



CASE STUDY - Continuous Quality Improvement

Community Nursing Dressings Delivery – Quality Improvement Project

BACKGROUND.....

Project led by: Anne Roberts, Operational Lead and Sam Anderson, Senior Community Staff Nurse
Service/Team: Community Nursing – Shelton and Hanley PCN and Hanley, Bucknall and Bentilee PCN (Stoke on Trent)

The Covid 19 outbreak forced teams to work differently and explore the required skill mix and skill / task alignment. This work looked to test how the delivery of dressing could be done differently to free up clinical time to care.

AIM

Free up clinical time through the development of 'delivery driver' role.

Using data to:

- Demonstrate why we needed to change – looking at the clinical time taken up by non-clinical work
- Allow us to measure the impact of the change

OUTCOME HIGHLIGHTS

Time – Clinical time saved, increased time for providing care and a better skill mix
Staff – Feel happier. 100% of staff reported being more efficient with time since the introduction of delivery driver
Patient –overwhelmingly positive feedback – improving patient experience
Quality – Better Dressing availability on visits
Spread – Successfully adopted by other teams who have now successfully implemented this improvement

MEASURED OUTCOMES – How do we know our change is an improvement?

	Baseline measure (pre test of change)	Outcome measure (post test of change)
Time to deliver dressings	34 mins	11 mins
No. of times practitioner returned to base to collect dressings	73% report returning to base daily	86% report returning to base once per week
Number of dressings delivered per week on average =125	100% by clinical staff	17% by clinical staff 83% by delivery driver Clinical time saved per week = 52.13 hrs Financial cost saving per week = £598.53
% of visits where dressings were available	less than 50% of the time	more than 75% of the time

CHALLENGES

Initial hesitation to change by spread teams, mitigated through demonstrating measurement

- Cost benefit analysis - delivery driver costs/miles, offset against the benefit. Review if the cumulative team mileage has reduced and is this offset against the drivers' miles?
- Explore the links to green agenda and opportunities to reduce environmental impact by measuring the miles, better route planning and electric cars

NEXT STEPS

OPPORTUNITY FOR SHARED LEARNING

- Identifying further opportunities to use the solution in the community to get greater economies of scale
- Use measured data to strengthen the case for scaling up the change further

Get in touch with your system QI ideas, to share your QI story, general QI queries or to join us at our quarterly system Quality Improvement Network events

Email us: systemCQI@mpft.nhs.uk