

Reducing waiting times for patients waiting for surgery in Lister Admissions Unit

Prossy Matovu, Ward sister, Lister Admissions Unit

Problem

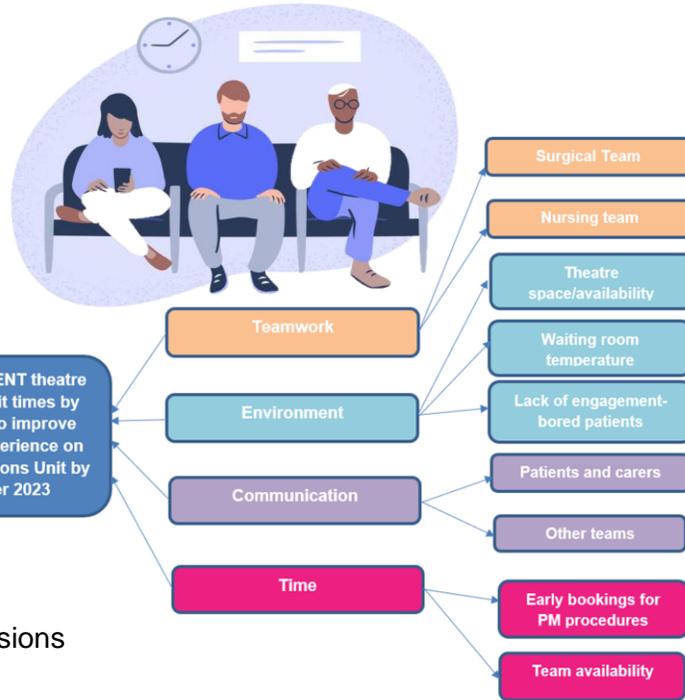
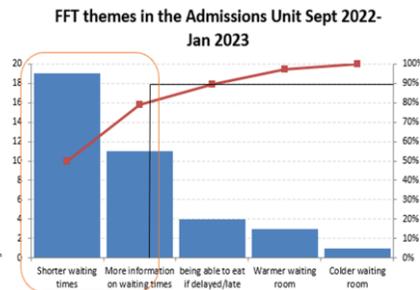
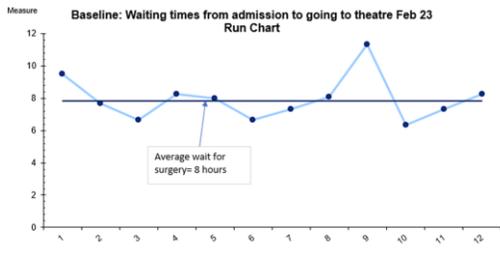
Within the Admission unit, we often receive many complaints, verbally and written from the admitted patients especially ENT patients regarding their waiting time. The patients arrive between 07:00 am –07:15 am and some will not be going to theatre until the late afternoon. They are often hungry and very anxious. Some are so frustrated that they have in the past self-discharged and left to go home. Our Friend and Family Test (FFT) results show that 50% of ENT patients are unhappy with the long waiting times.

What matters to you Friends and Family data (N=38)
50% of patients stated their overall experience was poor or very poor
50% of patients felt wait times were too long
29% of patients wanted better communication
92% of patients felt well cared for by Nurses while they were waiting

Rationale

If we can reduce pre surgical wait times by having a staggered admissions period, patient experience should improve.

Current state



Aim

To reduce wait times for patients on the ENT theatre lists by 50% and to improve patient experience on the Admissions unit by October 2023

Planned PDSA'S

- Regular team huddles
- Blankets and fans
- Board games and other entertainment for patients ? Charity funding
- Volunteer support to be with patients
- Better communications re: wait times
- Early escalation policies for delays
- Staggered patient bookings

Barriers	Enablers
Multidisciplinary engagement	Co-producing solutions with patients
Funding - for entertainment	Finding out what matters
Team dynamics	Data to show the size of the problem

Leadership Learning and Next steps

Leadership Learning:

I have learnt that adaptive change is about addressing problems for which you don't yet know the solution and often requiring not to only changing behaviour or preference but also heart and mind which can result in the transformation of the system.

Next steps:

- To improve clarity
- To generate enthusiasm
- To engage stakeholders
- To start building accountability
- To know when we have achieved what we set out to accomplish