

In response to a persistent challenge in optimising clinical time and resources across Luton, we've developed an innovative planning tool aimed at streamlining visit scheduling across the population. This tool provides a solution to alleviate the burden of excessive travel time for staff, thereby enhancing overall efficiency within our services. In addition, the tool streamlines visiting schedules, minimising the need for multiple clinician visits and fostering continuity of care, which in return gives more a cohesive and efficient patient experience.

The problem... Adult Community Services have a high caseload and are often reporting as 'Red' at their daily sitrep, due to overwhelming demand surpassing available capacity. In addition, Luton is a widespread town which means that staff often have excess travel between home visits which impact's available clinical time.

The solution... The primary goal of implementing the RPA is to streamline the Sitrep reporting process, significantly reducing manual effort and time consumption associated with data collection, compilation, and distribution. This aims to enhance operational efficiency and provide timely, accurate insights into staffing capacity challenges up to a week in advance.



UNDERSTANDING THE PROBLEM



DESIGNING THE CHANGE



IMPLEMENTING IMPROVEMENTS



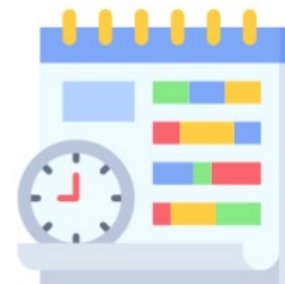
CONTINUOUS IMPROVEMENT

Understanding the problem: Adult Services are often reporting as 'Red' at the daily sitrep. When 'red' the service usually requires support from neighbouring services to manage their caseload and ensure essential visits are not compromised.

Identifying the problem area: Luton is a widespread area, four main postcodes and surrounded by numerous villages, making service provision challenging. Staff members navigate through multiple postcodes within a day to fulfil community visits, significantly extending their travel time.

Patient Experience: Patients in Luton Adult Services are often seen by multiple teams on the same day or week. Multiple appointments within a short period can be time-consuming and stressful for patients, leading to inconvenience and potential disruptions in their daily routines.

- A prepopulated tool that pulls patient appointment information from Malinko and System1
- Clear outputs that provide an oversight of planned visits across Adult Services
- User friendly tool that will aid team planning and reduce duplication of visits and unnecessary travel



LESSONS LEARNT

A newly **developed tool** is now in place which aids the clinical leads with their planning of clinical capacity.

There is now a **service overview** of planned visits which allows the clinical leads to spot duplication, reduce unnecessary visits and where possible reduce travel time by.

Reducing visits into patients' homes will also mean that patients are not disturbed as much and do not need to wait around for excessive appointments.

The scheduling tool launched in Luton Adult Services in Summer 2023. This has enabled teams to look ahead at upcoming visits and plan appointments more efficiently.

- Live demonstrations of the tool have been given to clinical leads
- Training on the tool has been provided and clinical leads have full access
- Support is available to those who want to use the tool

Ongoing use of the tool by service leads and discussions with senior management team to discuss development opportunities

LESSONS LEARNT

- Build trust with referrers... it takes time.
- Recruitment is slow but focused on building a sustainable workforce.
- Collaboration is essential for pathway development.
- Support from senior leaders and the national team was vital for maintaining momentum.
- Limited system data makes it challenging to demonstrate pathway impact.