

Change idea

Removal of the Awaiting Missing Referral Information (AMRI) stage during screening new referrals

Predictions

What do/did you think will/would happen?

- Client will receive an outcome quicker, within 7 working days
- Staff will feel confident using the new guidance.

What are you trying to achieve?

- Less unnecessary waits for clients

What we are doing

- Clinicians will screen referrals regardless of missing information. Missing information will be requested and client will be put forward for appropriate assessment. Missing information will be reviewed once it is returned rather than holding clients until the info is received.

How we are measuring change

- We will measure the percentage of referrals screened within 7 working days.

Learning so far

- Pilot has been completed for 1 month – 97% of those passing through AMRI were screened within 7 working days compared to 21% previously.
- *Balancing measures:*
- *unsuitable/complex referrals being unnecessarily assessed when they could've been signposted/screened out earlier.*
- *Additional work for clinicians (e.g. dealing with complexity/risk/onward referrals etc)*

Next steps

- ❖ Scale up and spread across the team
- ❖ Monitor assessment outcomes to review unsuitable cases.