

Appendix 2

Bury Care Organisation Improvement Project - Orthopaedics - Project Plan - DRAFT (27.07.21)

Change Idea and Key Milestones		Task group Lead and Lead for Key Actions	Timescale	Update	Status
1. Data Analysis		Lead : Angela Partington	(July 2021 - Aug 21)		
		Milestone Owner:			
1.1	Collate and review Orthopaedics triage data and admitted data	Katy Alcock	02.08.21		in progress
1.2	Identify areas for improvement	Katy Alcock	02.08.21		in progress
1.3	Identify quantitative metrics to monitor impact of 'test of change'	Angela Partington, Joe Keane	16.08.21		
1.4	Identify qualitative metrics to monitor impact of 'test of change' - including Last 10 Patient Review	Tracy Shaw, Mike Ryan	16.08.21		in progress
1.5	Develop and implement monitoring dashboard	Angela Partington, Joe Keane	01.10.21		
1.6	Agree frequency and mechanism of reporting	Angela Partington, Joe Keane	30.07.21		
2. Governance		Lead: Cath Tickle	(July 2021 - Aug 21)		
		Milestone Owner:			
2.1	Meeting of key stakeholders for initial exploratory meeting	Cath Tickle	08.07.21		complete
2.2	Agree Driver Diagram for work programme	Cath Tickle	23.07.21		complete
2.3	Develop and agree action plan for implementation of schemes	Cath Tickle	30.07.21		in progress
2.4	Arrange schedule of meetings to deliver work programme	Cath Tickle	29.07.21		in progress
2.5	Identify chair and vice chair	Ian Mello	02.07.21		in progress
2.6	Agree project support	Ian Mello, Penny Martin	13.08.21		
2.7	Agree reporting framework	Cath Tickle	13.08.21		
2.8	Agree programme governance	Ian Mello, Penny Martin	13.08.21		
3. Patient Experience - Socioeconomic Impact Reviews		Lead : Laurence Bond	(July 2021 - Aug 21)		
		Milestone Owner:			
3.1	Agree objectives for patient experience calls	Penny Martin	29.06.21		complete
3.2	Agree questions for patient experience calls	Tracy Shaw	09.07.21		complete
3.3	Align script for calls with Last 10 Patient Review process	Laurence Bond, Mike Ryan	13.07.21		complete
3.4	Pull dataset for calls	Joe Keane	09.07.21		complete
3.5	Obtain patient consent for data use	Tracy Shaw	24.07.21		in progress
3.6	Agree alignment to Last 10 pt Review	Cath Tickle	24.07.21		in progress
3.7	Develop and present summary report	Tracy Shaw	31.08.21		
4. Waiting Well		Lead: Damian Aston	(July 21 - October 21)		
		Milestone Owner:			
4.1	Develop task and finish group/patient inclusion	Damian Aston	31.07.21		in progress
4.2	Scope current support services/capacity/Involvement	Damian Aston	20.08.21		
4.3	Review of current patients waiting and new patients	Katy Alcock	30.07.21		in progress
4.4	Design develop Bury GM Waiting Well page (support services/acute contacts to address patient concerns)	Damian Aston	31.08.21		
4.5	Design/develop localised Waiting Well Platform /Bury Directory	Damian Aston	17.09.21		
4.6	Development a bespoke orthopaedic waiting well web page (specific needs)	Damian Aston	10.09.21		
4.7	Trial orthopaedic waiting well materials with patients waiting (Horizons PCN link)	Damian Aston	24.09.21		
4.8	Develop implementation plan - Web pages/comms etc	Damian Aston	07.09.21		
4.9	Launch Bury's Waiting Well Pack	Damian Aston	01.10.21		
4.91	Explore My Recovery App Opportunities	Aqueel	31.08.21		
5. System Navigation		Lead: Damian Aston	(July 21 - Feb 22)		
		Milestone Owner:			
5.1	Review and share current role of primary care navigators	Lisa Lucas	02.08.21		
5.2	Develop signposting materials for orthopaedics patients	Damian Aston	20.08.21		
5.3	Develop navigation framework for Orthopaedics	Lisa Lucas	31.08.21		
5.4	Implement revised navigator framework	Victoria Moyle, Zoe Alderson	06.09.21		
5.5	Evaluate new navigator pathways	Lisa Lucas	04.02.22		
6. Pathway Re-Design		Main Lead: Katy Alcock	(Aug 21 - March 22)		
		Milestone Owner:			
6.1	Review referral criteria and pathways for orthopaedics	Katy Alcock	20.08.21		in progress
6.2	Develop revised referral criteria and Pathways for orthopaedics	Katy Alcock	24.09.21		
6.3	Implement new referral criteria and pathways for orthopaedics pathway as 'test of change'	Katy Alcock	01.10.21		
6.4	Review referral criteria and role of FCP	Katy Alcock, Victoria Moyle	20.08.21		
6.5	Develop revised referral criteria and pathways for FCP	Katy Alcock, Victoria Moyle	24.09.21		
6.6	Implement new referral criteria and pathways into and from FCP as 'test of change'	Katy Alcock, Victoria Moyle	01.10.21		
6.7	Scope local services to support orthopaedics conditions	Damian Aston	20.08.21		
6.8	Review existing pathways into 3rd services	Damian Aston	03.09.21		
6.9	Implement revised referral criteria and pathways into 3rd sector, LA and community services as a 'test of change'	Damian Aston	01.10.21		
6.10	Evaluate new pathways	Katy Alcock	04.02.22		

6.11	Proposal for next steps	Laurence Bond, Cath Tickle	04.03.22		
7. Communications/Data		Lead: Angela Partington	(July 21 - Oct 21)		
		Milestone Owner:			
7.1	Collate and review waiting time data for orthopaedic waits	Angela Partington, Joe Keane	30.07.21		
7.2	Liaise with primary care to understand information required by general practice	Cath Tickle	20.08.21		
7.3	Agree data reporting fields for orthopaedics waiting times to GP	Angela Partington, Joe Keane	17.09.21		
7.4	Agree and cascade comms for GP re: waiting times for orthopaedics and programme of work	Caroline Dearden	30.07.21		
7.5	Agree reporting schedule for GP data and comms	Caroline Dearden	30.07.21		
7.6	Draft dashboard continuing orthopaedic waiting times data for via Tableau as a 'test of change'	Angela Partington, Joe Keane	01.10.21		
7.7	Trial database	Angela Partington, Joe Keane	01.10.21		
8. Referral Management		Lead: Laurence Bond	(Aug 21 - March 22)		
		Milestone Owner:			
8.1	Review Rockwood / Oxford or other appropriate functional assessment scores	Laurence Bond, Steven Senior	30.09.21		
8.2	Define demographic info required in referrals	Laurence Bond, Steven Senior	30.09.21		
8.3	Agree process to obtain demographic info in primary care as 'test of change'	Zoe Alderson	30.09.21		
8.4	Develop process for use of socioeconomic score in Orthopaedics	Victoria Moyle, Laurence Bond	30.09.21		
8.5	Develop local combined scoring algorithm for local assessment score and clinical prioritisation	Laurence Bond, Steven Senior	01.10.21		
8.6	Trial of assessment score in Horizon practices	Victoria Moyle, Laurence Bond	01.10.21		
8.7	Trial utilising combined score to prioritise waits and report findings	Laurence Bond, Steven Senior	01.10.21		
8.8	Develop proposal for next steps	Laurence Bond, Cath Tickle	04.03.22		
9. Last 10 Patient Review		Lead: Mike Ryan	(June 21-Aug 22)		
		Milestone Owner:			
9.1	undertake data protection impact assesment for the review	Mike Ryan	9-16th July	DPIA submitted 14/07/21	In progress
9.2	Identify pathway for analysis	Mike Ryan	Complete	Agreement that Arthritic Knee pathway would be focus	Complete
9.3	agree MDT membership	Mike Ryan	Complete	Reps identified from: GP, PH, INT, FCP, Acute - patient reps to be identifi	In Progress
9.4	Agree review process	Mike Ryan	Complete		Complete
9.5	pull first set of 30 patients	Mike Ryan	Complete		Complete
9.6	call first set of 30 patients to to identify a core 10	Mike Ryan	Complete	Called by Susan Howard (PAT). 10 booked in for interview	Complete
9.7	analysis of individual pathway journey of the core 10 to identify variation	Mike Ryan	19-23rd July	To be done by Katie Alcock	To start
9.8	semi-structured interview with each of core 10 to gather experiential data	Mike Ryan	19-23rd July	To be done by Katie Alcock	To Start
9.9	data analysis to identify themes	Mike Ryan	23rd-30th July		To Start
9.10	MDT workshop to understand variation and identify areas for action	Mike Ryan	WC 2nd August		To Start
9.11	MDT outputs shared with the wider programme	Mike Ryan	WC 16th August		To Start