

Supporting Derbyshire Healthcare NHS FT Memory Assessment Service

The challenge

- Following the Covid pandemic the service needed to start planning its recovery. In order to do this, they needed to understand the capacity and resources that were available and how to best utilise these
- Restrictions on access to venues reduced the number of face-to-face appointments from 40 to 6, leading to a backlog of 1200 referrals
- Using the CReST tool would help the service to evidence how the current model of service would perform at clearing the backlog within the 12-week referral target.

Using CReST

- Information about the service and its referrals was entered into the modelling tool. This included
 - The number of referrals each year – 3000
 - The number of appointments available – 40 per week
 - Average number of appointments within each referral pathway – 2 (Able to reduce to 1 by doing the second appointment over the phone – thereby reducing the need for venue space)
 - Referral target - 90% of referrals within 12 weeks (84 days)
- CReST showed that they needed to offer - 24 appointments per week to meet the wait target of 84 days and that it would need to have 96% utilisation of resources

Backlog of
1200 referrals

Target of 90%
of referrals
within 12
weeks

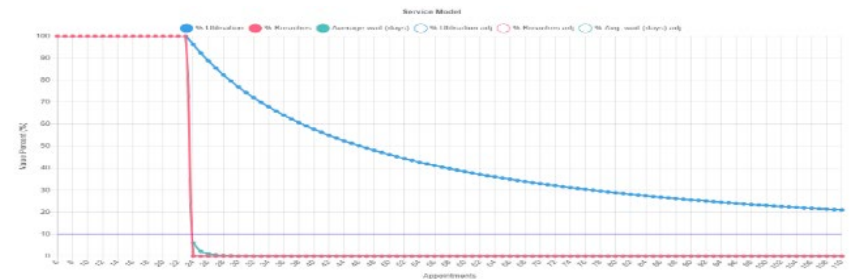
24
Appointments
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96% Utilisation
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How CReST helped Derbyshire Healthcare NHS FT - Memory Assessment Service

- The service was able to use the outputs of CReST in order to determine how many appointments they could offer per week within existing resources
- CReST demonstrated that the existing resources available would not make a significant impact in the target
- CReST also demonstrated that increasing the resource wouldn't solve the issue within a reasonable timeframe due to the lack of venues available
- The information generated demonstrated that the current model of service would not allow them to clear their backlog of referrals within the target timeframes i.e. people would be waiting for a diagnosis of dementia for over 12 months, target 16 weeks
- With this knowledge, the service manager developed a new service model, utilising remote methods to deliver appointments and piloting a model that would help them to clear their backlog and provide support to their patients



“Recovery of the service has been through piloting a new model of service that is, thus far, proving pretty successful... Highlighting just how significant the gap was certainly underlined the need for change”