

ACT

-Implement improvements to further reduce waiting times
(further liaison with GPs)

PLAN

Goals of change: 1) Time from memory service referral to assessment to decrease compared with 2011

2) Time from memory service referral to diagnosis to decrease compared with 2011

Hypothesis: Waiting times will decrease following improvements made in second PDSA cycle in 2011

Test of change: Average waiting times calculated from a sample of patients referred to the service in 2012.

STUDY

-Data analysed. Patient waiting times in 2012 compared with 2011 data to assess if goals of change met

DO

-Patient sample identified. A range of information was collected and average waiting times calculated.