

Improvement objectives

The issue, including known root cause(s)

- Capacity has failed to keep up with rising demand
- Variable waiting times for patients
- Variable routes into services for Primary Care
- Variable workforce in different Trusts and lack of collaboration across the ICS to support specialist expansion (e.g. joint roles across Trusts, a regional approach to job planning)
- Disparate pathways and variable dermatology services
- Variable thresholds of Primary Care referral
- Lack of interoperability of IT software (connectivity between eRS and PAS), time-consuming process and variable IT systems in different Trusts.
- Current IT systems hinder the speed of triage.

Key programme deliverables: e.g. produce project plan, complete stakeholder mapping, conduct trend analysis/tangible outputs

- Create initial project plan
- Conduct workshop to understand challenges to delivery
- Set-up three workstreams/sub-groups
- Recognition of Specialist Advice (SA) in clinician job planning
- Collaboration across ICS to support specialist expansion
- Collaborative education events and recordings for Primary and Community Care
- Improved stakeholder collaboration and clarity on System direction
- Standardised referral templates
- Automated process from eRS to PAS
- Standardised pathways for common conditions
- Standardised thresholds for acceptance
- Automated and standardised Secondary Care response templates
- Effective electronic referral triage
- Greater knowledge on Hampshire and Isle of Wight access policy

Critical success factors: i.e. What are the key performance indicators that can be used to measure success and the impact of the programme

- Reduced overall Hampshire and Isle of Wight Dermatology waiting list (RTT)
- Maintenance of utilisation rate of specialist advice (national target 21 in 100) and aiming for further increase, with view to reducing overall outpatient attendance
- Increased performance of 28-day faster diagnosis standard
- Waiting times for specialist advice responses to stabilise across region
- Increased efficiency of specialist advice (time spent per outcome)