Meeting Demand

Pamela Parker
Ultrasound Specialty Manager
Introduction

• Clinical Specialist in general abdominal ultrasound

• Manager of Ultrasound service for HEYT
Introduction

- 23 ultrasound rooms/machines
- 8 sites across 40 mile radius
- 21.6 WTE sonographers (29 sonographers)
- 3 WTE trainees
Hull Experience

City Of Culture, 2017

DID YOU KNOW?

Reflecting Hull’s truly independent spirit, the city is the only one in the UK with cream coloured phone boxes

◆ People from Hull are called ‘Hullensians’

◆ Hull has the world’s largest Yorkshire pudding factory

◆ Hull’s Amy Johnson was a pioneering pilot who flew alone from Britain to Australia in 1930
My Other Hat
Best Patient Care

- Right Test, right place, right time
- High quality examination
- Performed by competent sonographers
- Underpinned by education and development
- Making best uses of all resources
- Developing services and new technologies
Demand

**CT demand**

**MRI demand**
### US Demand

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<td>US demand</td>
<td>96145</td>
<td>97217</td>
<td>105325</td>
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US Demand

24% Increase

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Solutions to Meeting Demand

• Employ more staff
• Create more US rooms
• Turn off the tap
More Staff?

Estimated 12% true vacancy rate for sonographer

Attrition to more lucrative agency work

Non-comparable pay bands in NHS Trust

HEE budget cuts
Create more US rooms
Turn off the tap
BMUS RECOMMENDED GOOD PRACTICE GUIDELINES

• Intended to support referrers to Ultrasound and ultrasound providers in the appropriate selection of patients for whom ultrasound would be beneficial in terms of diagnosis and or disease management.
Financial Sense

• The current tariff for an ultrasound examination is at least £44 per examination rising to £78 for complex procedures.

• Making best use of resources is essential for sound financial management and good patient care.
Clinical Sense

• Right Test
• Right Place
• Right Time
Clinical Sense

• Referral: Abdo Pain
• ?Upper Lower
• ?related to food
• ?spasmodic / frequent
• ?urinary symptoms
• ?bowel symptoms
• ???? Lets do US
• Points mean prizes!
Clinical Sense

• Referral: Abdo pain, Mainly in RUQ with shoulder pain particularly after fatty food? Gallstones or biliary disease
• Right Test – ULTRASOUND!
Clinical Sense

• Referral: Abdo Pain, LLQ, some unexplained weight loss, O/E possible mass in pelvis
• Right Test: CT
Impact of Guidelines

• Reviewed typical referrals for abdominal US in one week period
• 11% referrals did not have a clinical question or could be justified under the BMUS guidelines
How To Implement

• Need to reduce waiting times
• Walk in service in 2015
• Reviewed referrals
• 50% had no or uncertain clinical questions
• Background working with BMUS on guidelines
How To Implement

• Meeting with CCG chair, contracts lead for Trust and CCG and head of US
• Agreed target waiting times
• Reviewed demand, capacity and forecast growth
• Demand has to be controlled
How To Implement

• BMUS guidelines circulated to CCG Pathway Review group (PRG) and Local Medical Committee
• Clinical Director of Radiology and US lead invited to meet with PRG
• Negotiated local amendments to BMUS doc
• Developed local CT referral guidelines
Process

Referral Received

Referral Vetted, Prioritised and Coded

- Appropriate Referral
  - Registered and Appointed
    - Scanned & Reported
      - eResult sent within 24 hours

- Unjustified Referral
  - Registered as Rad Cancelled
    - Report made outlining cancelled Reasons & suggestions for next test
      - eReport sent within 24 hours
Process - comments

- Referrals need to be registered in some way
- Review of cancellation
  - Volume
  - Referrers
  - reasons
Process - comments

- Vetting done by team of sonographers
- Cancellation and reports performed by senior specialist team
- Clinical support from radiologists
Key Points

- Clinician engagement
- Parity between primary and secondary care referrers
- Multi-modality pathways required
- Time is needed to vet referrals appropriately
- Continued audit of pathway & appropriateness of guidelines
Reality
Projected outcome

Projected US Demand

US Demand

- Apr 2013 to Mar 2014
- Apr 2014 to Mar 2015
- Apr 2015 to Mar 2016
- Apr 2016 to Mar 2017
To ask any questions!