

Realigning Secondary Care Community Occupational Therapy Services across the East Integrated Health Community with Primary Care Services.

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Project Impact:

Waiting times have reduced by an average 9 weeks, with the longest wait being 4 weeks

RTT is now on average 1.5 days an improvement on 10 days from mid 2019

Time from assessment to discharge is now on average 9 weeks from a previous 17 weeks

Urgent referral rates have reduced to on average 2.5 weekly from 6.5 a week

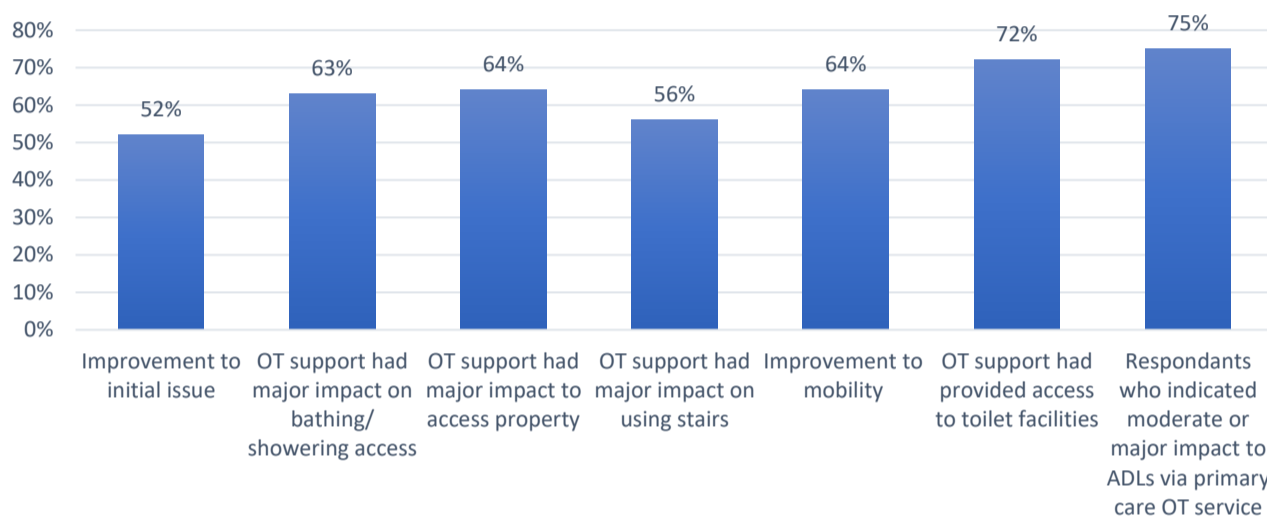
Project Background:

Historically patients would be triaged and potentially wait up to 14 weeks on the Occupational Therapy waiting list.

The Covid 19 pandemic and the temporary cessation of routine community assessments allowed for a strategic change of the community OT provision to become aligned with primary care services and colleagues.

The team would realign with the multi-disciplinary teams (MDT) within the GP clusters to further enhance their understanding of OT. This would provide earlier access to OT for patients, therefore improving stakeholder outcomes.

Project Outcome(s):



Project Approach:

Attending GP Cluster meetings across 6 cluster areas in Wrexham and Flintshire via TEAMS. Then of those that requested further information or to be an early implementer surgery, contact was then made with the GP practice manager. This enabled a more bespoke discussion regarding their GP surgery population health needs, priorities and opportunity to engage with the OT service. This involved identifying resources available from both the OT service and GP surgery to enable an OT to be based at the surgery each week. This included access to GP health record systems, referral routes and ensure governance arrangements were in place prior to alignment with each surgery.

Patient Impact:

"We cannot let this opportunity pass without thanking our OT for her most helpful advice and exemplary caring professionalism in the duty of her profession. There was very little time from the need for OT being identified, to the arrival of the advice and action by our OT. The service was provided swiftly, which ensured our issues didn't impede daily life. She was an outstanding representative for a most helpful team" - Patient

"My OT sessions have always been positive and reassuring. Practical and helpful advice and aided by provision of new equipment to support me to achieve independent mobility and daily living tasks. She assisted me to make achievable goals. After period of 3 years since diagnosis without the professional contact it has been helpful and reassuring to have OT support" - Patient



Project Aims/Objectives:

- Facilitation of direct health to health referrals, received electronically to a shared email inbox
- Existing secondary care community OT service to be aligned within primary care teams. Allowing for a physical presence of an OT within the setting, ensuring referrals are generated earlier, before patients functionally decline or crisis ensues.
- The realignment will in turn allow the MDT access to OT services earlier and vice versa, meaning that crisis can be avoided and promotion of health and well-being needs can be instigated sooner.

Primary Care Impact:

"I didn't realize how broad the role of OT can be. I clearly still have a lot to learn. I suppose the frailty demand just takes up so much of the capacity that you forget that OT can help with a lot of other things" - Dr Bowdler - Dee Valley Medical Practice

This project has facilitated the development of a functioning MDT, allowing different disciplines to really work together to improve a more integrated patient care". - Carmen Gutierrez Rubio - Pharmacist, Hillcrest and Strathmore Medical Practices

Key Conclusions:

The cohesion that now exists between patient, OT, Primary care and 3rd sector agents reflects the benefits suggested in political drivers alongside the delivery of a greater provision of services, early interventions and greater co-production.

Our realignment project in Occupational Therapy has enabled us to be at the heart of achieving this transformation, making the necessary transition in service redevelopment.

Next Steps:

- Achieve parity for OT services across East integrated health community
- Development of OT services aimed at early intervention, self-management and co-production
- Referrals direct from 3rd sector
- Options for joint system software
- Review of Lightfoot foundation data

Our Message:

"Embrace change, its fundamental for progression."