



Single Referral Form Project

Project Aim:

To increase the percentage of Single Referral Forms to 80% by January 2023 with an acceptable criteria (3 stars or above).

Transfer of
Care Team

SRF TRAINING PHASE 2



QUALITATIVE AUDIT RESULTS – MEDICAL WARDS

WARD	AVERAGE RATING	AUDIT 7/12
LOCKE	★ ★ ★	★ ★ ★ ★
WINTER	★	★ ★ ★ ★
TYE GREEN	★ ★ ★	★ ★ ★
LISTER	-	★ ★ ★
NIGHTINGALE	★ ★	Not audited
HAROLD	★ ★ ★	★ ★ ★
CHARNLEY	★ ★ ★	Not audited

Lower quality of the SRF when SRF was completed by a non-clinical staff member



patient at heart • everyday excellence • creative collaboration

Project team
TRANSFER OF CARE
TEAM

Timeline for delivery

From: October 2022 To: January 2023

Results: 84% of SRFs rated 3 star or above

STAR	1 ST AUDIT (BT)	2 ND AUDIT (PT)
5 Star	4%	5%
4 Star	0%	53%
3 Star	45%	26%
2 Star	23%	16%
1 Star	15%	0%
0 Star	13%	0%

Measures

Quality
Star Audit
(acceptable
criteria)

SRF Project 5 Star rating	Star Rating	
Acceptable SRF Criteria		
RF submitted with the following issues identified by the COD during triage, regardless EDD date: Consent was never obtained from patient or NOK Referral submitted against patient choice Non-Weight Bearing Status not mentioned on the referral Inaccurate information around risks such as risk feeding, falls risk and challenging behaviour, night needs and risk of suicide. SRF was submitted after the EDD date Patient is rapidly deteriorating (Fast Track not identified by the MDT) No information about equipment/delivery due date	0 Star	Datix must be complete "Near Miss"
RF submitted without consent, regardless EDD date and/or submitted handwritten.	1 Star	★
RF submitted on the EDD date and/or with missing information on two or more of the following areas: Mobility and level of assistance required Access to property Nutrition Details of the clinician completing the referral	2 Star	★ ★
RF submitted before 2pm of EDD date and the Cod was required to clarify some missing or conflicting information around mobility and level of assistance.	3 Star	★ ★ ★
RF submitted 24 hours prior EDD, completed without missing information. COD input was not required to allow the submission of the SRF to the care commissioners.	4 Star	★ ★ ★ ★
RF Submitted 48-72 hours prior EDD, completed without conflicting or missing information. COD input was not required to allow the submission of the SRF to the care commissioners.	5 Star	★ ★ ★ ★ ★

Tests for change

Test 1: Train Matrons, band 7s and band 6s (poor attendance) (PRISM)

Test 2: Webinar to improve attendance

Test 3: Dynamic Trolley rounds (aiming to reach 20% of nursing staff – pareto law)

Learning and next steps:

The results helped to mobilise staff to focus on complex assessments such as EOL discharges.

The 50% reduction of SRFs declined by social care or stepped down. Best engagement with trolley rounds.

