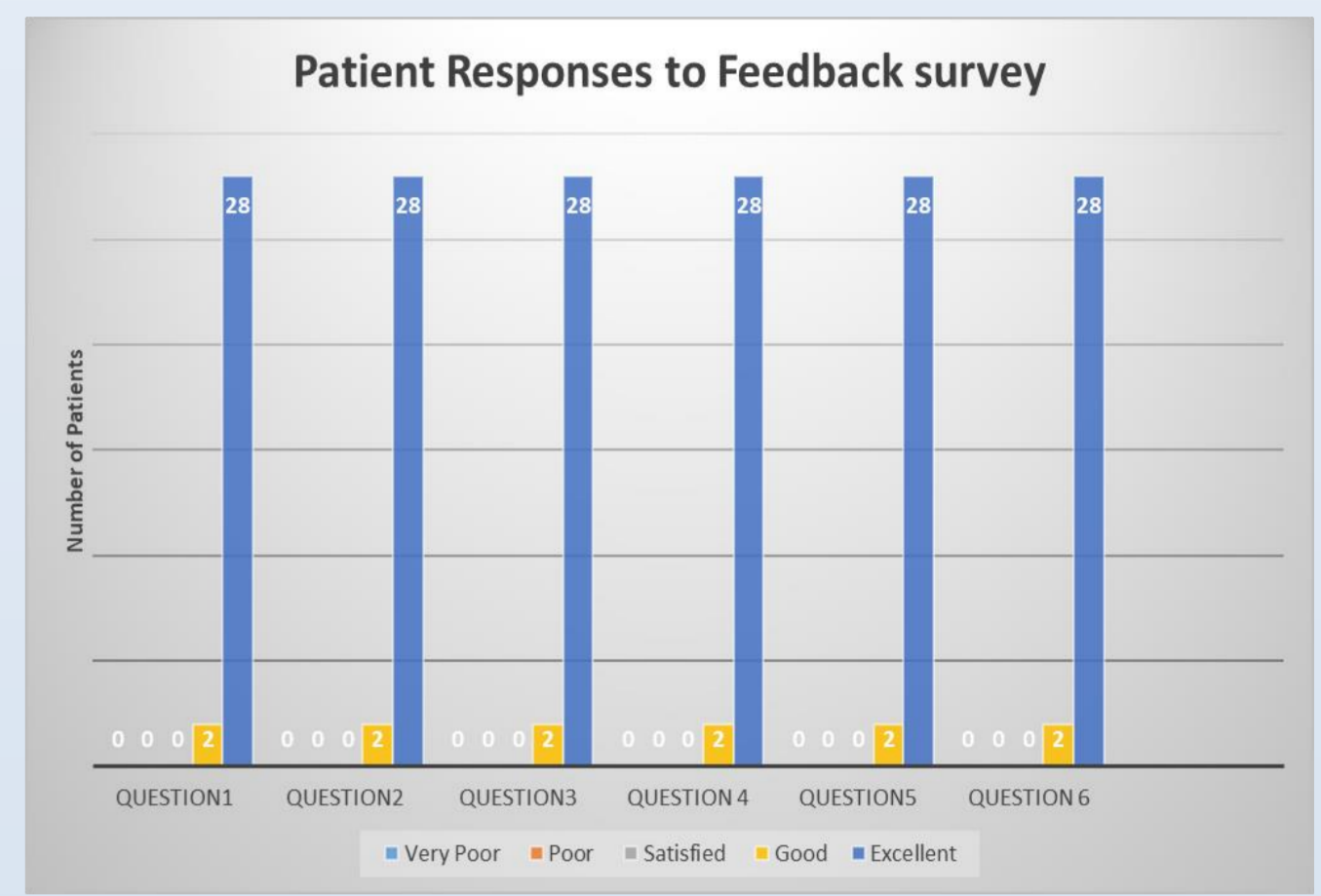


AIM Reduce by 25% the length of time of the patient's journey presenting to Orthopaedic Shoulder clinic, from initial appointment until review including investigations and treatment by May 2022.

BACKGROUND RESULTS Project Measures - Patient Feedback

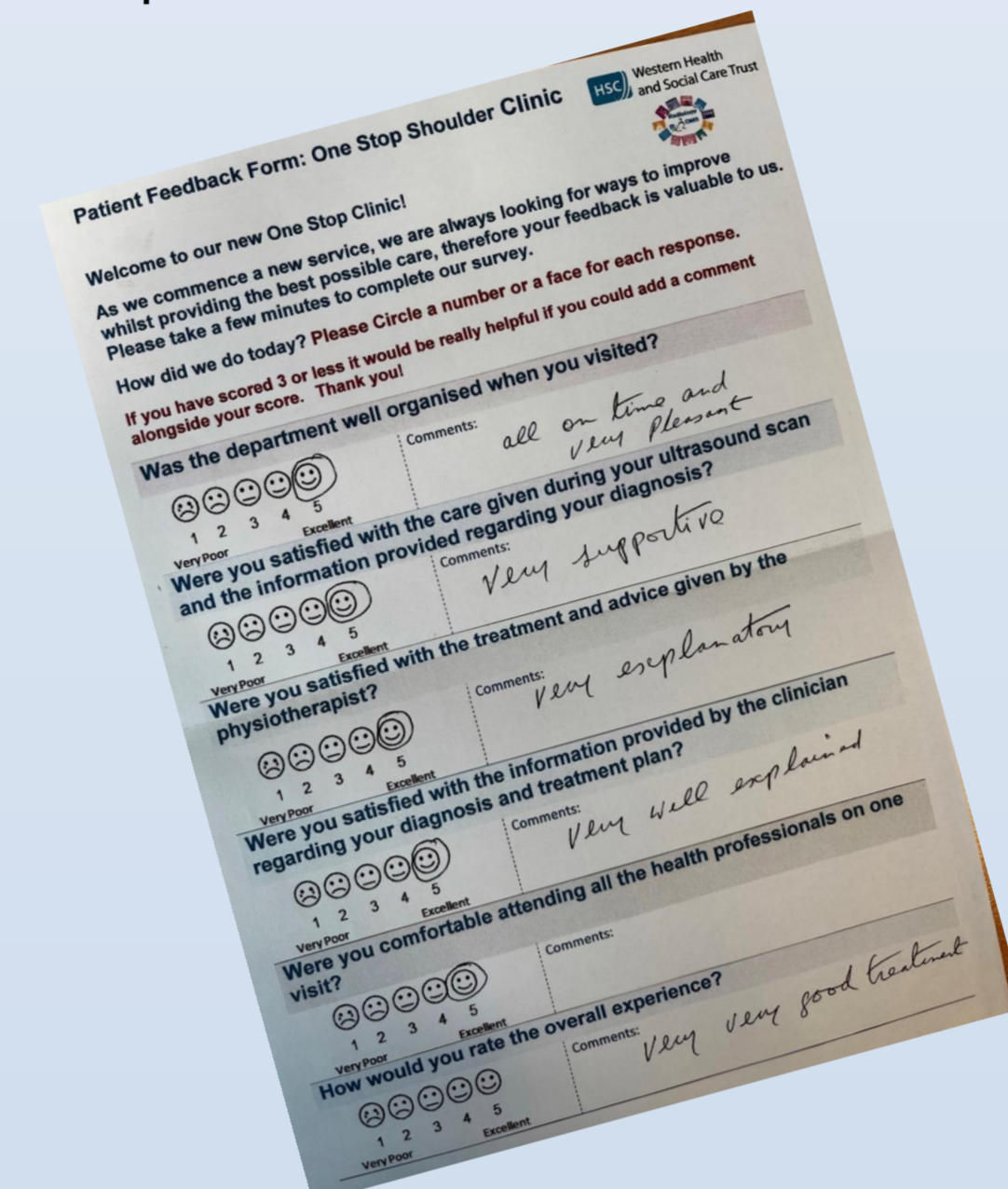
- Routinely, patients attend an orthopaedic shoulder clinic, and following the consultant's clinical decision may be referred for investigation or physiotherapy. Review following the decided intervention, can take many months due to lengthy waiting lists.
- Introducing a multi-disciplinary One Stop Shoulder Clinic, the first in Northern Ireland, allows patients to receive their ultrasound scan and steroid injection where indicated, physiotherapy advice, then consultant review to decide further management.
- The project aim was to reduce by 25% the length of time of the patient's journey presenting with a shoulder complaint to orthopaedic clinic, from initial appointment until review including investigations and treatment.

- 30 patients that attended the clinic completed the survey- we received outstanding patient comments as demonstrated in the word cloud.
- 93 % of patient responded excellent to all 6 questions, the other 7% of patient responded good to all questions.

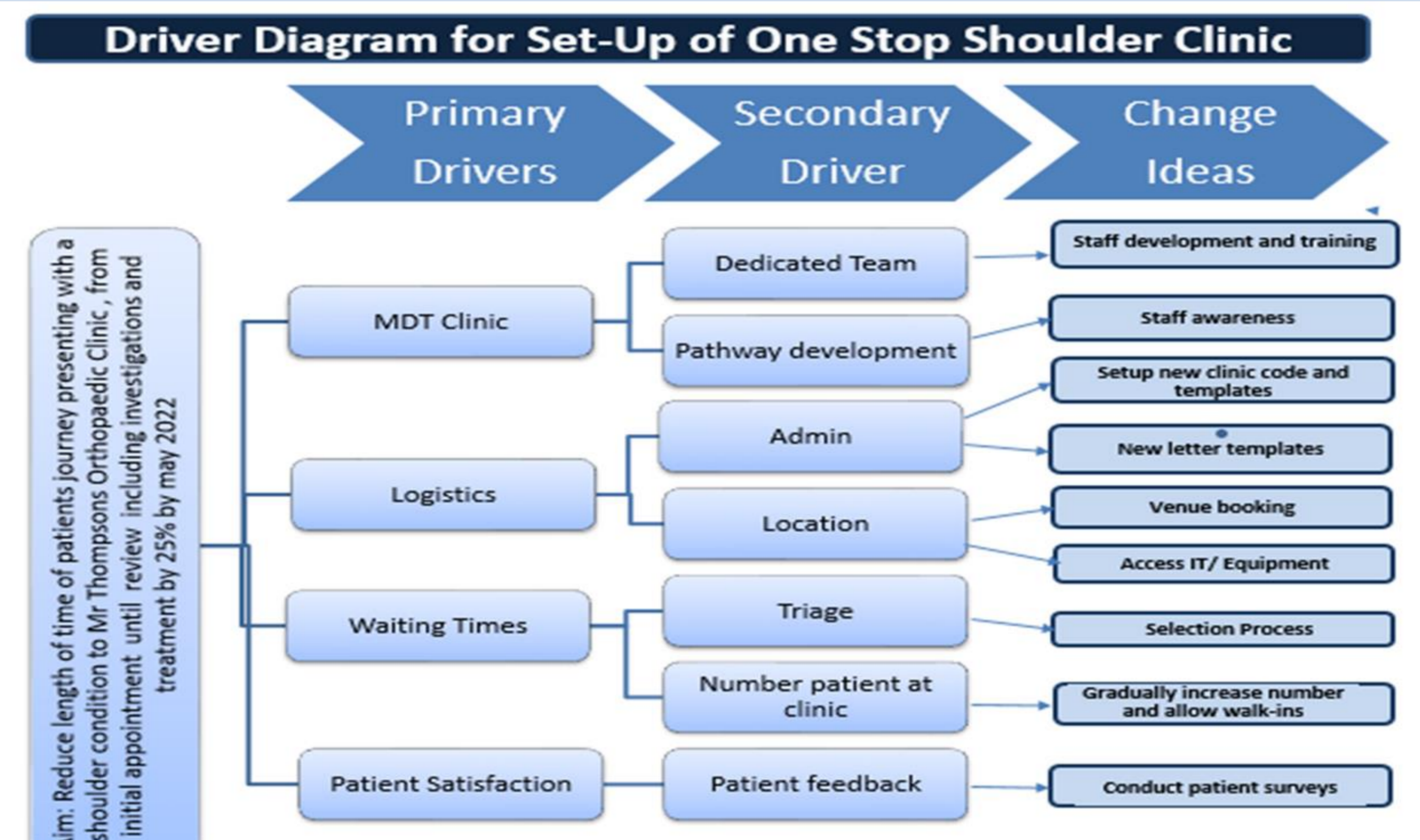


PLAN

- Setting our aim using QI guidelines was straightforward as we were targeting a specific cohort of patients.
- Reviewing 30 patients who underwent shoulder ultrasound established a baseline average waiting time of 26 weeks.
- Numbers were initially small as the clinic only runs two weeks in an eight week rota, the plan being to pilot the clinic in a satellite hospital before rolling it out across other trust sites.
- Successful by-in was achieved from orthopaedics, radiology, physiotherapy, and clerical and nursing staff of a satellite hospital, where the project was piloted.



METHOD A driver diagram was designed to look at the primary and secondary drivers as well as the change ideas



CONCLUSION AND OUTCOMES

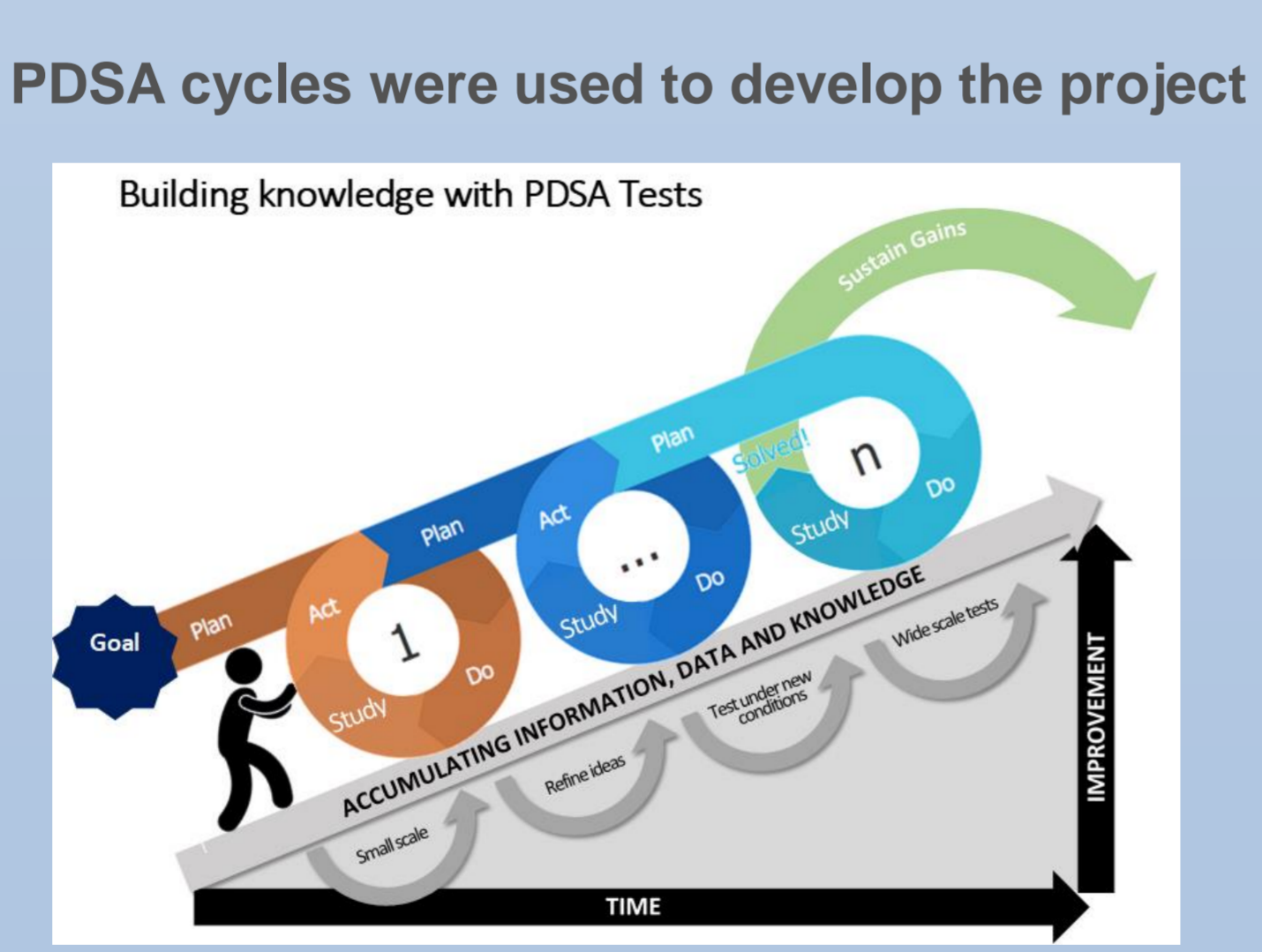
- Reduction in CNA/DNA Rates at clinic from **23% to 16%**
 - Patients receiving Physiotherapy increased to **88%** from **33%** in line with current guidelines promoting conservative management initially.
 - Overall wait times reduced from average **26 weeks** to average **5.6 weeks**
 - Shoulder Ultrasound appointment wait times reduced from average of **9.4 weeks** to average of **5.6 weeks**
- (Baseline sample of 30 patients from 2019, current data included 60 patients over 9 one stop shoulder clinics)*

KEY LEARNING POINTS AND CHALLENGES

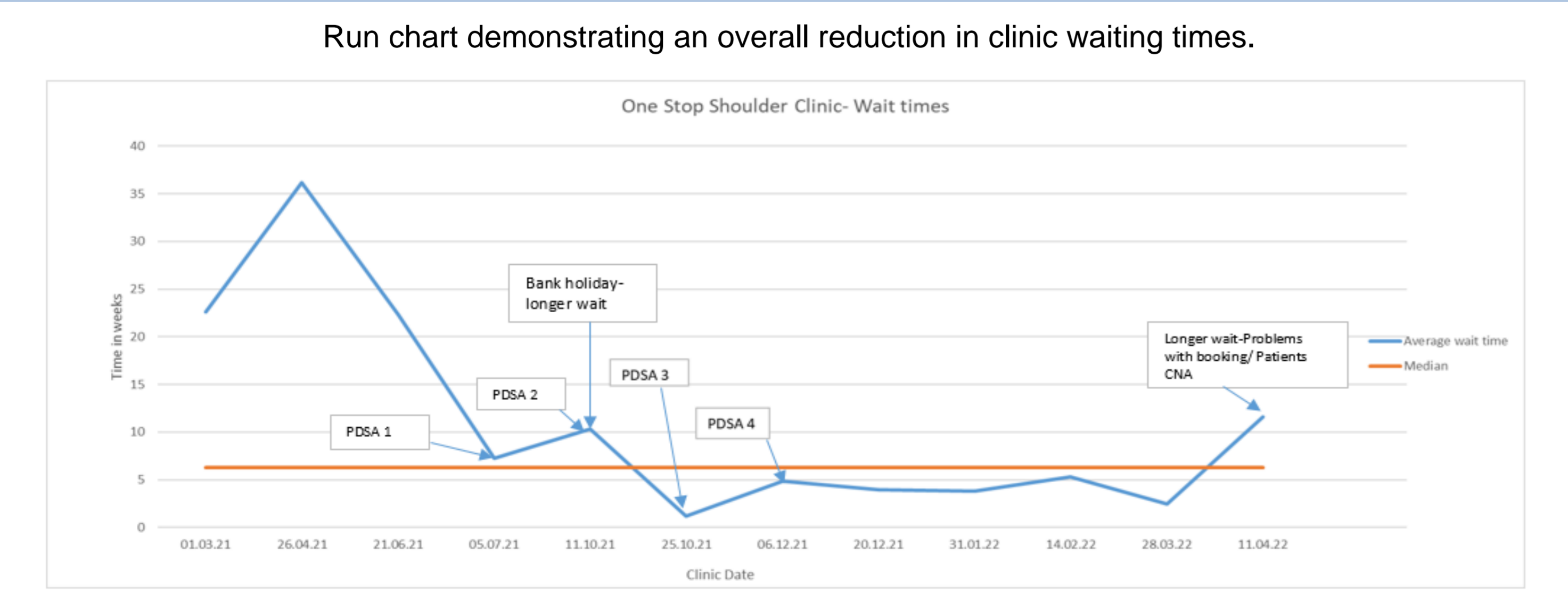
- The highlight of this project has been the enthusiastic multidisciplinary approach and the potential that the success of this clinic provides, but ultimately to witness the enhanced patient service.
- The project has brought improved communication within the team with regards to patient care
- The patient satisfaction surveys have returned outstanding comments such as 'fantastic', 'excellent service'.
- Challenges have occurred due to the clinic logistics in the Covid-19 climate- limited patient numbers due to social distancing and infection control measures
- Difficulties encountered included staff shortages, increased patient demand, acquiring rooms, problems with the sonographer's training being delivered on the mainland and completing the time consuming quality project modules

PROCESS CHANGE

- PDSA 1** 5/7/21
 - Implementation of clinic
 - New letters drafted and sent to patients
- PDSA 2** 11/10/21
 - Physio now present at clinic
 - Patient survey's completed
- PDSA 3** 25/10/21
 - Extra patient added to clinic
- PDSA 4** 20/12/21
 - Walk in patient from Orthopaedic clinic also attends one stop clinic
- PDSA 5** June 2022
 - Clinic to be set-up and run in Altnagelvin Hospital - a major acute setting



RESULTS Project Measures - Data Collection



NEXT STEPS

- PDSA 5- clinic to begin in acute major hospital (AA H) June 2022, this will reduce wait times further. Aim then to roll clinic out across the trust
- With clinic now running 4 weeks out of every 8 week Rota, this will allow increased capacity for the clinic and allow walk-ins of new patients
- Due to the success of the One Stop Shoulder clinic- potential for this to be considered for other joints within Orthopaedics
- Create patient leaflet to better inform patients on what to expect at the clinic
- Liaise with complaints and compliments department to conduct Care Opinions at clinic, potentially with QR code