

Using the Quality Improvement Framework for Dementia Post-Diagnostic Support to support improvement in Fife

The Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland is a service self-assessment tool to support and improve the delivery of post-diagnostic support.

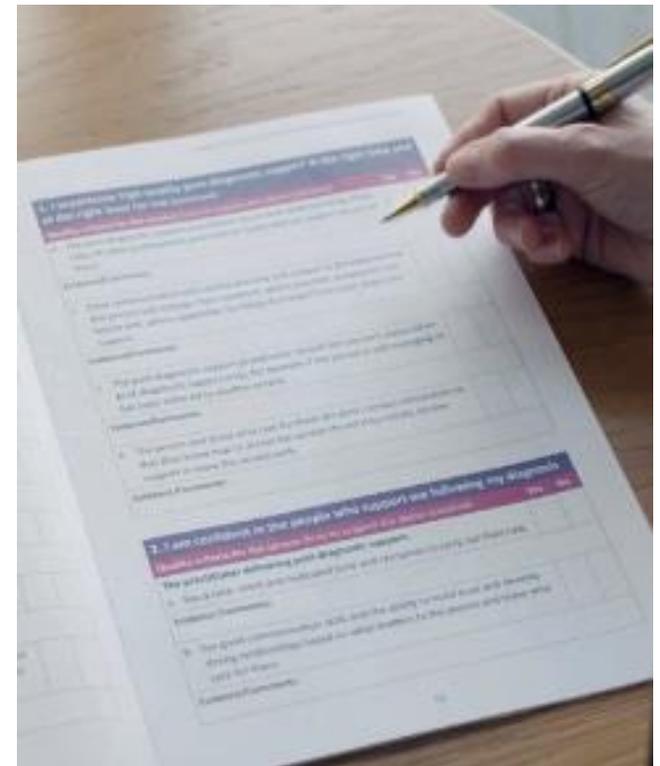
The framework was developed in collaboration with dementia practitioners and people with dementia and carers.

In this case study, NHS Fife share their experience of using the framework to support quality improvement.

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“Collecting the evidence is very valuable – the tool would not be so useful without this so this is a very important aspect to spend time on”.

Gillian Gibson,
Lead Nurse, Dementia
Post-diagnostic Team, NHS Fife



Background



The Quality Improvement Framework for Dementia Post-Diagnostic Support published in September 2018. As members of the Fife team had been consulted as part of the development of the framework, they were already familiar with it and could see the potential value for their team. The team agreed to collaboratively complete the Quality Improvement Framework, and identify areas for improvement.

Approach



The team took the following steps to use the framework:

Completing the framework

- The team progressed the completion of the framework at their monthly meetings over a 7 month period. Each month they focused on a theme. They compiled evidence to inform the framework and identified areas for improvement.
- The team found collecting evidence to inform the framework to be a very valuable exercise. While it was time consuming, the tool would not be so useful without this part of the process. The team found the examples of evidence given as part of the framework to be helpful to identify their own evidence.

Identifying improvements

- The team used a quality improvement approach to make their improvements. As well as drawing on quality improvement expertise from within the team, the team were supported by the Mental Health Quality Improvement team in NHS Fife.

Review

- The team will complete the framework again once their quality improvement work is complete. Rather than complete an aspect of the framework each month, the team may decide to choose a month to focus on completion of the framework.

More information



Find out more about the team's work on their twitter profile [@DPDSFife](#).

Visit the [Focus on Dementia webpages](#) to find out more about the Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland.

Impact



Following completion of the framework, the team have made a number of improvements to their service. Some examples of their improvements are listed below.

- **Standardisation of service**
The framework supported the standardisation of three services across Fife.
- **Improvements to referral process**
The team made changes to their referral form and process. The form is now electronic and the process has been streamlined.
- **Collecting patient feedback**
The team have begun working on gathering patient feedback by collecting patient stories.
- **Raising the profile of team**
The team identified that 95% of their referrals were from consultant psychiatrists. The team have begun work on raising their profile to encourage referrals from other sources.
- **Opportunity for staff to reflect**
The tool gave the staff an opportunity to reflect on their work and reflect that they are doing a good job.