



Improving access to Speech and Language Therapy

Blackburn with Darwen Speech
and Language Therapy service



Reasons for change

- Long and variable waiting times
 - 1 day to 18 months
- AHP 18 week wait
- Inequity and inconsistency of service provision
- Accountability to commissioners
- Expanding role and high levels of demand on service
- Therapists' desire for change



Planning change

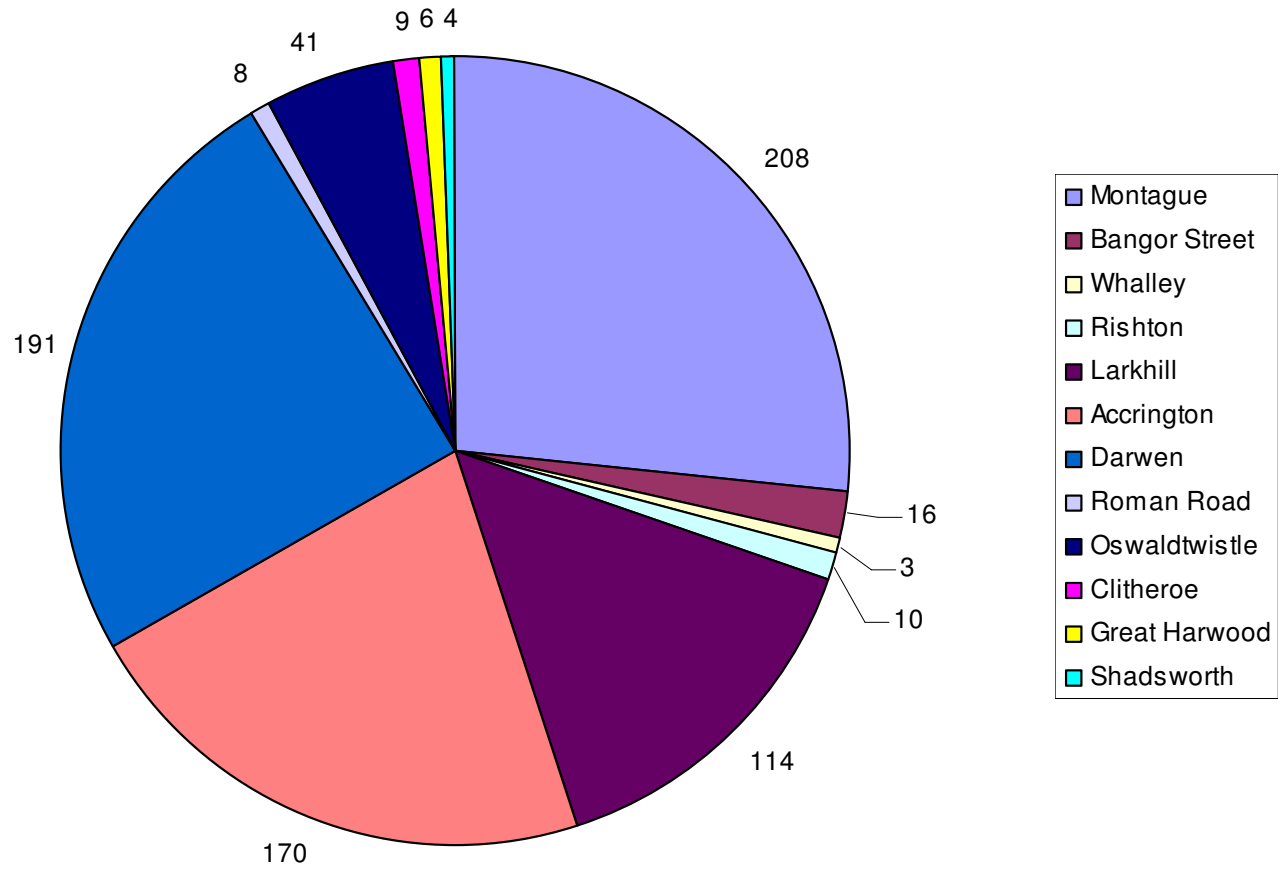
- Data collection
- Consultation with ourselves
- Consultation with others
- Action plans



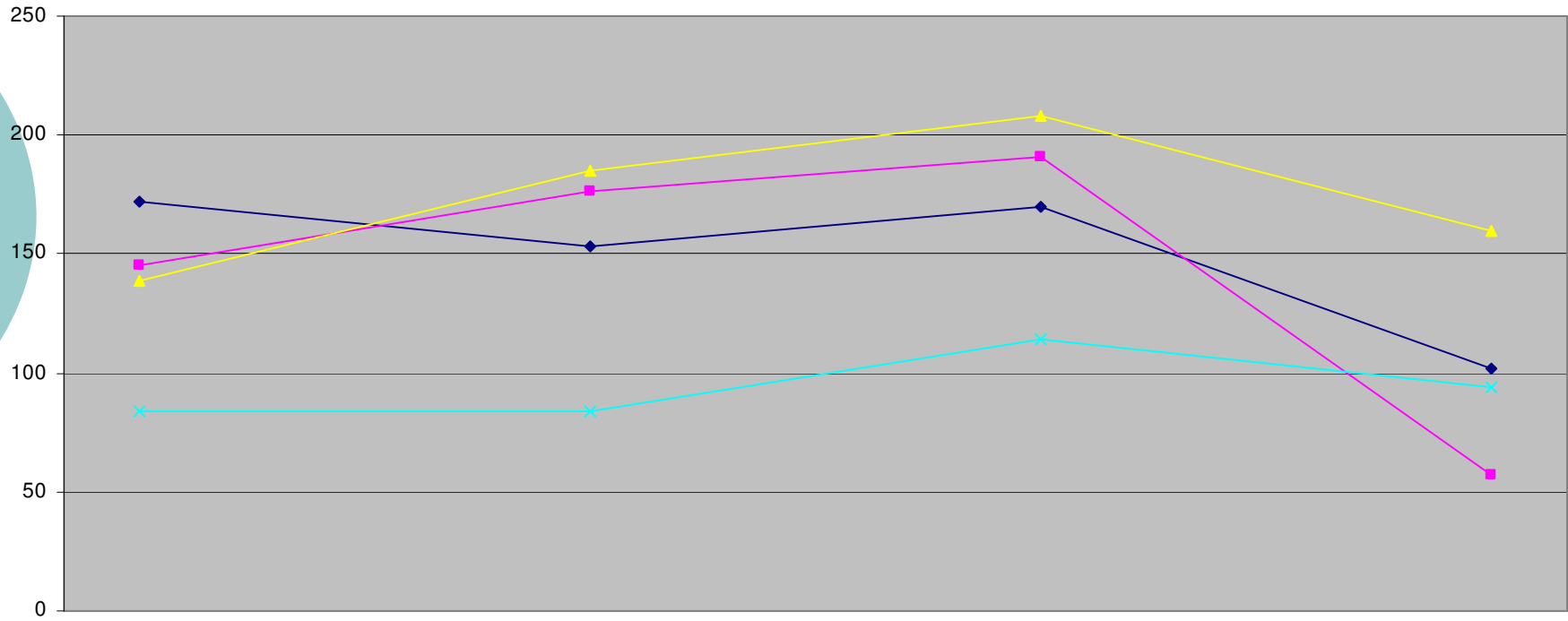
Challenges

- Capacity
- Meeting diverse needs
- Wholesale change of the department
- Looked at Processes – in detail
- Things beyond our control
- Continuing the day job

Waiting List numbers - June 2007



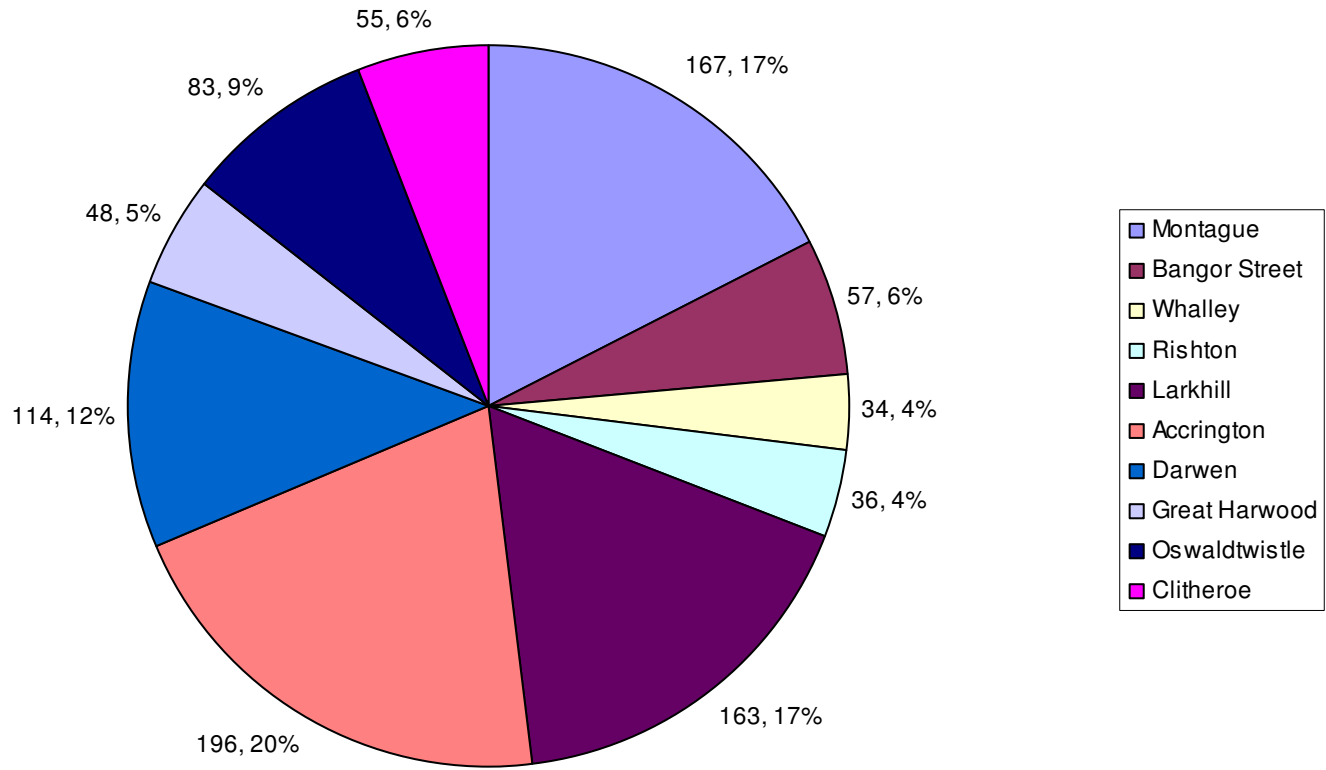
Waiting List Numbers Over Time



	Dec-06	Mar-07	Jun-07	Sep-07
◆ Accrington	172	153	170	102
■ Darwen	145	176	191	57
▲ Montague	139	185	208	160
× Larkhill	84	84	114	94



Number of Referrals to Clinic





Sustainability – Caseload Management

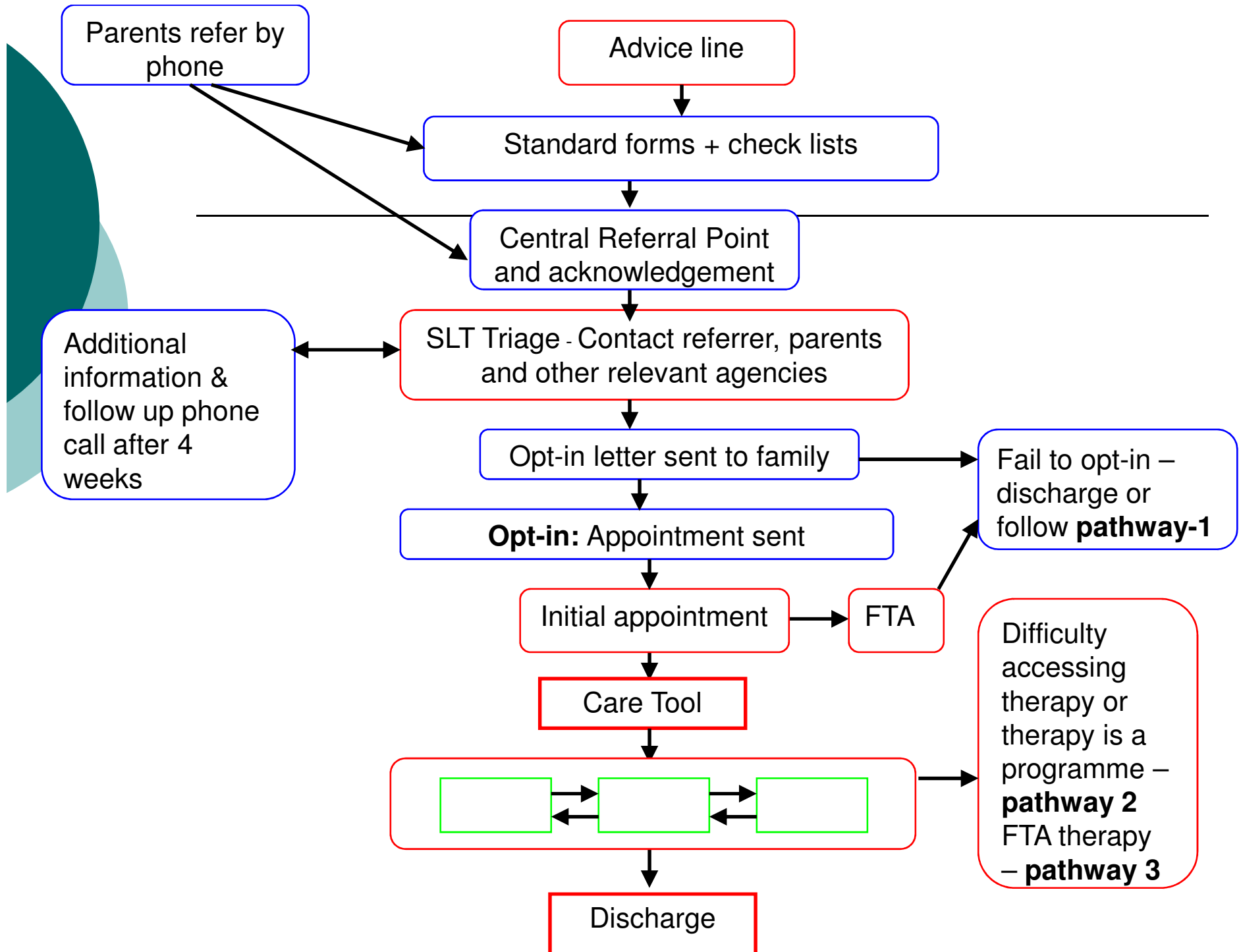
		Clinical Need	
		low	high
Potential for Change	low	1	2
	high	3	4

- Review of caseload
- Proportioning clinic time (therapy/screening)
- Team working
- Packages of Care
- Clear discharge criteria

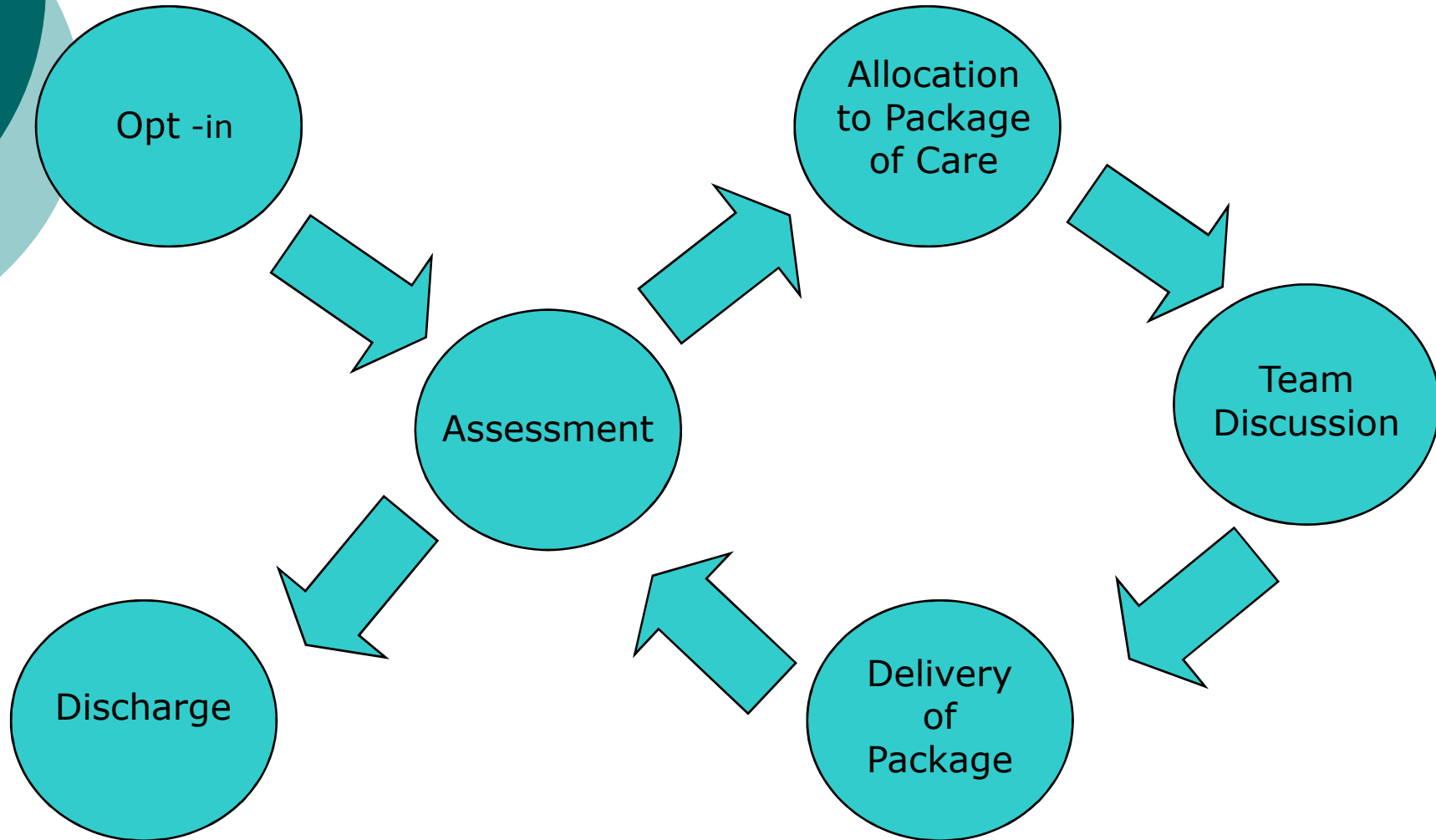


Results

- More admin staff
- Identified need for central base
- Reduction in waiting times to 3-4 weeks
- Reduction of non opt-in and DNAs.
- Stakeholders have better understanding of service
- Team working increased capacity and efficiency.
- Increased staff morale



Care Pathway





Challenges – How real were they?

- Capacity
- Meeting diverse needs
- Wholesale change of the department
- Looked at Processes – in detail
- Things beyond our control
- Continuing the day job



Our shiny new service – From referral

- Referrals are now triaged
- Information gathered before Initial appointment
- Parents ring central admin for an appointment
- Referrer can support parents to contact and attend
- New referral form



Our shiny new service – For schools

- Introduction of Link Therapist
- Termly update visit
- Increased involvement
- Advisory capacity
- Training packages available



Ongoing service redesign

- Team development and skill mix
- Ongoing evaluation of our service
- Need for a Central Base
- Blackburn with Darwen Speech and Language Therapy website



Surviving redesign

- Involve whole department
- Need a co-ordinator and communication system
- Stick with it, takes a long time
- Ideas and plans will change
- Redesign service don't tweak