NHS
Ashford and St. Peter's Hospitals
NHS Foundation Trust

Virtual Fracture Clinics

ASPH

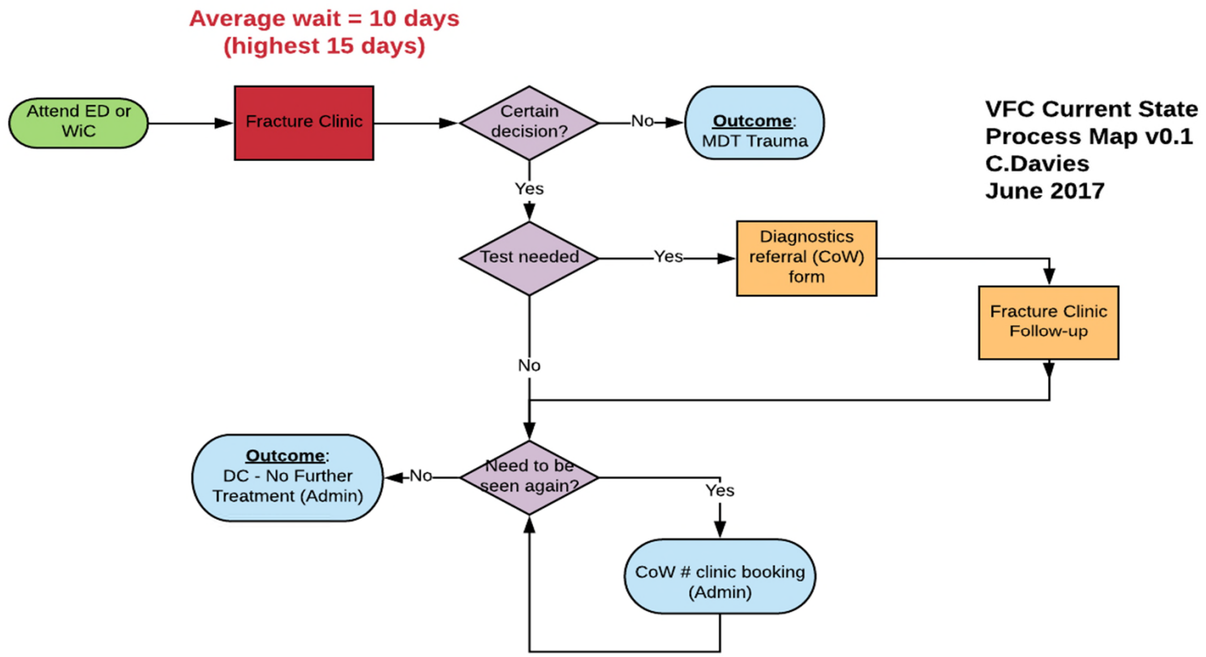
iMSK & Trauma Service

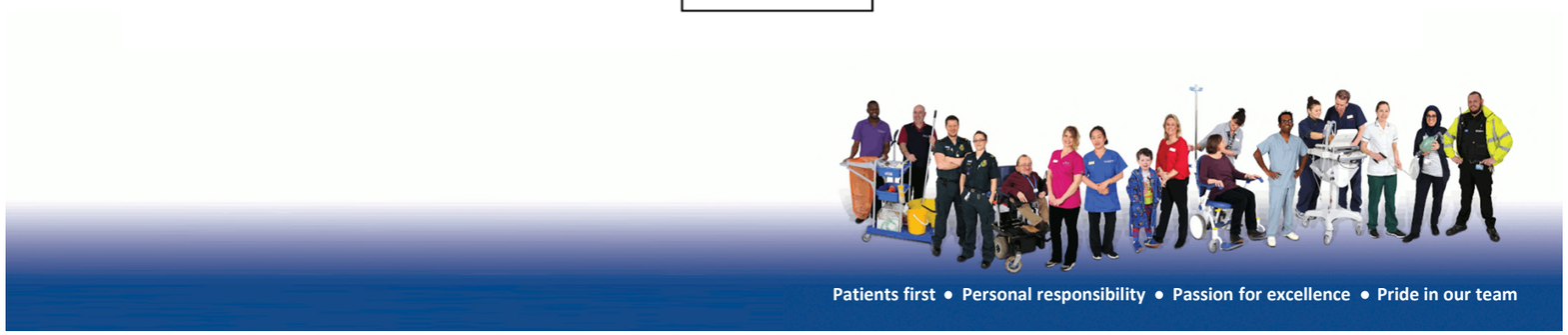
Patients first • Personal responsibility • Passion for excellence • Pride in our team

Why?

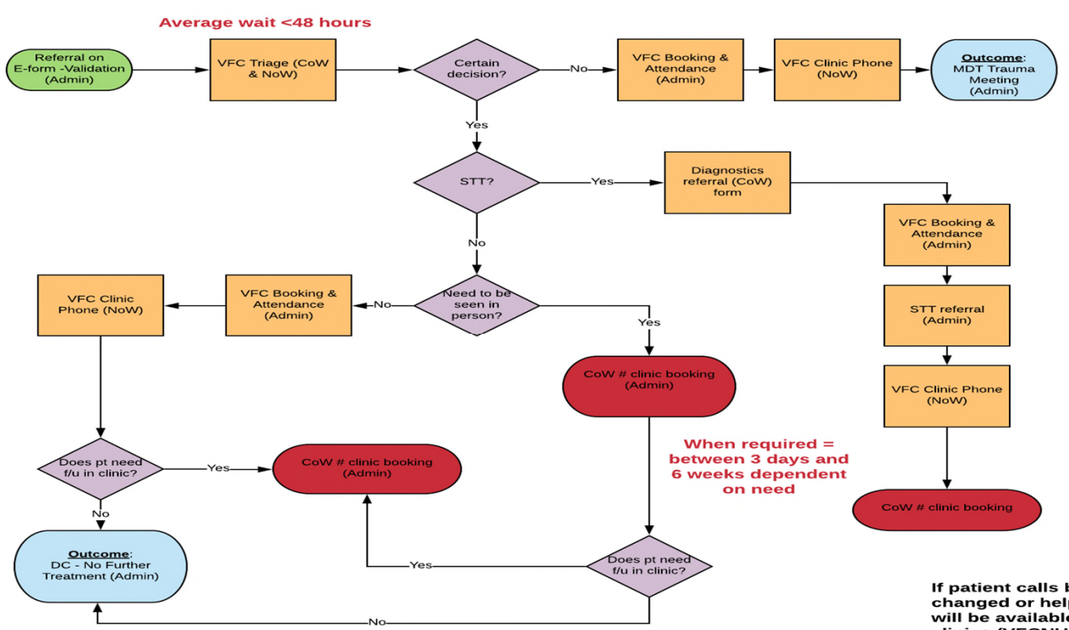
- Busy waiting areas
- 12 formal complaints & 10 Pals complaints over the 2016/2017 year.
- Demand exceeding capacity
- Long waits to treatment > 10 days
- Pressured work environment for clinicians and operational staff

The ‘before’


Average wait = 10 days
(highest 15 days)
Attend ED or WiC
Fracture Clinic
Certain decision?
No
Outcome: MDT Trauma
Yes
Test needed
Yes
Diagnostics referral (CoW) form
Fracture Clinic Follow-up
No
Outcome: DC - No Further Treatment (Admin)
No
Need to be seen again?
Yes
CoW # clinic booking (Admin)
VFC Current State Process Map v0.1
C.Davies
June 2017


Patients first • Personal responsibility • Passion for excellence • Pride in our team

The ‘after’



VFC Process Map
v1.0
C.Davies
August 2017

If patient calls back needing dressing changed or help with fitting etc, slots will be available in daily Nurse-led clinics (VFCNUR)

Patients first • Personal responsibility • Passion for excellence • Pride in our team

What?

- Team:
  - Consultant of the week (approx. 2.5 hours daily)
  - Nurse of the week & HCA
  - Administrator
- Process:
  - Effective, efficient & detailed referral form
  - Review referral and images
  - Arrange most appropriate pathway
  - Discuss the plan with the patient
- Clinical Model:
  - Defined protocols and leaflets
  - MDT approach

Impact

- Patient Experience
  - Number of saved journeys
    - Attendances reduced by 45%, meaning over 6,000 fewer visits per annum for patients
  - Reduced number of PALs / complaints?
    - 2 formal complaints, 3 PALS complaints in total over 2017/2018.
- Operational improvement
  - Saved clinician time
    - Reallocation of capacity
  - Reduced time to treatment
    - 10 days down to 48-84 hours

Next steps?

- Continuous improvement
  - Referral form
  - Improved joint working with ED and WiC
  - Improved administrative processes
  - Scheduling/Diaries
  - Research
  - Links with therapies

Thank you

- Any questions?