

## Introduction

### Problem:

There have been a number of complaints regarding patient transport to and from Bedford renal unit. The daily problems of patients not being collected on time or being left waiting in the unit for transport home means patient experience is low, dialysis slots are being wasted and the team are spending a large amount of time chasing the transport team on the telephone which takes them away from the patients. 78% of Datix complaints related to delays in patient transport and 22% were due to transport not turning up at all.

### Rationale:

By improving communication with the transport team, the number of non-pickups should reduce, this should improve patient experience, reduce missed slots and reduce the number of Datix complaints regarding transport.

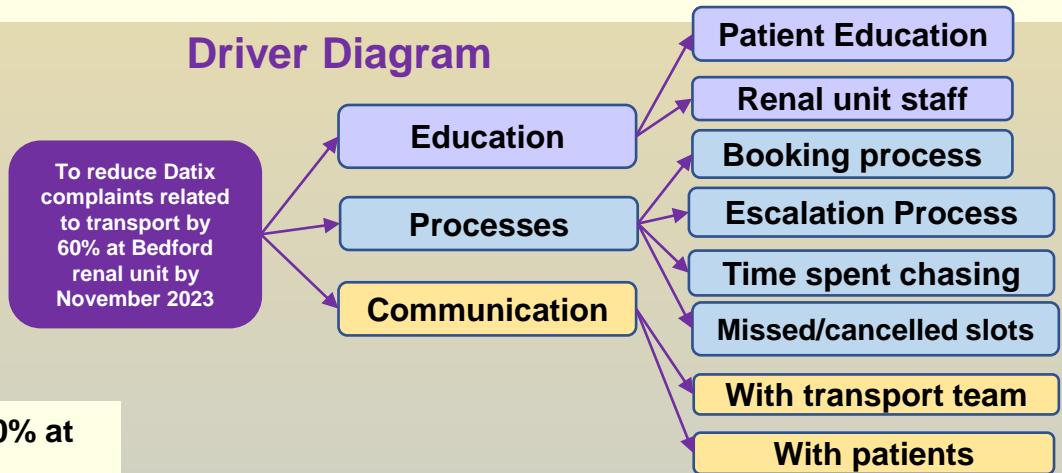
### Patient survey

What matters to patients about transport? (n=35)
86% of patients have been using patient transport for years
14% have been using transport for several months
57% have no alternative but to use hospital transport
86% of patients said it was easy getting started with hospital transport- 14% needed help

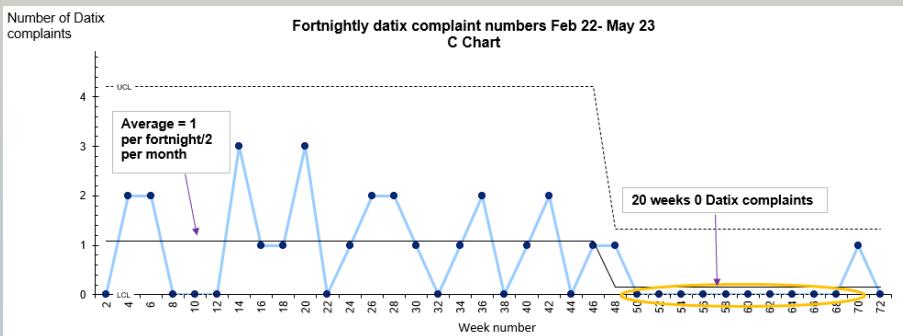
### Aim

To reduce Datix complaints related to transport by 60% at Bedford renal unit by November 2023

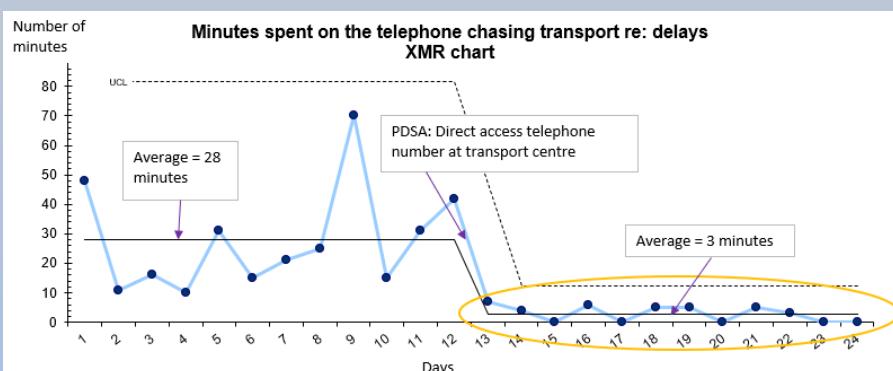
### Driver Diagram



### Outcome measure



### Process measure



### Leadership Learning

- Improvement can be led by asking simple questions
- Collaboration works better than trying to do it alone
- It is ok to fail, but use the experience as an opportunity to learn and be creative
- Give everyone an opportunity to lead.
- Celebrate one and other's success
- Know my own sphere of influence and use it effectively
- Be clear about who I serve- team purpose and belonging

We put through a Datix complaint recently, we were all upset about it, the problem was resolved by the team quickly but the overall delay to the patient had to be reported. We know as a team there will be instances we cannot control but our processes and procedures are much better across both teams and our patients are much happier.

### PDSA- Change Ideas

- Visuals for patients in dialysis- prep time for transport etc
- Regular call with transport daily with any concerns or queries
- BRU staff to learn and start to book patient transport
- Using speaker phone- while waiting for calls to be answered
- Regular meetings with transport team

### Balancing measure

	Minutes	Hours	£'s Saved (Hourly rate for band 6 RN)
Minutes per week	168	3	60
Minutes per month	728	12	259
Minutes per year	8736	146	3103

Hours saved = More time for patient care



### Next Steps

- Continue with the monthly meetings with Patient Transport Service (PTS) managers.
- Maintain engagement with patients and escalate matters in real time now that we have a plan of escalation and contact person to call within the PTS managers
- Look at the causes and impact of aborted journeys in collaboration with PTS
- To resurvey patients to gather further experience data.