

Theme | GIRFT

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REASON WHY?

The ultrasound scanning team provide a comprehensive service to pregnant women including growth scans, routine scans, anomaly scans and Early Pregnancy Assessment Service (EPAS) scans. There was a large amount of patients that did not attend scans, resulting in wasted slots and the unavailability of urgent scanning slots.

PLAN

Urgent scanning appointments are frequently required to be booked through Triage and Community Midwives. There was frequently insufficient capacity for emergency scan appointments. Triage scan appointments were written in a diary and then added to Careflow on the day of scan. This led to duplicate and inappropriate appointments, women becoming postnatal and existing scans not being cancelled resulting in high number of Did not Attend (DNA) appointments.

Urgent scanning appointments are sometimes required for women that have a concern during pregnancy. There was insufficient availability of these slots due to high rates of patients not arriving for booked appointments (DNAs) which results in the scanning slot being wasted.

The team generated ideas on how to improve this process and reduce the number of DNA's, and planned to triage the triage scan referrals rather than the triage team booking scan appointments. The aim of this was to ensure all appointments booked were required, made for the appropriate timing and existing scan appointments cancelled.

DO

Urgent appointments (those required within 24 hours) are booked by the triage team. The remaining scan requests are referred to the midwife sonographer for triage prior to booking the scan.

The midwife sonographer is able to triage and allocate the appointments based upon clinical need and amend any future booked scans where required. This reduces the number of wasted scans that are no longer required and allows availability for emergency scans.

An average of 30 minutes is spent triaging the referrals each day and has ensured that there are urgent scanning slots available for patients that need to be seen within 24 hours.

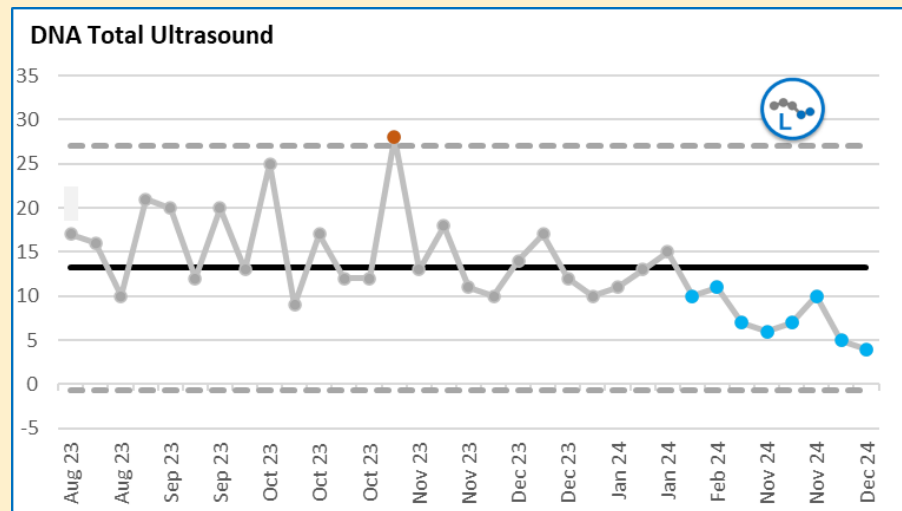
A total of 189 referrals have been made and triaged by the midwife sonographer between 1st August 2024 and 30th November 2024.



To reduce the number of wasted ultrasound appointments as a result of patients not attending (DNA) by 10% by 30th November 2024.

STUDY

The number of wasted scanning appointments show a statistically significant improvement in the number of patients that DNA. Previously the overall DNA rate equated to 3% of the total number of scans. This has now reduced to a DNA rate of 1%. The average number of DNA scans has reduced from 15 scans per week to 6 per week (**a reduction in DNA scans of 40%**). This equates to around two and a half days of scanning time per month. Reducing the DNA rate has released scanning capacity for urgent scans that are required, allowing patients to be seen when needed and reducing any risks that might be caused with delays.



ACT

The new process of triage will be ADOPTED.

The process will continue to be monitored over the next 30,60,90 days and further improvements identified as required.

The next steps are to discuss the scanning procedure with the ward clerks to ensure the process is understood so that scans appointments can be made at the time of triage appointment and further develop colleagues understanding.