A Voice for the Group: Working across Health Boards
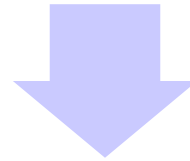

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What we did

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 <u>some</u> 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.

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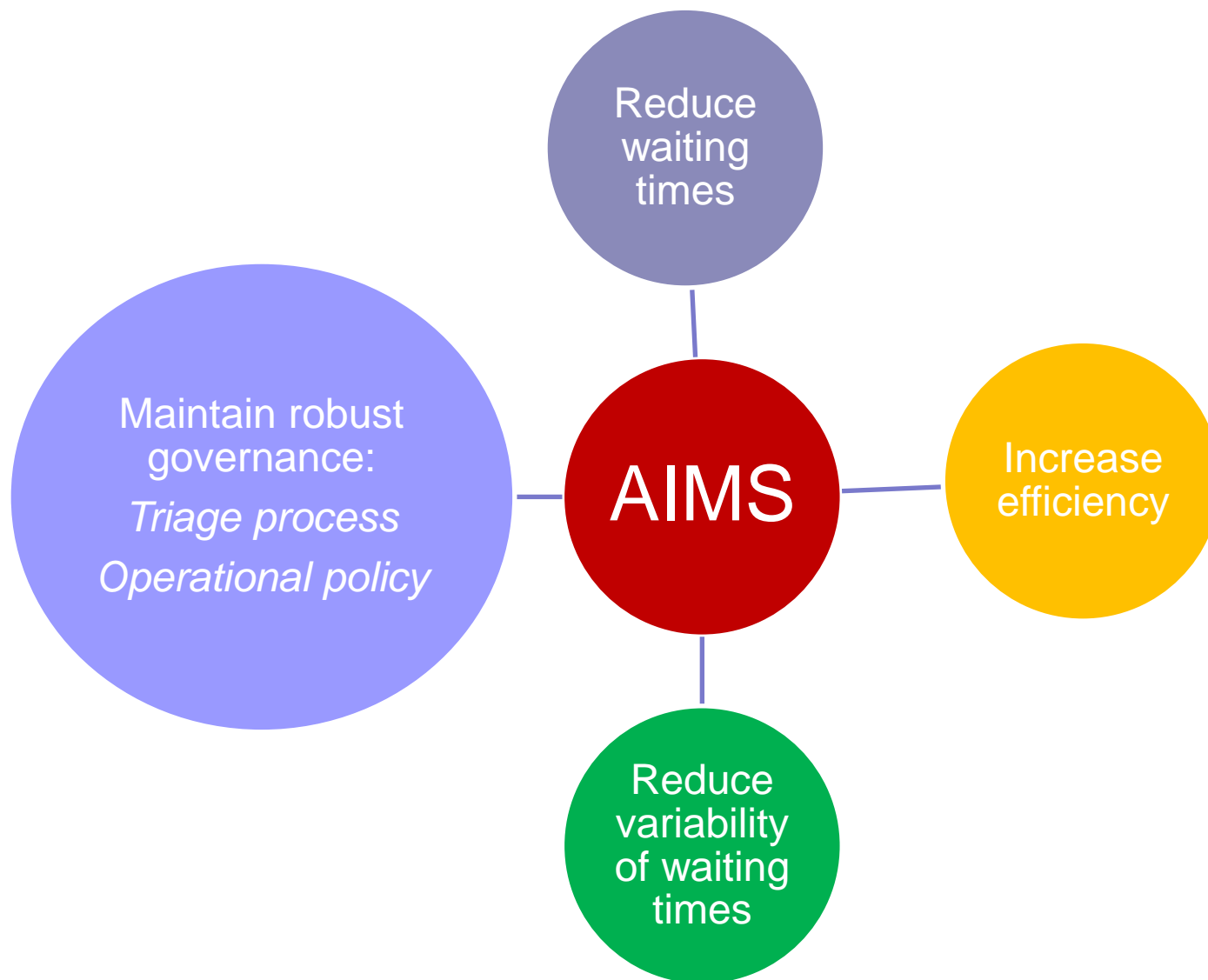SPEECH & LANGUAGE
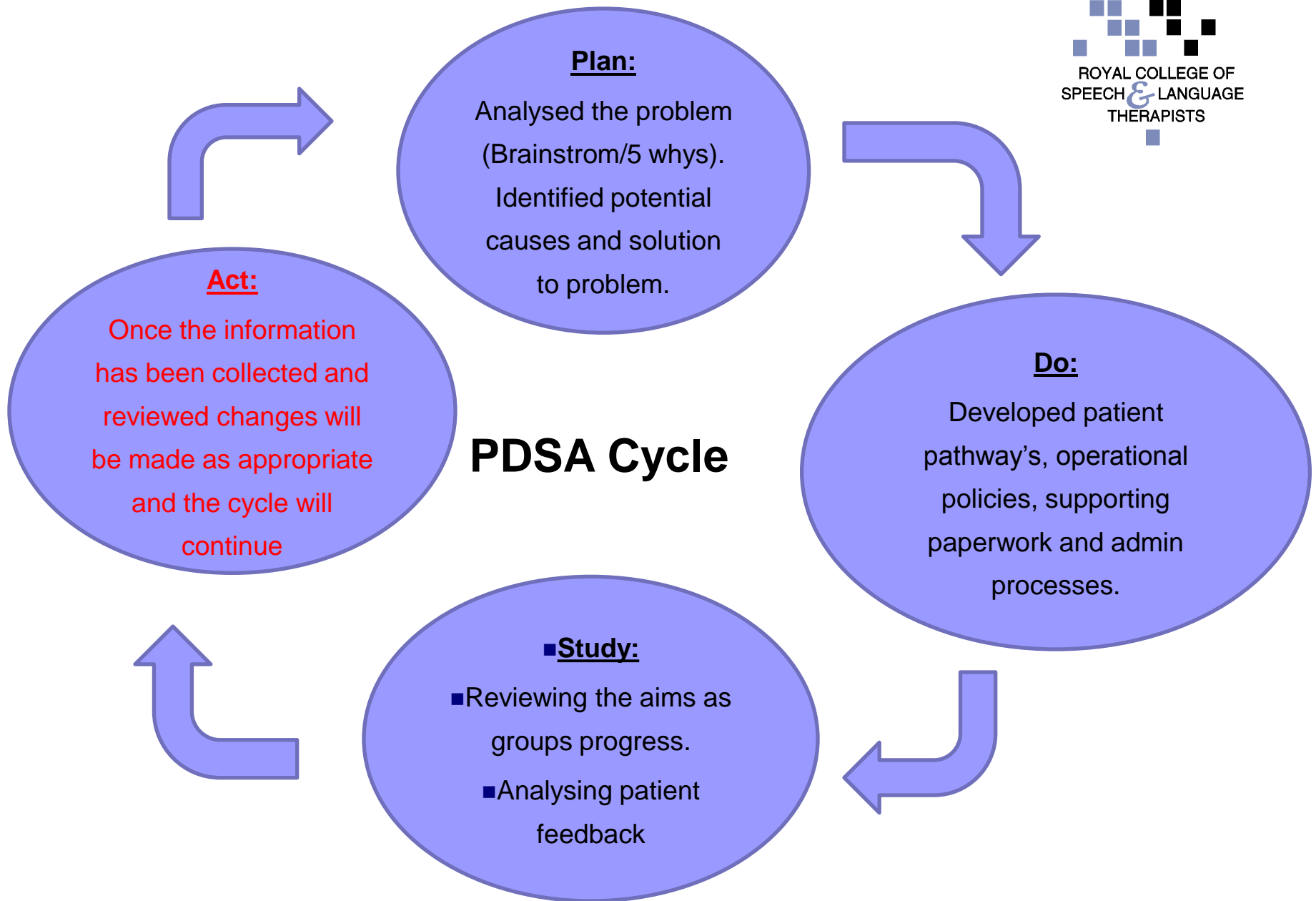THERAPISTS

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

How we did it

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Plan:

Analysed the problem (Brainstrom/5 whys). Identified potential causes and solution to problem.

Act:

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

PDSA Cycle

Do:

Developed patient pathway's, operational policies, supporting paperwork and admin processes.

■**Study:**

■Reviewing the aims as groups progress.

■Analysing patient feedback

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?

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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%

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