

# Making the most of Community SLT: improving response times

Rachel Dunn and Rebecca Wooller  
Senior Specialist Speech and Language  
Therapists  
Cardiff and Vale University Health Board

# What we did



- Audit SLT response times in C&VUHB Community Resource Teams
- Identified key factors impacting on response times
- Implemented new processes and streamlined services
- Re-audit response times (ongoing)

# Why we did it



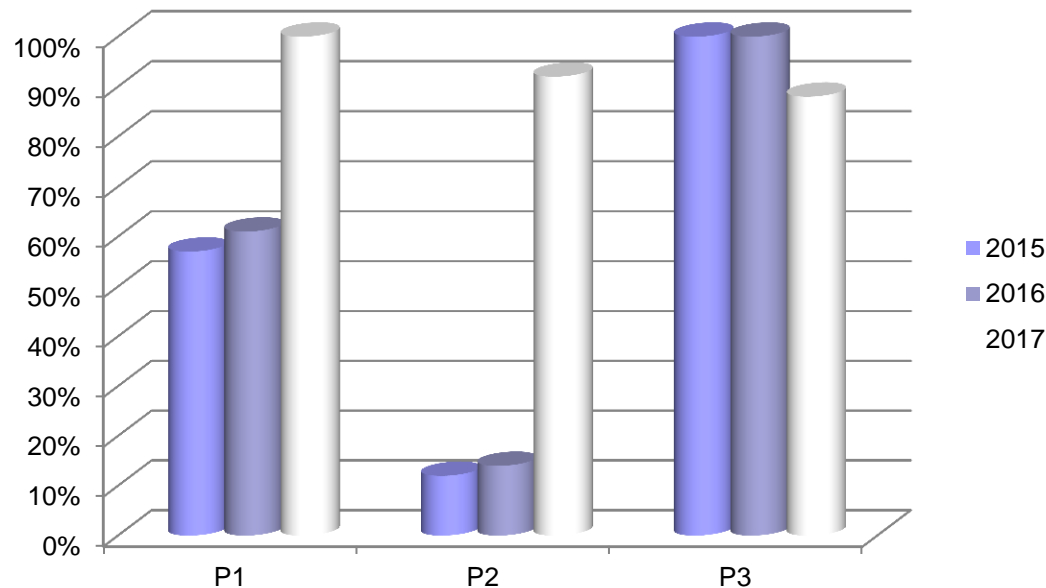
- Part of a whole SLT service review
- Highlighted how we were not meeting SLT response targets in line with RCSLT or CRT response times
- Increased funding for community services (staffing increased from 3 to 15 bodies)
- Baseline figures used to set team objectives

# How we did it



- Retrospective audit January 2015 and January 2016
- Process mapped SLT service to identify key factors affecting response times
- Researched expected response times for target population
- Revised triage system, prioritisation
- Collect data on inappropriate referrals

# What were the outcomes?



- Response times to be continually audited and more frequently with an aim to be completed 4 times a year
- Regular caseload meetings and reviews by SLT Team Leads to ensure patients are being seen in a timely manner
- Ongoing review of telephone triage form and prioritisation
- Ongoing care home training to ensure appropriate referrals are sent to us and recommendations are followed
- Inappropriate referrals