

# Improving Access to the Community Stroke Service in West Sussex

Adur, Arun and Worthing **NHS**  
Teaching Primary Care Trust

The Access Partnership and the Community Stroke Team in Adur, Arun and Worthing tPCT have been working together to improve access to the service. The aim of this case study is to help share and spread the results of this work. Further information can be found by logging onto [www.accesspartnership.co.uk](http://www.accesspartnership.co.uk)

## Our difficulties

- Physio and OT caseloads were large
- All patients kept on review
- Small team spread too thinly
- Criteria for referral was too broad and amount of therapy delivered was undefined
- Waits of up to one year for specialist assessment
- Waiting times different for each therapy, lack of standards

### RE-DESIGN OBJECTIVES

- To make access to Community Stroke Team clearer and to reduce therapy waiting times
- To define the core skills of the Team and the skills that only the Stroke Team therapists can offer
- To maximise the limited resources by targeting them more effectively

## What we did

### RE-DESIGN MILESTONES

- Team leader screening referrals and arranging initial appointments immediately
- Retained open referral system and reinforced referral criteria
- MDT goal setting with defined review dates
- Re-designed therapy programmes increasing capacity in service

### MDT GOAL SETTING

- Meetings held 4 weeks after initial assessment
- Joint goals agreed with therapists following discussion with clients
- Goals reviewed regularly to enable improved team working and holistic approach to client care
- Discharge planning undertaken

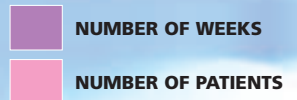
## Benefits

- Greatly reduced waiting times
- Increased control of workload
- Improved approach to client management
- Improved team morale and working

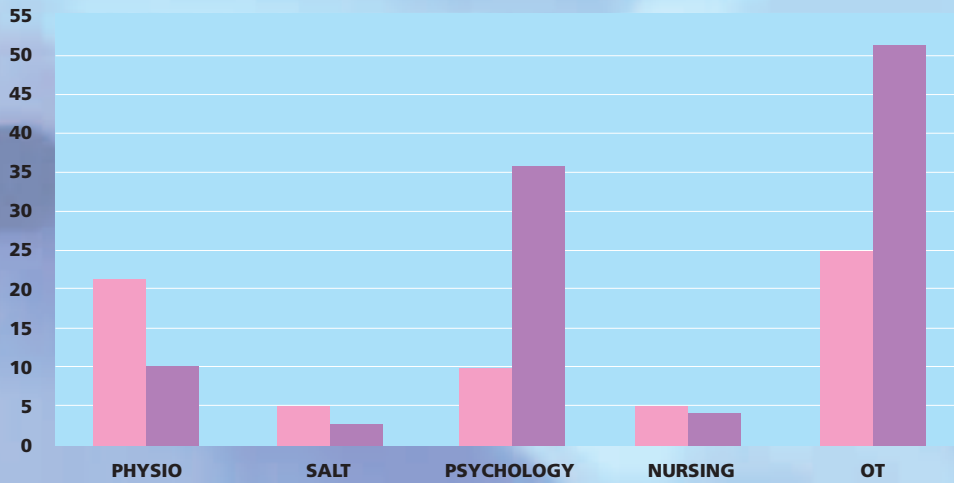
## Waiting times

- Agreed between therapists
- 2 weeks urgent, 4 weeks routine

# Outcomes of the re-design



## OCTOBER 2004

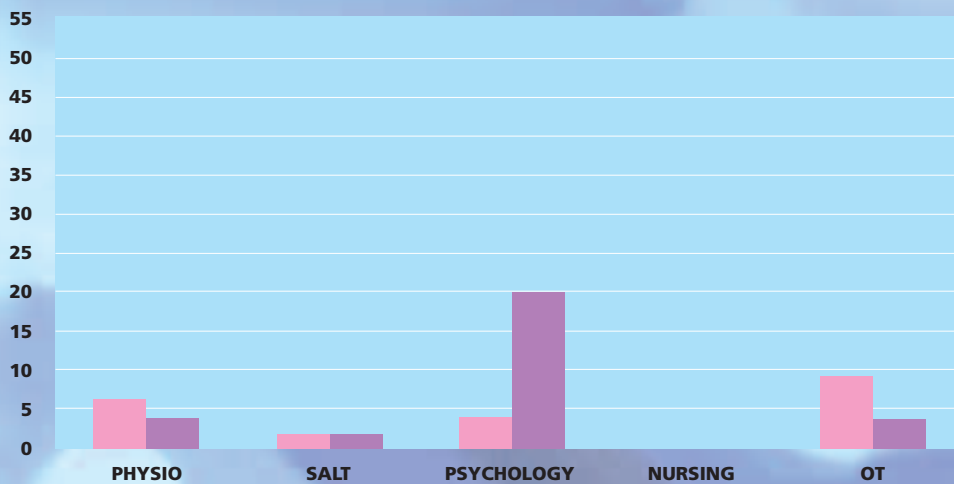


Waiting times for physio were up to 10 weeks (with 22 patients waiting for specialist assessment).

Waiting times for OT were up to 52 weeks (with 25 patients waiting).

Psychology waiting time up to 35 weeks (with 10 patients waiting for assessment)

## JUNE 2005

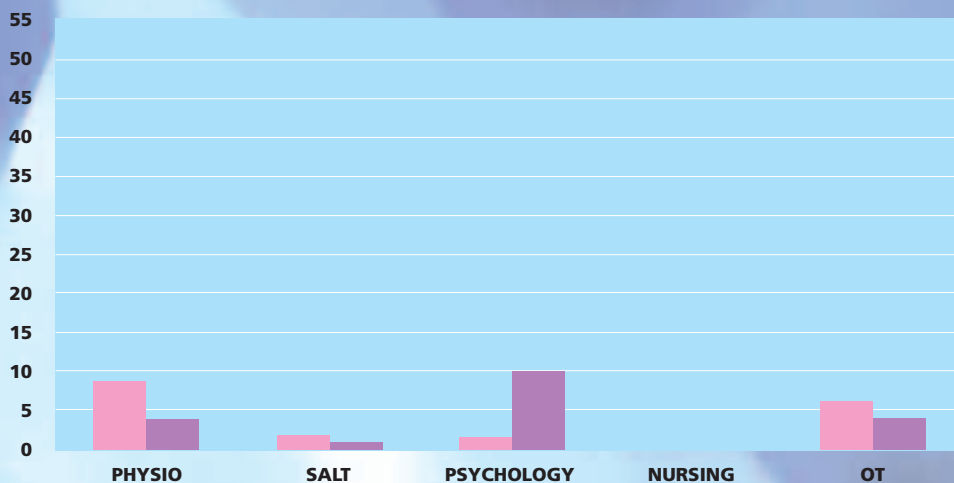


Waiting times for physiotherapy reduced to maximum of 4 weeks (with 6 patients waiting for assessment)

Waiting times for OT reduced to maximum of 8 weeks (with 9 patients waiting for assessment)

Psychology waiting times now reduced to 20 weeks (with 4 patients waiting for assessment).

## JUNE 2006



All patients are currently seen within our 4 week standard post MDT assessment.

Psychology now contact patients within 2 weeks and have a waiting time of 10 weeks to assessment.