A Voice for the Group: Working across Health Boards

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What we did

Both SALT originally worked together in Cwm Taf UHB. Following a voice service review in 2015 developed a vocal awareness group as the initial appointment for some of the patients referred to the service.

In November 2016 Jude left Cwm Taf UHB to begin a new post in Cardiff and Vale UHB taking the concept of the vocal awareness Group and developing it further to suit the population of the Cardiff and Vale UHB.
Why we did it.......  

- **Cwm Taff UHB:**  
  - Increase in referrals > increased waiting times  
  - Variability in wait for initial appointment  
  - Data review; 80% of patients were discharged following initial assessment and advice.

- **Cardiff and Vale UHB:**  
  - SLT appointed to a post that had been vacant for some time  
  - 44 week wait for initial appointment for voice patients  
  - At that time only one therapist seeing voice patients.  
  - Find a solution to seeing these patients within a reasonable time frame
AIMS

Reduce waiting times

Increase efficiency

Reduce variability of waiting times

Maintain robust governance:
- Triage process
- Operational policy
How we did it

**Plan:**
Analysed the problem (Brainstorm/5 whys). Identified potential causes and solution to problem.

**Do:**
Developed patient pathway’s, operational policies, supporting paperwork and admin processes.

**Act:**
Once the information has been collected and reviewed changes will be made as appropriate and the cycle will continue

**Study:**
- Reviewing the aims as groups progress.
- Analysing patient feedback

**PDSA Cycle**
Logistics of the group:

**Cwm Taf UHB:**
- Groups run every 5 weeks.
- Groups tend to take 1 sessions to complete (admin and deliver group).
- There are 12 places per group

**Cardiff and Vale UHB:**
- Groups run initially every 2 weeks
- One session to complete (admin and deliver group)
- 10 places in the group

All patients attending a group are given 4 weeks following the group to request 1:1 input.
What were the outcomes?

- **Service outcomes**
  - Waiting times have reduced.
  - Clinical time is used more efficiently.
  - Reduced variability in waiting times.
What were the outcomes?

Patients outcomes

Did you feel informed about how your voice works?
90%

Did you feel informed about what effects your voice?
90%

Was the presentation easy to follow and engage with?
82%

Did you feel informed about how to look after your voice?
95%
THANK YOU FOR LISTENING

ANY QUESTIONS?