

## Improving Access to Podiatry Services in East London

City and Hackney   
Teaching Primary Care Trust

The Access Partnership and City & Hackney PCT have been working together to improve access to Podiatry Services. The changes have been wide ranging across the service. This case study is designed to share this work. Further information can be found by logging onto [www.accesspartnership.co.uk](http://www.accesspartnership.co.uk)

### Our difficulties

- High waiting times – new patients waiting 52 weeks, biomechanics patients waiting 78 weeks
- Difficulty with accessing the service by telephone

### What we did

- Took time out as a Team to examine problems and develop solutions
- Evaluated the demand on the service and capacity available
- Process mapped all processes
- Trained staff in Biomechanics
- Outsourced foot orthotics and secured additional funding for these
- Recruited a biomechanics lead
- Developed a “single access point” for telephone appointment booking
- Completed a prioritization access reassessment of current caseload
- Developed a referrals education package and training in basic foot care and diabetic foot assessments

### Results so far

- Reduced waiting times for biomechanics from 78 weeks to 4 weeks
- New patient waiting times reduced from 52 weeks to 4 weeks
- All other clinics have waits reduced from 12 weeks to 6 weeks (for follow up appointments)
- Residential homes staff trained in foot care

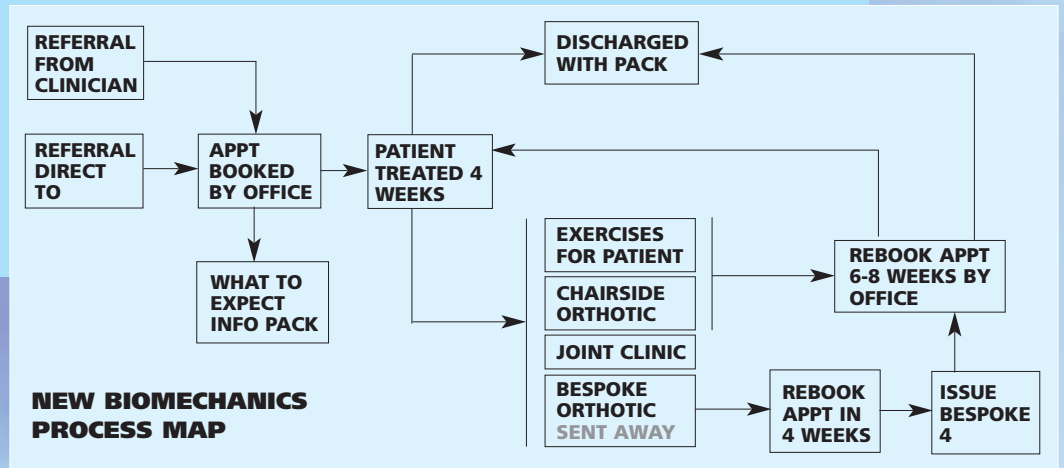
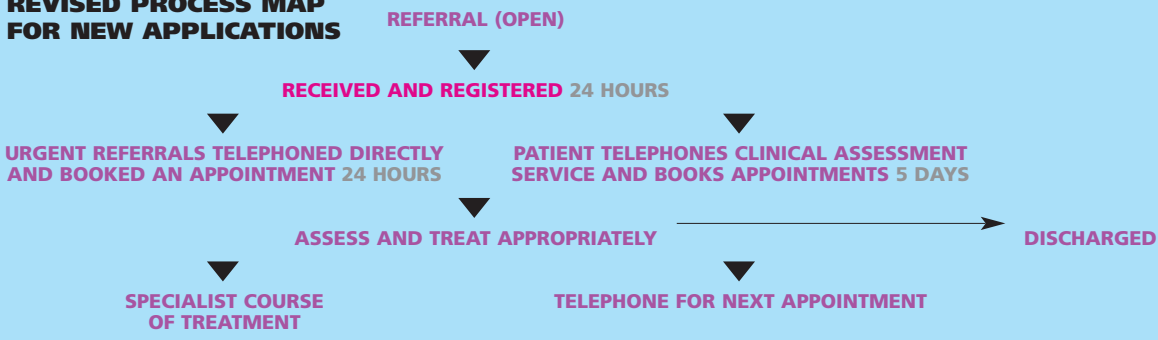
### Our Top Tips!

- Ensure the whole team and users of the service are involved
- Ensure enough time is dedicated for the workshops and project work
- Enthusiasm for the project must be maintained by the project lead
- Support from the CEO and Board are essential
- Be patient results will come
- Revisit and reflect with the whole team once changes are in place.
- Constantly look at the service for future improvements
- Spread the improvements and processes to other services

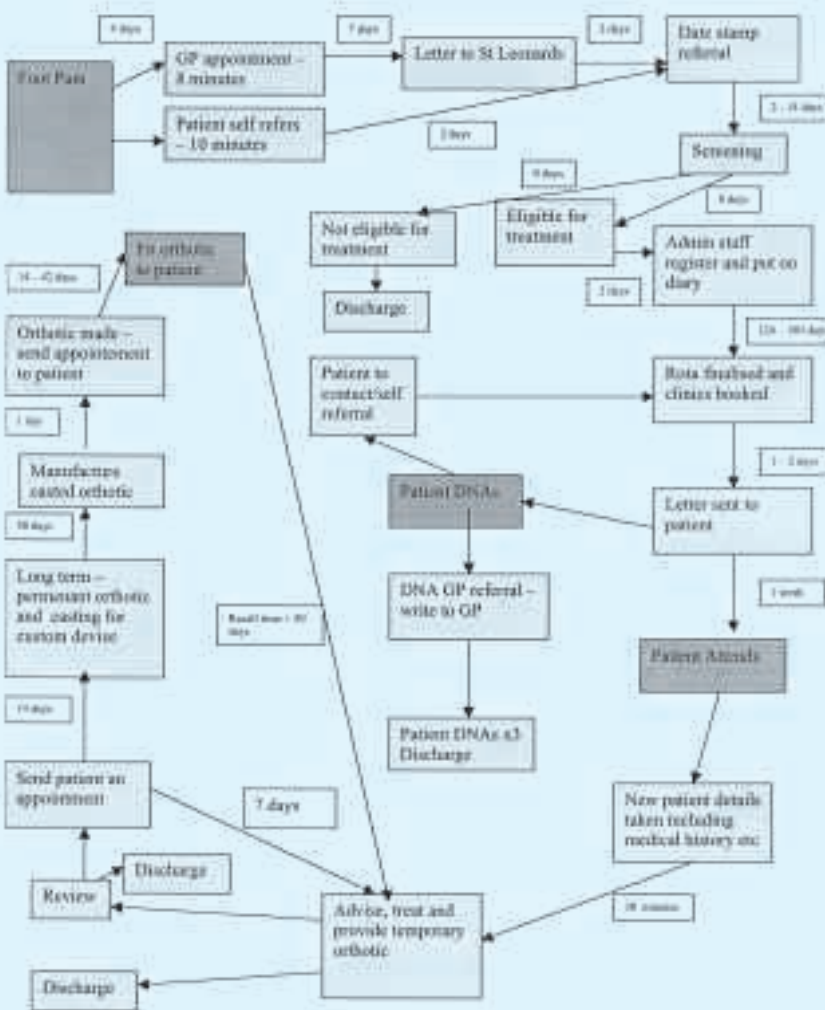
### Benefits

- Released valuable clinical capacity through effective discharges and reallocating cases to footcare assistants
- Reduced waiting times and improved access to services
- Reduced stress to patients and staff
- Clearer processes to follow
- Improved career progression and expertise within Biomechanics
- Reduction of complaints by 70 %
- Reduction of enquires to PALS regarding telephone access by 88%
- Increase in compliments by 60%

# REVISED PROCESS MAP FOR NEW APPLICATIONS



## ORIGINAL BIOMECHANICS CLINIC PROCESS MAP



## ORIGINAL PROCESS MAP FOR NEW PATIENTS

- GP or SELF or OTHER HEALTH PROFESSIONAL
- ▼
- LETTER RECEIVED 14 DAYS
- ▼
- LETTER IN BASKET 21 DAYS
- ▼
- GIVEN TO SRCH TO ALLOCATE CLINIC 7 DAYS
- ▼
- GIVEN BACK TO ALLOCATE CLINIC 7 DAYS
- ▼
- GIVEN BACK TO ADMIN TEAM 7 DAYS
- ▼
- REGISTERED AND PUT ON WAITING LIST 14 DAYS
- ▼
- APPOINTMENT GENERATED UP TO 537 DAYS
- ▼
- LETTER SENT 14 DAYS
- ▼
- APPOINTMENT RECEIVED
- ▼
- PATIENT ATTENDS APPOINTMENT THEN ALLOCATED TO APPROPRIATE CLINIC FOR TREATMENT. WAITING TIME eg. BIOMECHANICS SEE OTHER PROCESS MAP

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[www.accesspartnership.co.uk](http://www.accesspartnership.co.uk)