

**IMPROVEMENT NAME:** Patient Transport

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**DATE:** March 2024

1  
Deep Dive

## DEEP DIVE:

*What did we or are going to investigate about the problem/ improvement area?*

Patients enrolled in the 7-week Pulmonary Rehab Programme are obligated to attend clinic twice a week throughout the program duration. The responsibility of transportation to and from the clinic falls on the service user. Although the clinic is situated in the town centre, it necessitates a short walk from the nearest bus stop, involving crossing a flyover, which may pose challenges for service users with respiratory problems. Notably, some service users resorted to paying for taxi services, with one individual incurring a £24 taxi fee for each appointment. Transportation emerged as a significant hurdle for patients facing financial constraints, lacking driving capabilities, lacking access to a lift, or experiencing mobility issues. In response to these challenges, some service users would decline the programme.

## PROBLEM:

*What is/was the problem we are trying to solve?*

Service users who are faced with transportation difficulties will often decline the 7-week Pulmonary Rehab programme.

## GOAL:

*What did we/are we hoping to achieve?*

To remove the barrier around transport, ensuring that this is not the sole reason for a patient to decline the 7-week Pulmonary Rehab Programme

2  
Design

## DESIGN:

*What changes do we or did we think would make an improvement?*

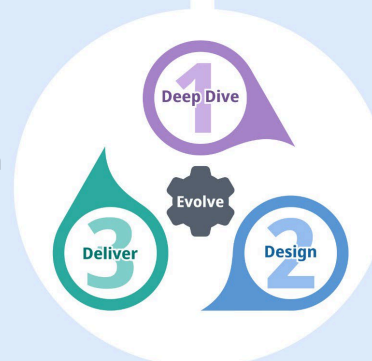
- Look for and apply for funding opportunities
- Review data around decline of service due to transport
- Develop Inclusion Criteria
- Utilise use appointed designated drivers
- Develop a management plan

3  
Deliver

## DELIVER:

*How do we or did we expect to test the change?*

- Bid for funding was successful (PHE money)
- Patients were contacted with transport offer and added to the programme where consent was obtained
- A schedule was developed along with a booking and admin process



## Picture of a service user being taken to Pulmonary Rehab Clinic



*"With out it [transport] I wouldn't have been able to go [to clinic]"*

*"I think the drivers are brilliant, always on time, always polite, very polite".*

## RESULTS:

*What did we achieve?*

- PHE Funding will provide this service on a 1-year trial. This includes a driver, car maintenance and fuel costs.
- The initiative went live on 4<sup>th</sup> January 2024.
- 5 patients to date have benefited from the offer of transport with future cohorts identified.
- Although numbers are small, the feedback from staff, drivers and service users has been positive

## EVOLVE:

*Next steps what further improvements are planned?*

- Plans to offer this out to other clinic-based appointments to increase productivity and decrease drop out rates.
- Patient survey being developed to capture ongoing feedback

## LESSONS LEARNT:

*What did we learn?*

- Ensure demand is grown slowly.
- Map demand against availability of drivers/cars, recruit where needed.

