



QI Month 2024

Supporting Mobilisation of RCHT operated Community Diagnostic Centres (CDC)

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What highlighted the improvement opportunity?

Community Diagnostic Centres (CDCs) are a nationally mandated development providing a broad range of elective diagnostics (including checks, scans and tests) away from acute facilities. They were developed in response to Diagnostics: Recovery and Renewal – Report of the Independent Review of Diagnostics Services for England by Professor Mike Richards. RCHT will create two new hubs to service West Cornwall and East Cornwall and provide additional capacity closer to patients homes.

What did you do to implement the change/improvement?

Additional staff have been recruited and all equipment purchase and installed at their associated sites. We have negotiated the sharing of administration resources across Care Groups to adjust to the limited administration space to maximise clinical space. Service, Clinical and Performance managers meet regularly to monitor activity levels and where not meeting requirements, identify issues and provide solutions to be implemented in sub task and finish groups.

What did you want to achieve?

The aim of the RCHT CDCs is to increase and optimise diagnostics capacity, which in turn will reduce waiting times and diagnostic backlogs.



How will/did you know that there has been an improvement?

We are reviewing the number of diagnostics tests against plan as our outcome measure. In addition, for process measures we will be monitoring correct set up of recording of procedures and efficiency in delivery activity within clinical time.

Have you had any feedback?

A significant period of time passed between business case creation and approval resulting in some loss of organisational memory. Additionally, it was felt that the high paced initiation phase of this work resulted in additional problems arising at later dates – for example, some equipment requirements not being considered and latterly no staff yet in post to operate the equipment.