

# Results of audit and changes made



Chelsea and Westminster Hospital  
NHS Foundation Trust

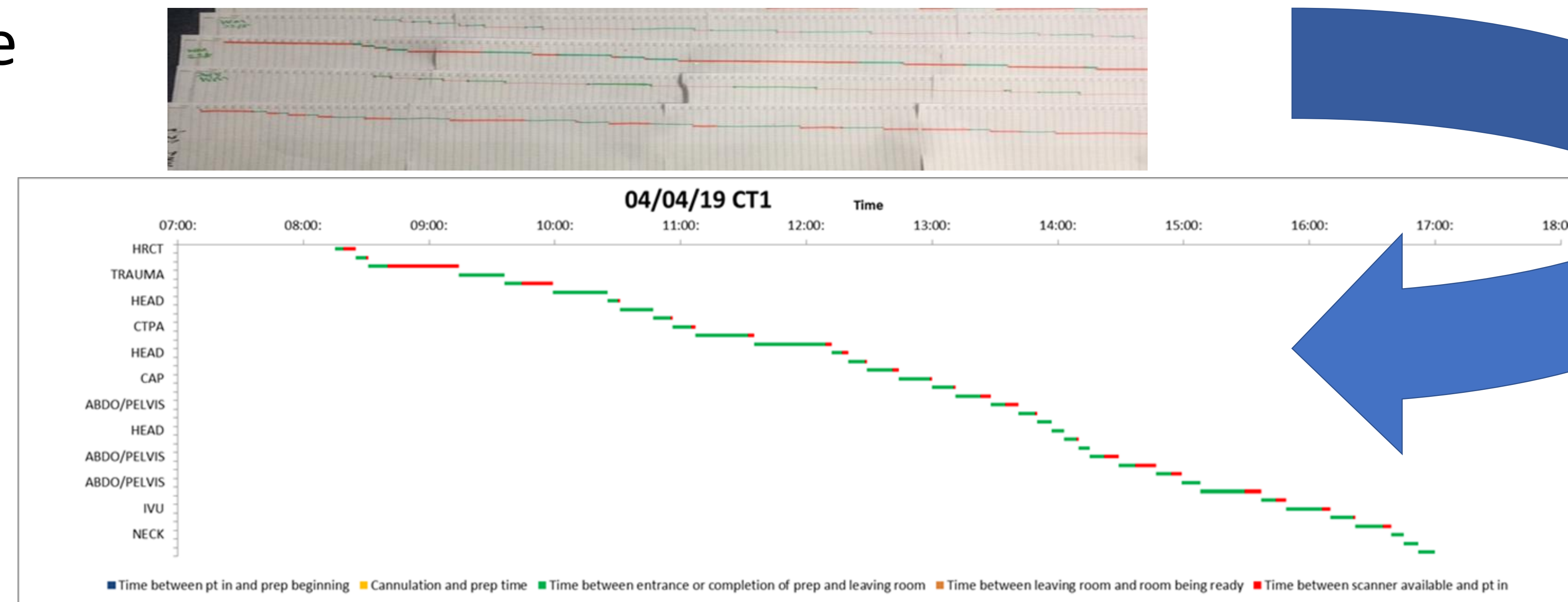
## What was the problem?

CT Department in radiology feeling constantly under pressure

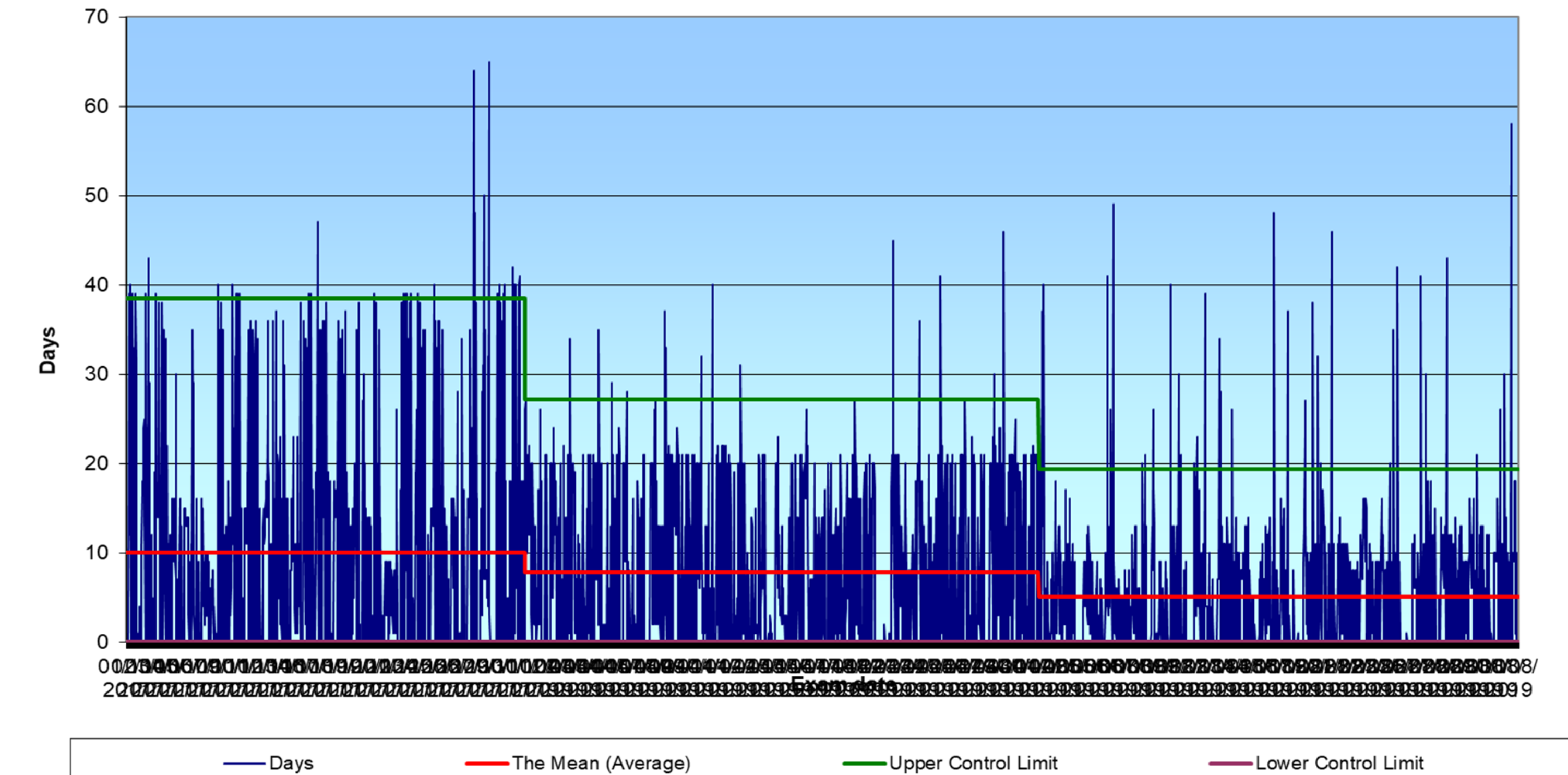
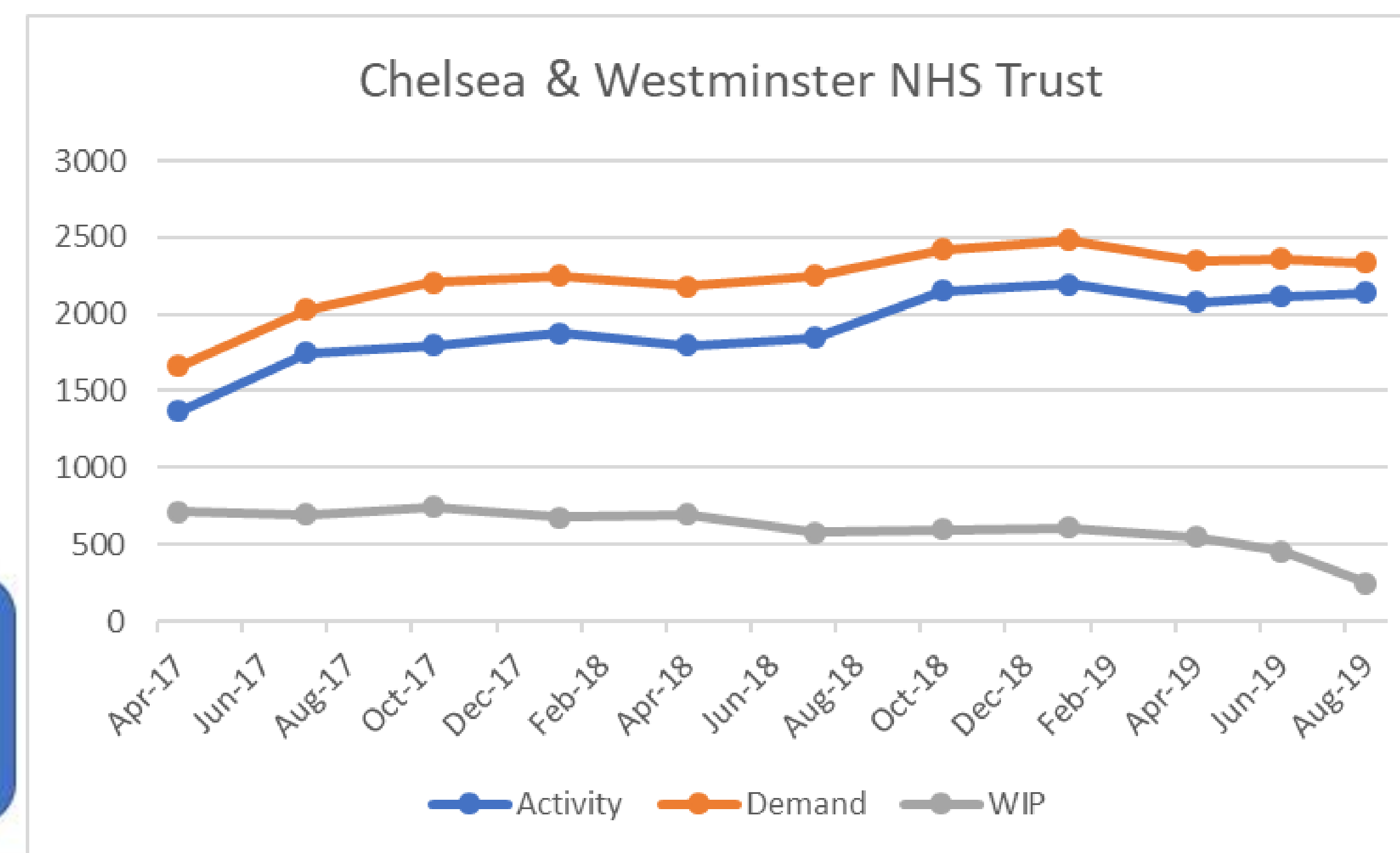
## What did we do?

- Engaged with Transforming Cancer Services Team (TCST) for London to provide expert
- Undertook a CT cycle times audit to manage rising demand through a better understanding of how patient flow and scanner utilisation can be improved

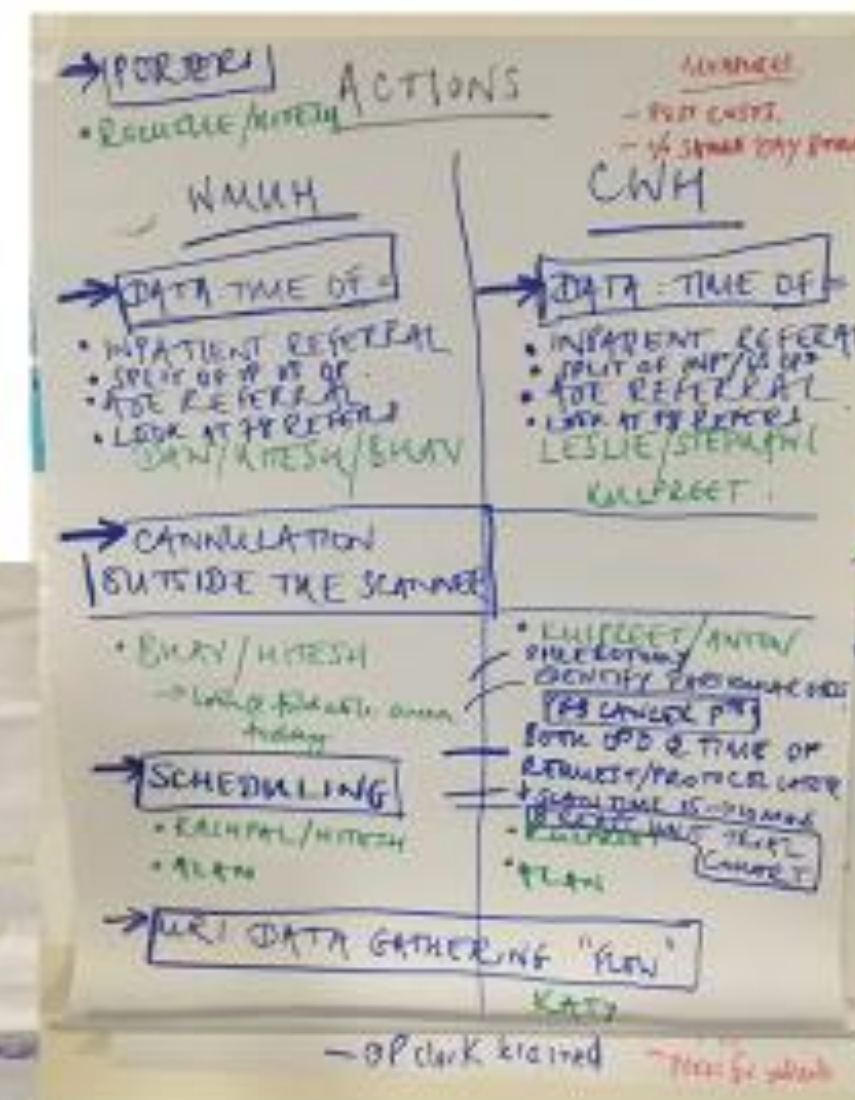
Typical day-to-day utilisation shown graphically- green represents time spent in the room



Chelsea & Westminster NHS Trust- days from request to CT scan  
October 2017, April 2019, August 2019



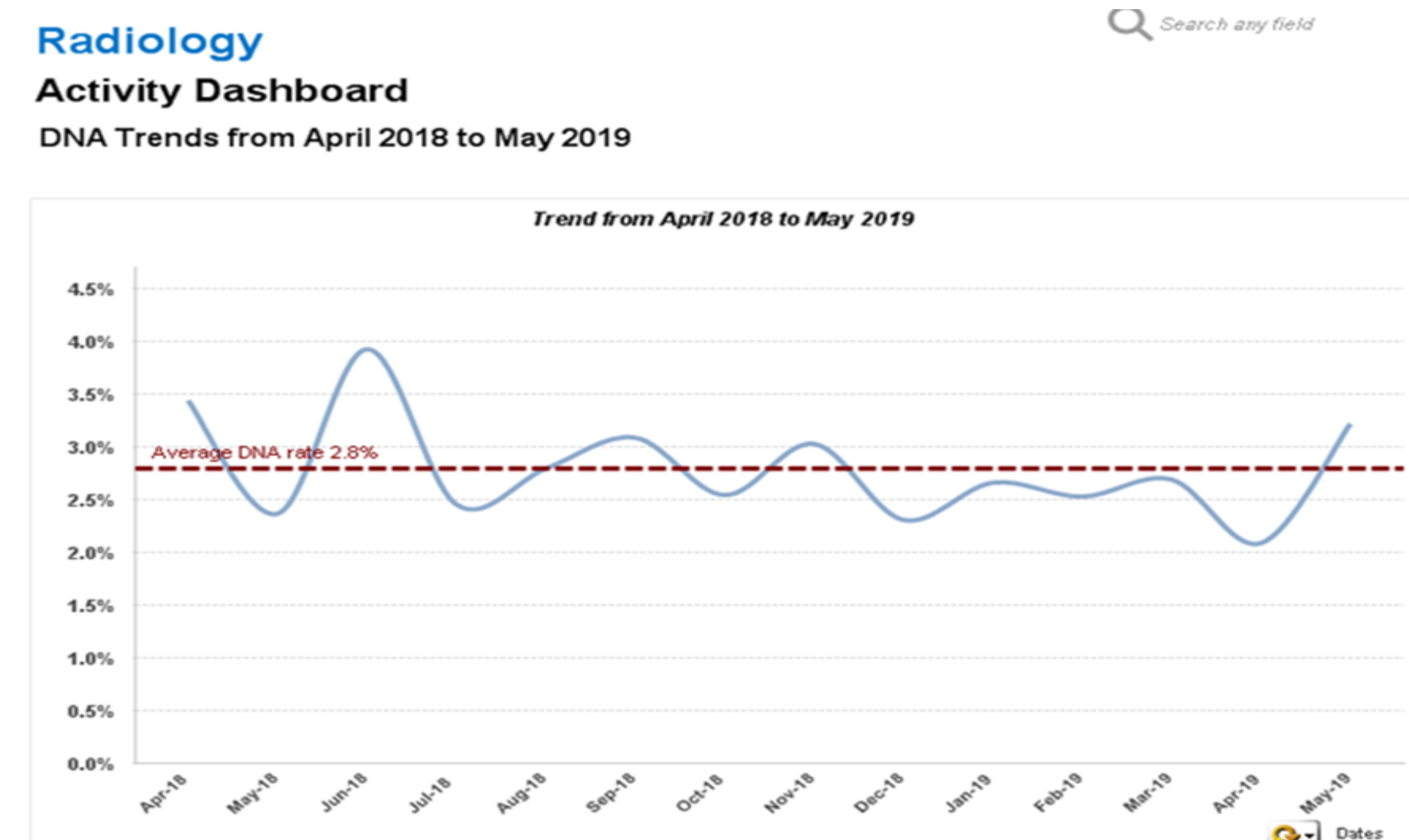
Audit in Aug 2017 followed by TCST supported workshop Oct 2017  
Re-audit Mar 2019 followed by TCST supported workshop Jun 2019



Nov 2017  
All appt 15min long- creates extra 14 slots per week  
Examine portering

FEB 2018  
Daily CT pneumocolons ( 8 per week)  
Add additional 4 outpatients per day (20 in total)  
Start training HCA in cannulation

March and June 2019  
Re-audit of CT utilisation- improved by 35% at W.Mids site & additional 28 scans per day performed  
DNA /cancellation identified as an issue (10-17%) -audit reasons  
Share learning to Chelsea site and re-audit Dec 2019



What does the graph mean?

- SPC (statistical process control chart) shows time from request to CT scan for October 2017 (TCST facilitated workshop 17<sup>th</sup> October), April 2019 (TCST facilitated workshop 11<sup>th</sup> June) and August 2019.
- Doesn't include planned or A&E
- Average time reduced from 10 days to 8 days and then to 5 days- i.e. 50% of requested scans are completed in 5days by August 2019
- Control limits reduced (UCL reduced from 38 days to 27 days and then to 19days). This means that 99.7% of scans are completed within 19days by August 2019.
- Oct 2017- 65 (6%)scans are 'special cause' i.e. above the UCL (18 pelvis, 16 chest, 12 abdo)
- April 2019- 34 scans (3%) scans are 'special cause' (8 chest)
- August 2019- 39 scans (3%) are 'special cause' (13 are cardiac angiograms)