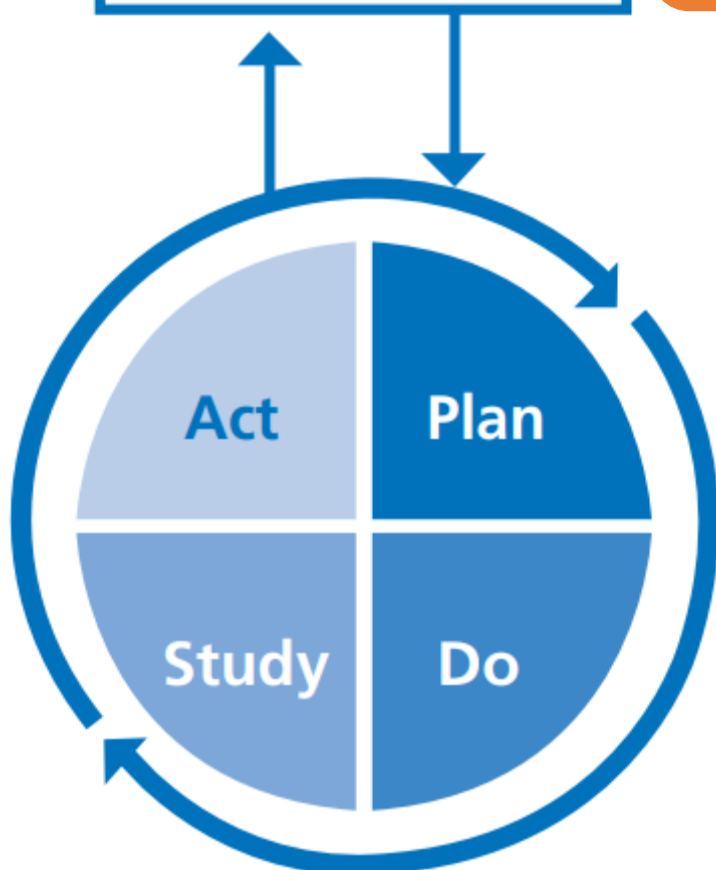
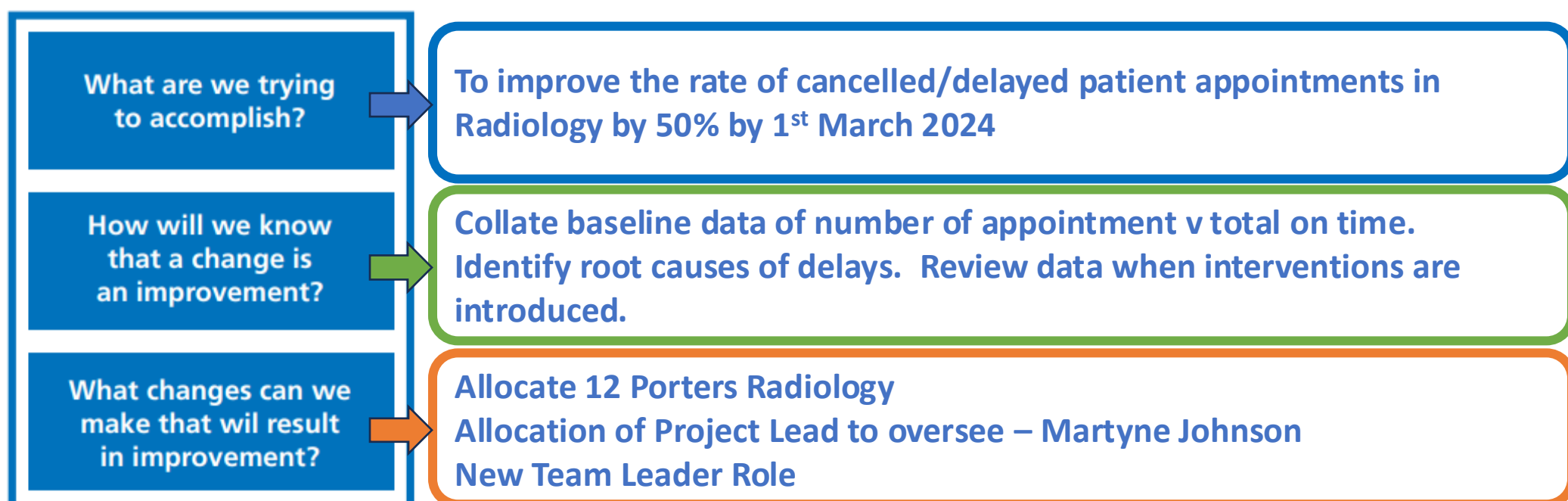


Communication builds bridges

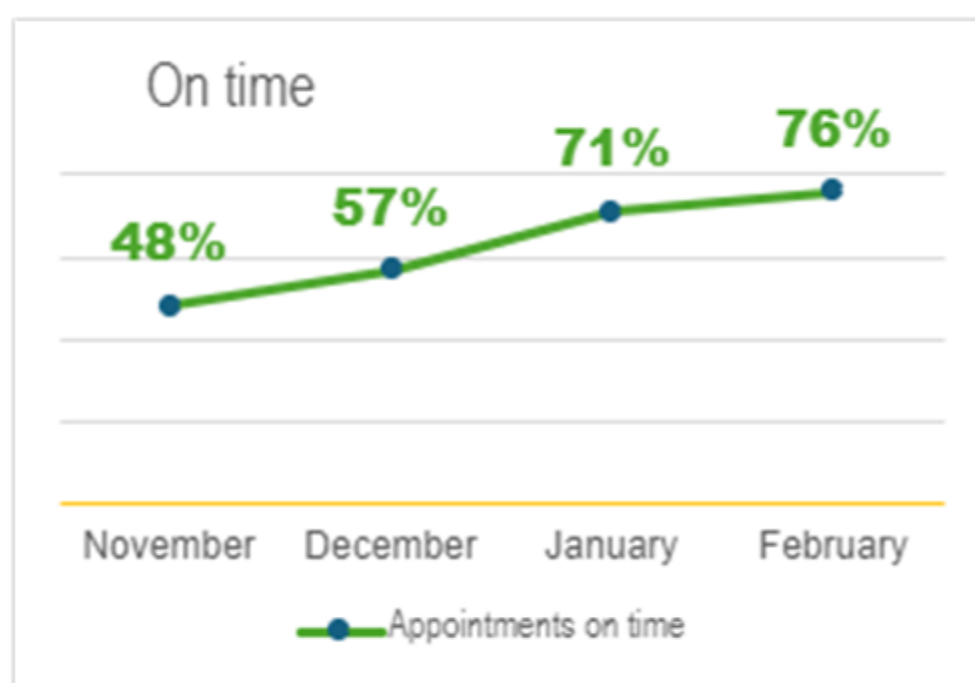
A Radiology Project



Quality Improvement
Awards 2024



Brief summary: Martyne met with Radiology to look at data which suggested 60% of patient appointments were either delayed or cancelled. At the time Radiology assumed Porters were responsible, Porters figures indicated the wards and Radiology were part of the reason. However, both departments were in agreement that they wanted to work together to reduce the delays. Working together and monitoring the data throughout the QI Project has shown a significant improvement with delays/cancellations as displayed in the graph below.



Outcomes

- ✓ Care - Better patient experience
- ✓ Cost savings - More patients seen on time
- ✓ Communication - Problems solved with a telephone call without the need of using DATIX
- ✓ Collaboration - Better working relationship and understanding between Porters & Radiology
- ✓ Lessons learnt – The success it has demonstrated to us is in a big hospital if it can work in one department, we can use this learning and QI Methodology in other areas.

The Portering Department

Damian Jones – Facilities Manager
Martyne Johnson – Senior Supervisor

Working in partnership
The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust