

Deciphering which patients have been seen in PAU

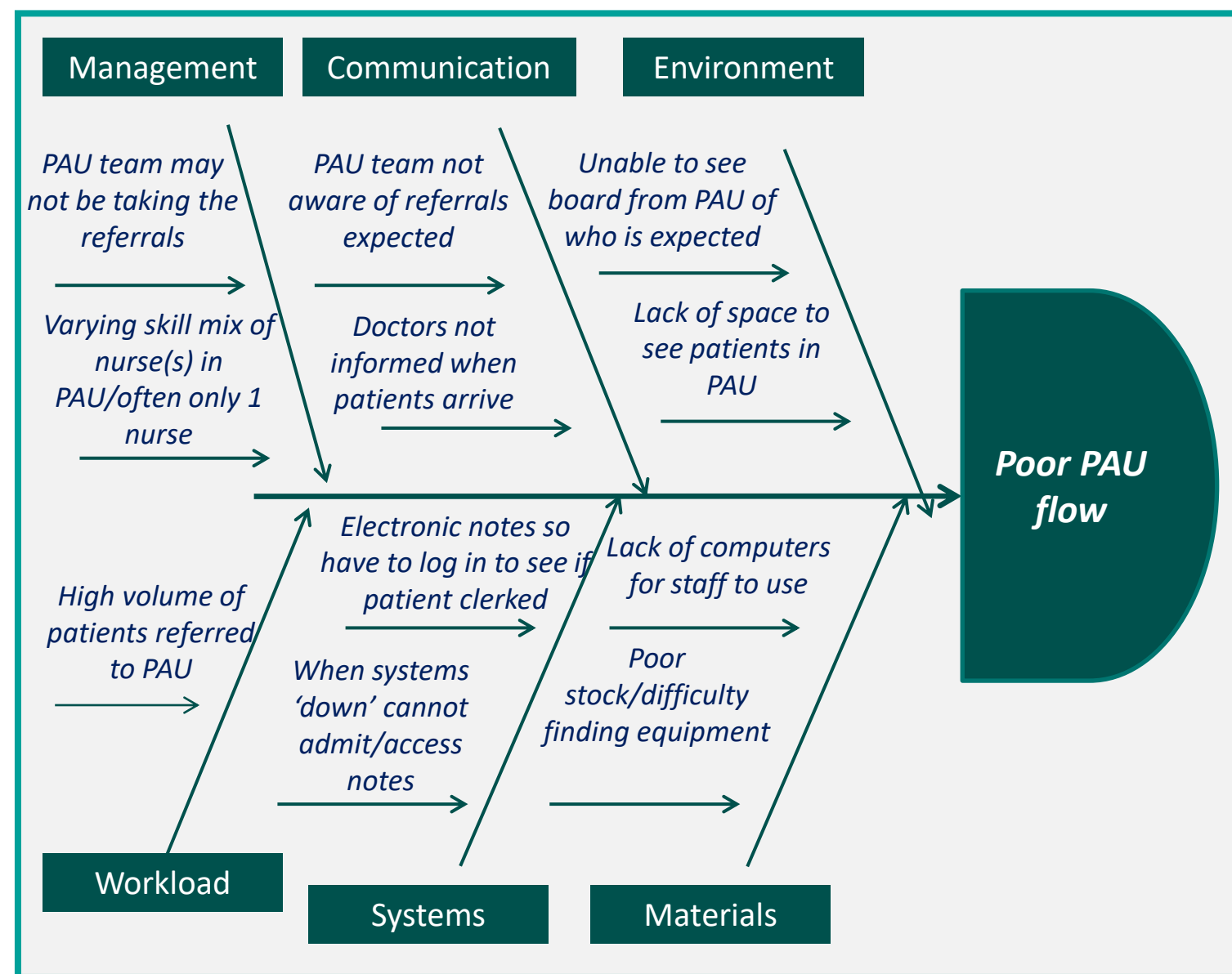
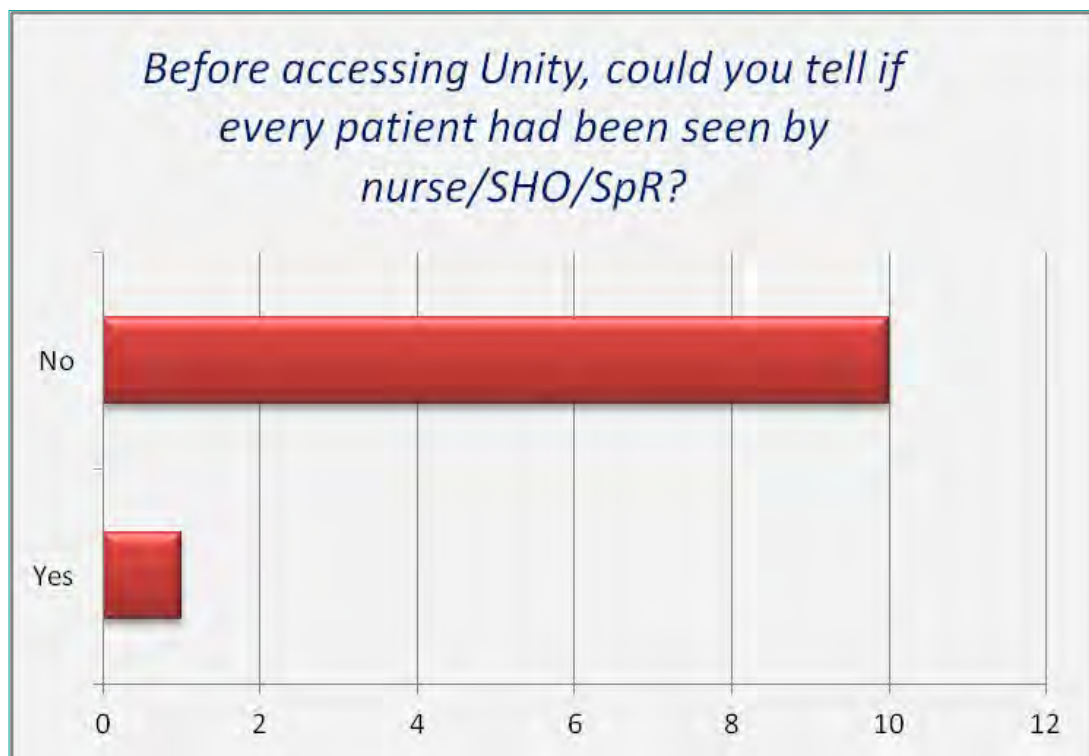
Sanah Ali¹, Sandwell and West Birmingham Hospitals NHS Trust



PROBLEM

Clinical staff don't know which patients have been seen and this causes frustration and delays patient care

DIAGNOSTICS



AIM AND MEASUREMENT DEFINITION

By the end of February 2023, it will be clear for 100% of general paediatric patients on PAU, who they have been seen by without accessing the online system Unity

Point system for what information is on the board:

- 1 = patient name only
- 2 = patient name + boxes for whom has seen (but not used)
- 3 = patient name + boxes used appropriately

Inclusions:

All general paediatric patients

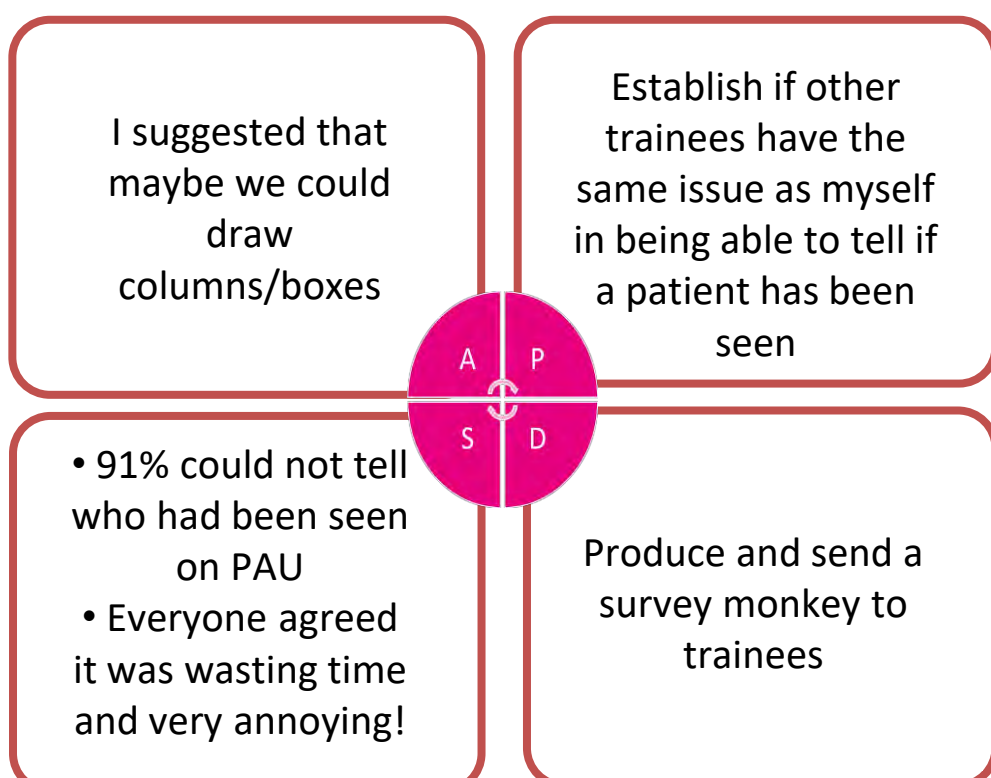
Exclusions:

Patients in PAU referred to other specialties

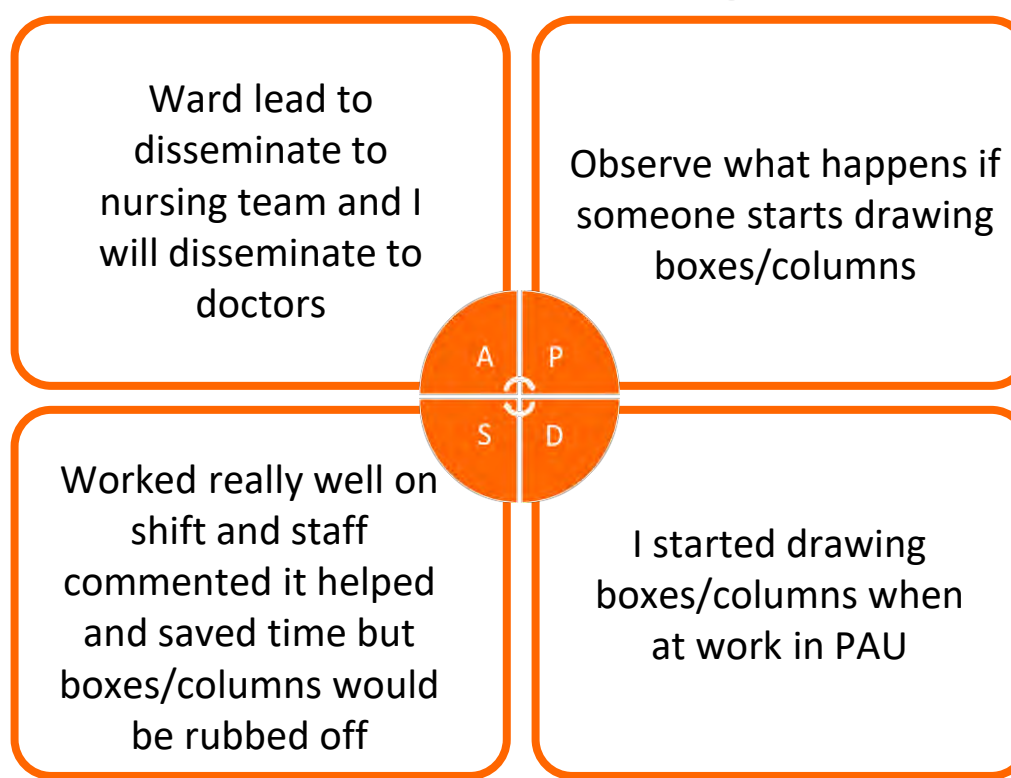
CHANGE IDEAS

- Buying a new board for PAU
- Adjusting current board
- Asking patients if they've been seen
- Asking nurses who had been seen
- Drawing boxes onto the board
- Using black electrical tape to make columns to tick

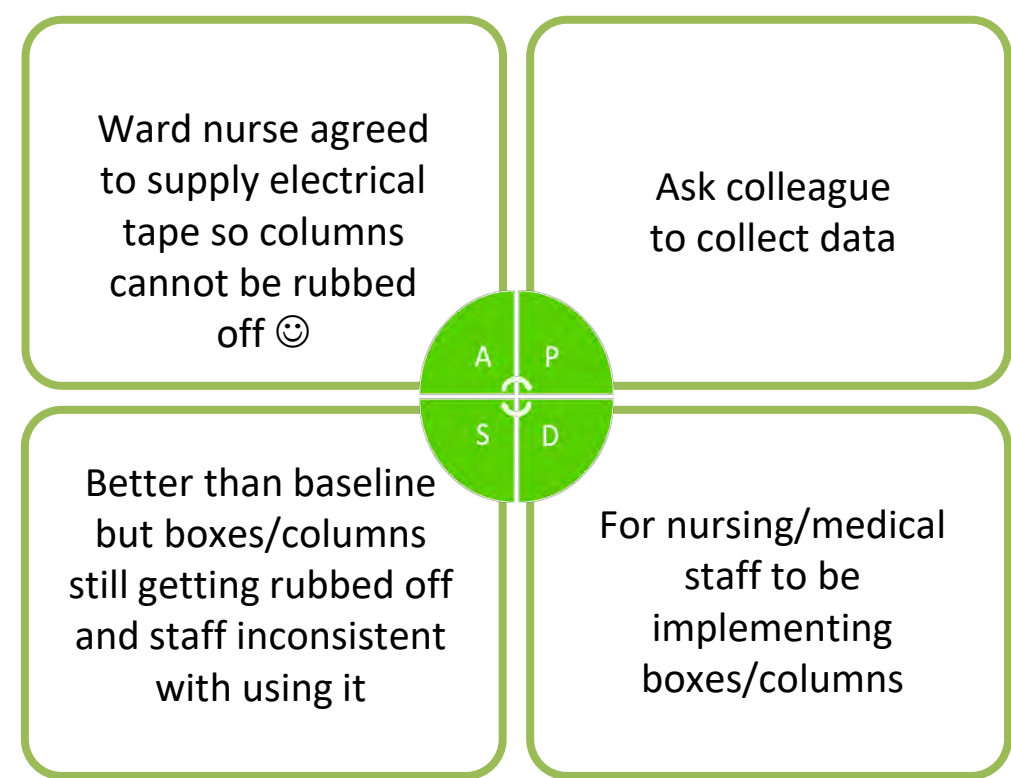
PDSA 1



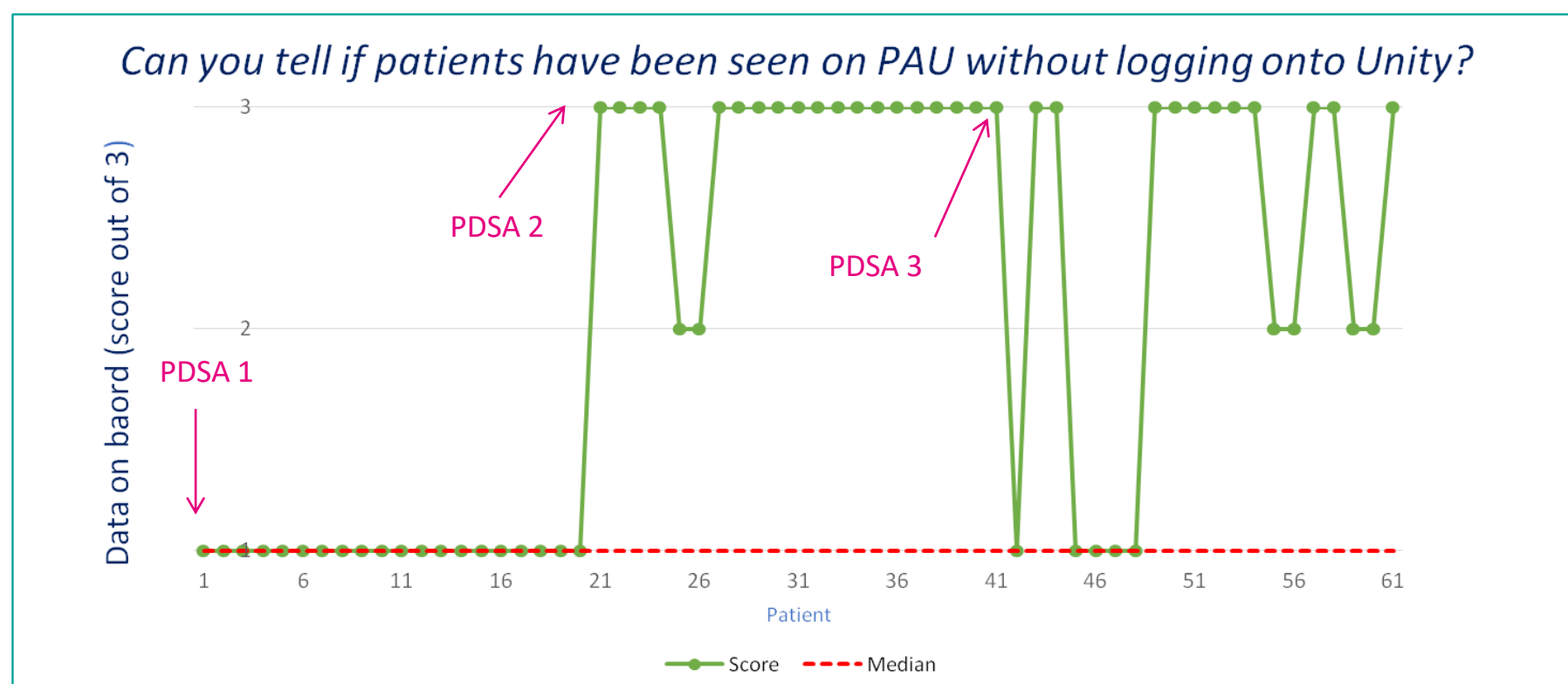
PDSA 2



PDSA 3



RUN CHART



REFLECTIONS AND LEARNING

- Small changes can make a big difference in everyday tasks
- After PDSA 2 we saw patient names and boxes being used appropriately for a significant period of time with performance maintained above the median more often than not
- Communication is key
- Identifying/approaching the main people needed to make the project successful

Thanks to Heather Shearer, Nikki Davey, and the nurses and junior doctors at Sandwell General Hospital