



KCHFT ambition: A great place to work

Improvement; Introduction of Health Visiting (HV) service RiO forms, to reduce record keeping time on three key mandated contacts within expected allocated time frames

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Kent Community Health

NHS Foundation Trust

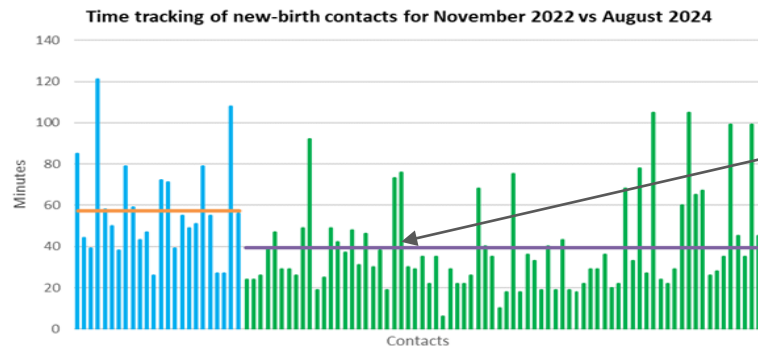
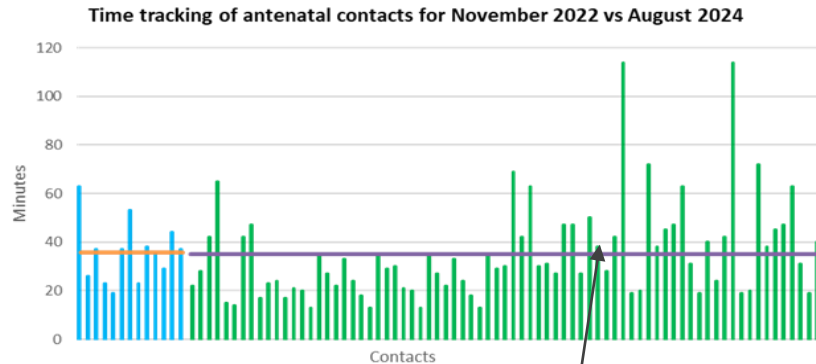
Problem statement: According to feedback from colleagues, time spent completing records for mandated contacts was taking longer than the allocated time frame in the HV operating model.

SMART aim: Reduce average record-keeping time (in minutes) to align with HV operating model across three of the five mandated checks, by August 2024.

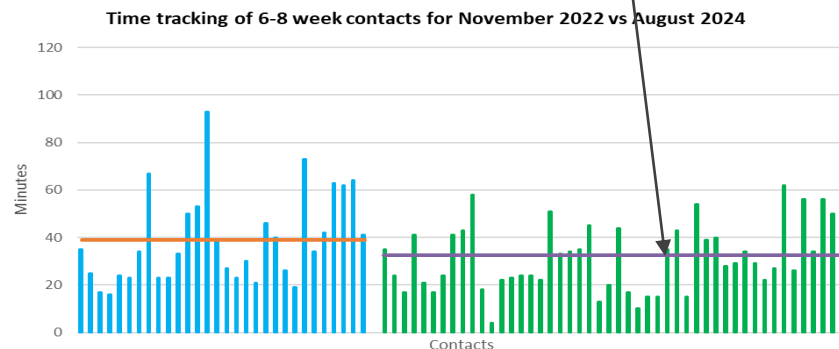
Record keeping time for universal contacts : Antenatal: 30 New birth: 45 Six to eight week check: 30

Time tracking exercise results for November 2022 vs August 2024

Average minutes taken completing forms:

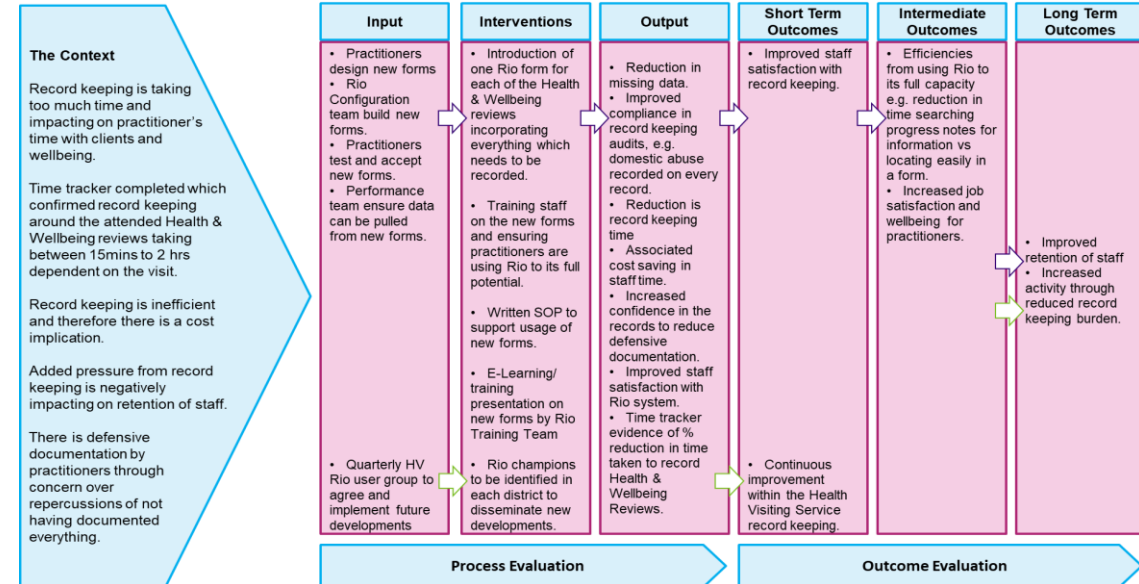


Trendlines show reduction in record keeping time after the introduction of HV RiO forms.



■ Contacts Nov 2022
■ Average time Nov 2022
■ Contacts Aug 24
■ Average time Aug 2024

Logic model used for project planning



Results:

Aim exceeded in all three areas: 27 for antenatal, 34 for new birth, 29 for 6-8 weeks

Calculations for all contacts indicate a saving of around 10,080 hours a year.

What we learned:

Staff report they are spending less personal time completing Rio forms,

improving staff wellbeing.

Other services are benefiting from new forms, improving quality of contact.

What's next:

We will be carrying out a similar exercise to measure the benefit of the nine to 12 month and two to two-and-a-half year Rio contact forms.