



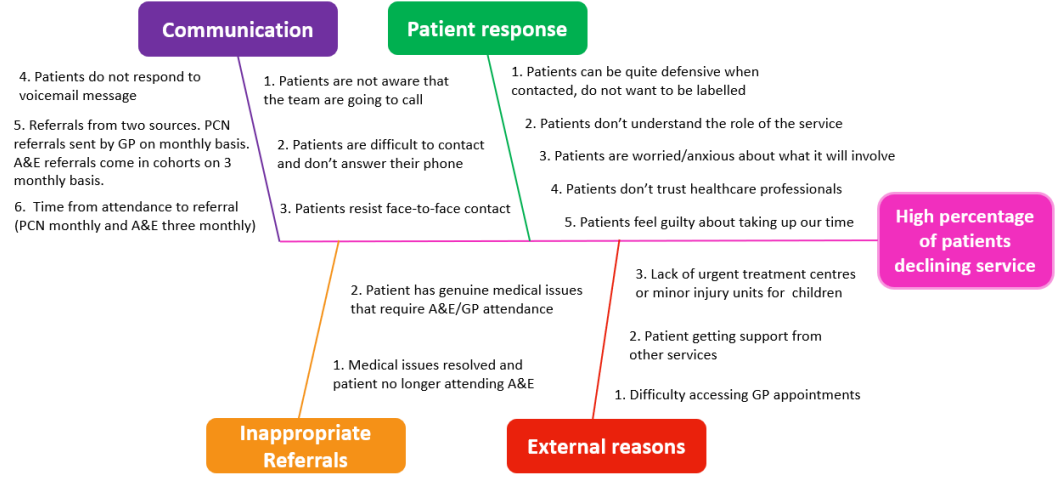
**Problem statement:**

Between May 2023 and May 2024 only 75 per cent of 122 patients identified as a frequent user of GP or acute hospital services accepted involvement from the FSU team following referral. The team believe that a proportion of those declining could benefit from assessment and support for their health and social care needs to reduce GP and accident and emergency attendance.

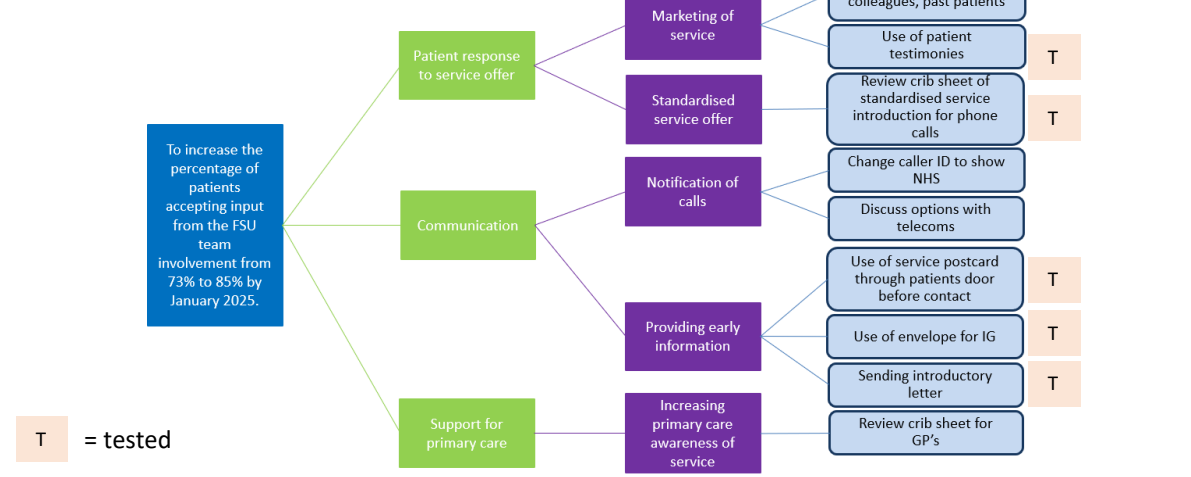
**SMART aim:**

To increase the percentage of patients accepting input from the FSU team involvement, from 75 per cent to 85 per cent by January 2025.

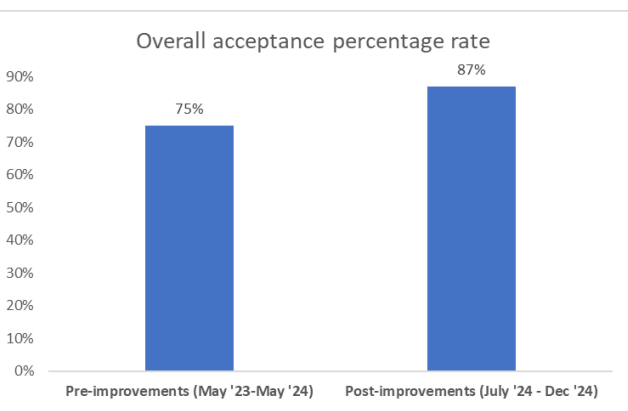
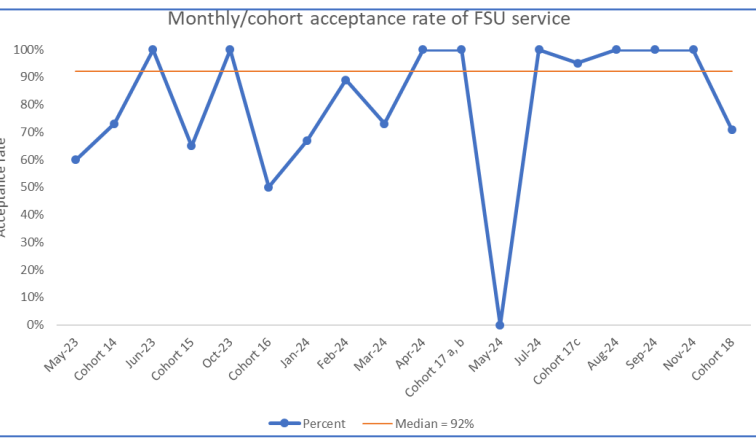
**Understanding the problem:**



**Developing a strategy:**



**Acceptance of service data:**



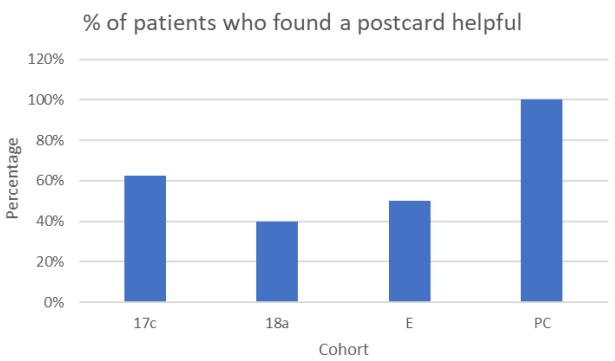
**Results and what's next:**

The percentage of patients accepting FSU input has increased to 87 per cent (of 45 referrals) which has met the aim of the project.

The service postcard has had a positive reaction from patients. Reduced acceptance in cohort 18 is related to reduced use of postcards over the Christmas period.

**What's next?**

The team will continue to monitor progress at monthly team meetings to ensure improvements are maintained.



The team plan to monitor hand delivering or postage of postcards to establish clear guidelines to support staff safety and optimise travel/postage costs.

(May 2024- 0% acceptance of 1 referral)