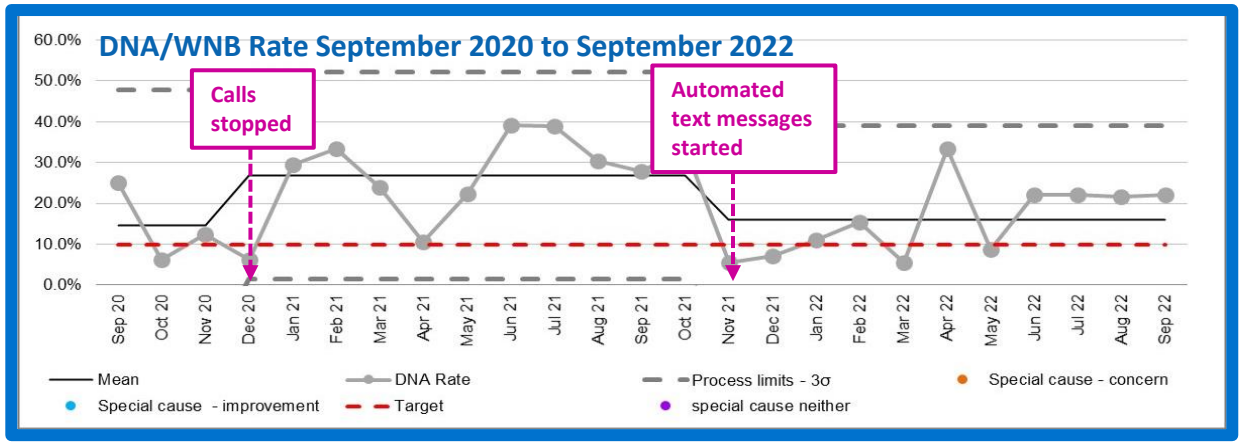
Driver Diagram:



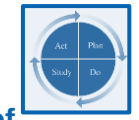
For a copy of the driver diagram or for further information on this project please contact the Project Lead.

Measures:

- Clinic attendance, DNA/WNB rate and cancellation rate
- Date of appointment letters sent
- Number of overdue assessments (longer term measure)
- Parent questionnaire to identify reasons for missed appointments (co-production).



Change ideas tested:



- Implementation of automated text message reminders 7 days and 24 hours before the clinic appointment
- Admin process map to streamline letter sending.

Outcomes Achieved:

- DNA/WNB rate decreased from a mean of 26.8% to 10.6%
- Availability of benchmark data for next steps
- Implementation of a cancellation process
- Cancellation rate increased from 6.7% to 17.6%

Unintended consequence

Next Steps

Further change ideas include:

1. Changing text message content to allow earlier cancellation
2. Review accessibility of the cancellation procedure
3. Collect and analyse cancellation data
4. Process for reallocating after cancellations, including creation of a 'cancellation list'
5. New project aim: To improve the mean attendance rate in the CPIP clinic from 71% to 90% by July 2023.

QI Tools used:

- Process mapping
- SPC Charts
- Driver diagram
- PDSA cycle

Quality Improvement

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