

Introduction of TNO service within the ENT Outpatient Dept

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Introduction

Introduction of Transnasal Oesophagoscopy (TNO) in Outpatient setting
 TNO(Transnasal Oesophagoscopy) is a safe and well-tolerated procedure that may be performed in a procedure room in the outpatient setting. It requires a local anaesthetic throat spray and no sedation. It may be used to histologically diagnose or exclude pathology from the nose to the gastro-oesophageal junction. It provides a "one stop" diagnosis service, reducing diagnostic delays, the need for endoscopy under general anaesthesia, barium swallows and follow-up outpatient appointments

Current state

Reporting year	Reporting month	Priority	Average Weeks Wait	Average Months Wait	Total
2022	Jan	2 WEEK WAIT	8.7	2.2	25
2022	Jan	ROUTINE	22.4	5.6	422
2022	Jan	URGENT	16.3	4.1	83
2022	Feb	2 WEEK WAIT	6.2	1.6	28
2022	Feb	ROUTINE	23	5.8	497
2022	Feb	URGENT	15.5	3.9	99
2022	Mar	2 WEEK WAIT	9.3	2.3	38
2022	Mar	ROUTINE	23.6	5.9	579
2022	Mar	URGENT	14.8	3.7	111

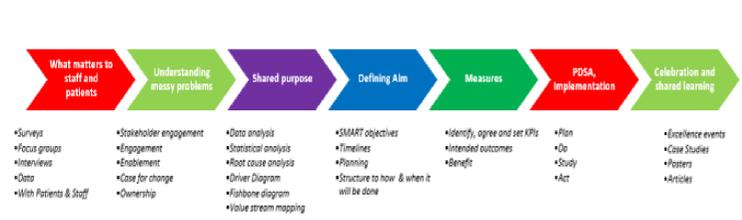


The planned approach

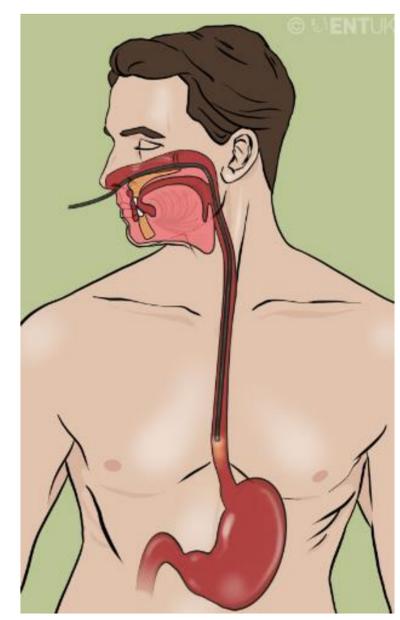
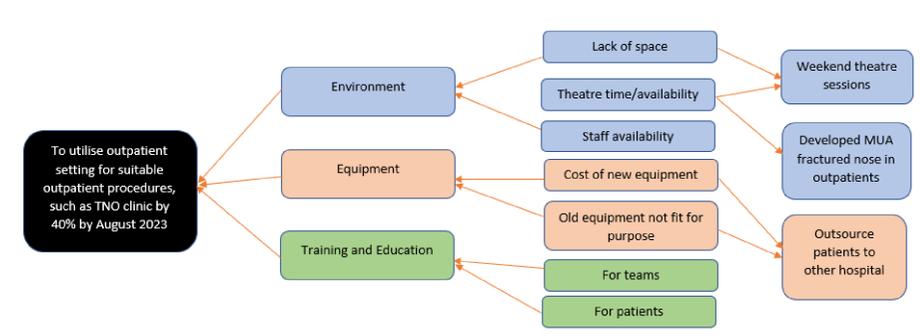
Project aim

To utilise outpatient setting for suitable outpatient procedure such as TNO clinic by 40% by August 2023

Improvement methodology



Driver Diagram



Reporting year	Reporting month	Total
2022	Jan	530
2022	Feb	624
2022	Mar	728

Planned change ideas/ PDSA's

- Weekend theatre session
- Outsource patients to other hospital
- Developed MUA fractured nose in outpatient service

Leadership learning

In this journey, I felt that I achieved to improve my leadership skills, sharpen my knowledge and recognised my strength and weaknesses as a leader. Through this experience, it changed me not only as a leader, but also as a person. I have a better understanding on the impact I have on my team in addition it did improve my practice. I felt more confident now because I know that I am more resilient to change. The connections and networks I made during the RCN leadership course opened my opportunities to learn and share experience. I am inspired to be better, be courageous, resourceful and creative in addition to being kind and empathetic leader.

Next steps

- To continue to monitor the number of TNO patients in outpatient clinic
- To increase TNO clinic capacity (August 2022-March 2023 - AM clinic session only due to staff and space issue, unable to do all day)
- To develop more Outpatient service by switching inpatient service to outpatient service.