

Quality Improvement Outcomes in Helpline and Clinics



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Helpline and Clinics
Deputy Clinical Leads



Introduction and background

- Increased demand during pandemic - increased awareness and difficulty meeting demand for calls
- Low call answer rate. Cases closed after one failed attempt to contact - potential for families not receiving support
- Negative comments on social media relating to calls not being answered
- Quality Improvement project initiated to look at increasing call answer rate

Data Collection

Month	Answered Calls	Call Answer Rate
April 2023	526	10%
May 2023	812	15%
June 2023	445	8%

Compass Reporting

powered by Dementia UK Compass. Data correct as at 16/07/2024 11:50

Feedback

Tried to phone these nurse's, couldn't get through at all.
!!!

Dementia UK Difficult to get any reply from the helpline number!

Thank you Laura. I've tried but it takes ages to get through. Am off tomorrow, will try again as we don't have any input re dementia n kind of left to our own. ❤️

Root cause analysis

- **Why** have we received complaints?
Calls not being answered
- **Why** are calls not answered?
Nurses are not available to take calls
- **Why** are they not available to take calls?
Responding to voice mails and returning calls
- **Why** are there a high number of voice mails?
The call is not answered in time given by Puzzel
- **Why** are callers leaving voicemails?
There is no other option

Next steps

Discussion with Puzzel on alternative approaches

Advice from other charities

PDSA cycle

Different actions taken each month and outcome monitored

Actions taken

- June – Base level measurements
- July - Call queue system introduced
- August – Maximum queue time set and disabled during handover period
- October – Queue system changed to maximum number
- November – Triage and live roles introduced

Data Review

Month	Answered Calls	Call Answer Rate
April 2024	2201	59%
May 2024	2466	73%
June 2024	2311	72%

Compass Reporting

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Feedback

I think I have found answers in your helpline !!

Fantastic phone helpline. Have used them many times and had amazing help and support. Above all else they listened.

The Helpline has been wonderful - at different times and with different issues, for me as my Mother's carer. It's the advice on how to work with differing agencies that is invaluable. Thank you Admiral Nurses.♥

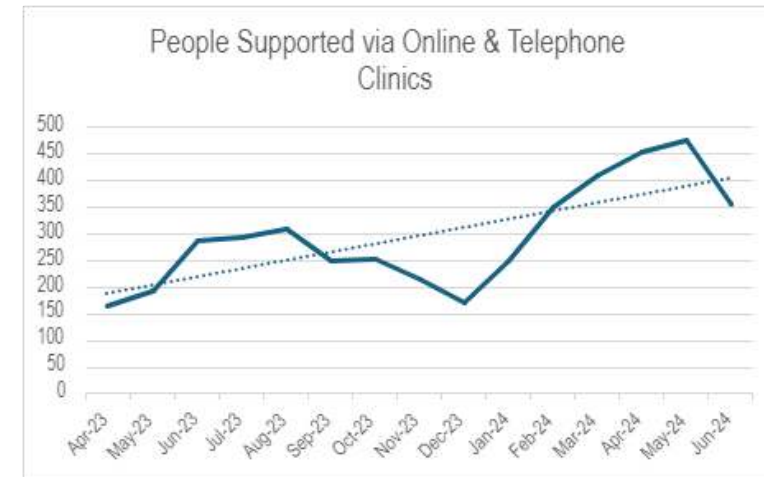
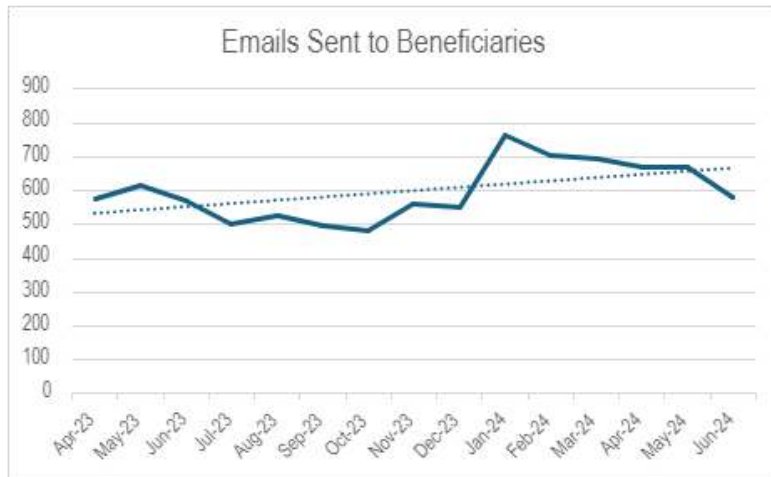
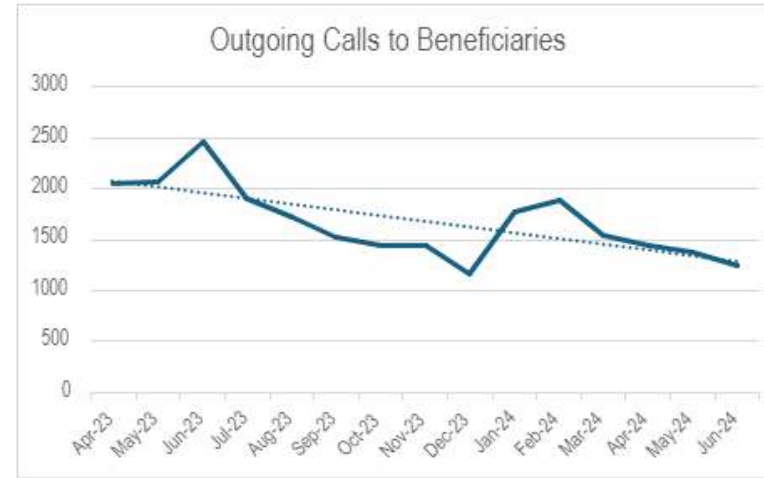
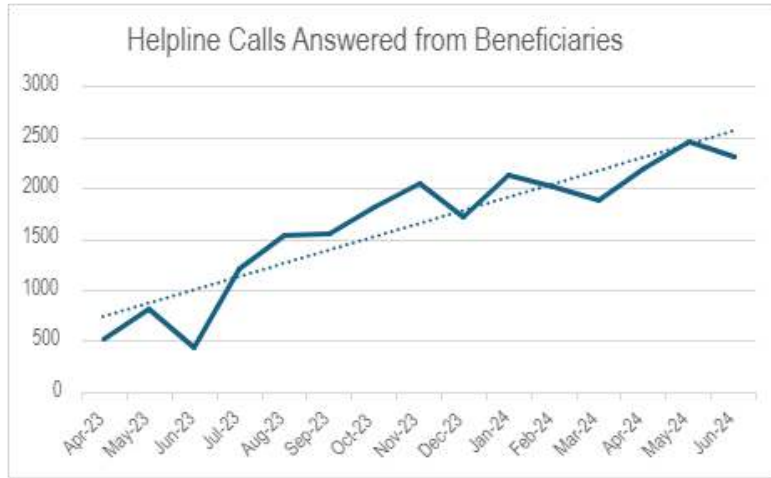
I called the Dementia UK Helpline and they were amazing. They listened to my worries and supported. Amazing help ♥

Data Comparison

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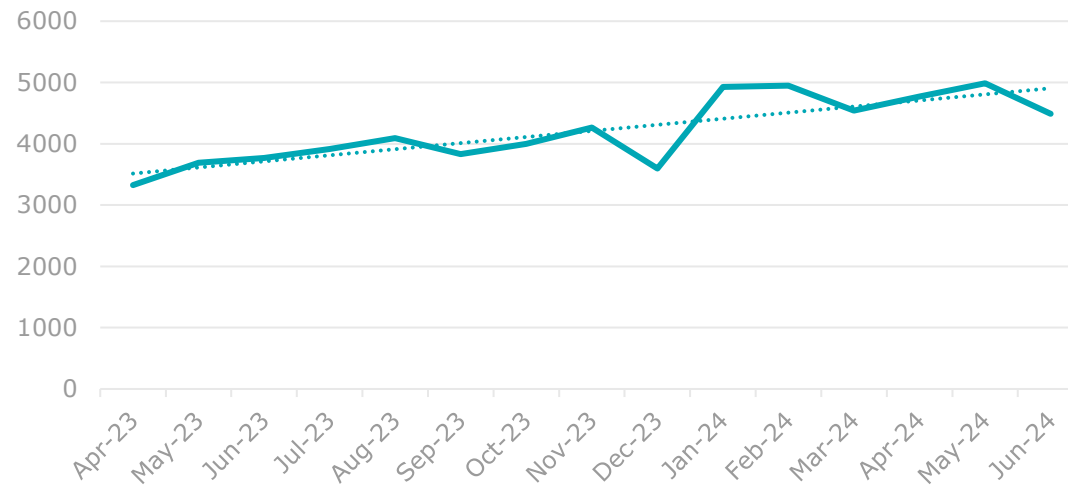
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12 Month Comparison

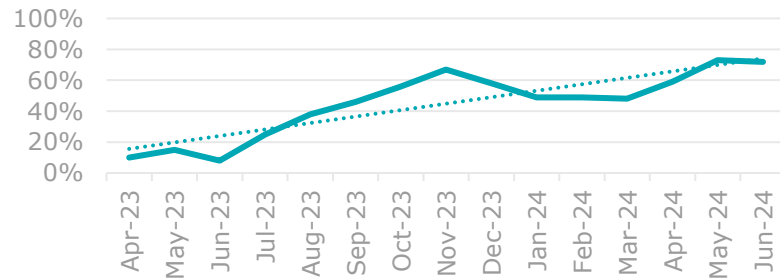


12 Month Comparison

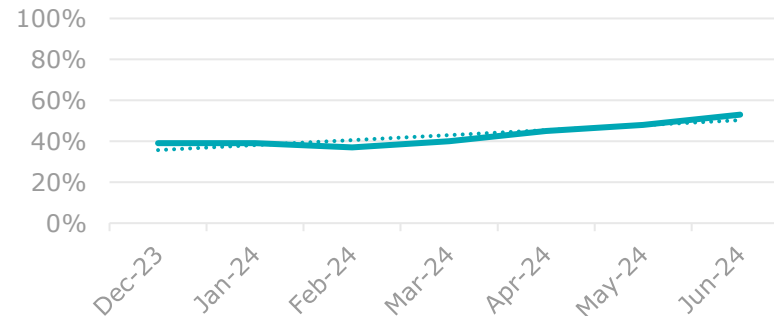
Total Number of Contacts



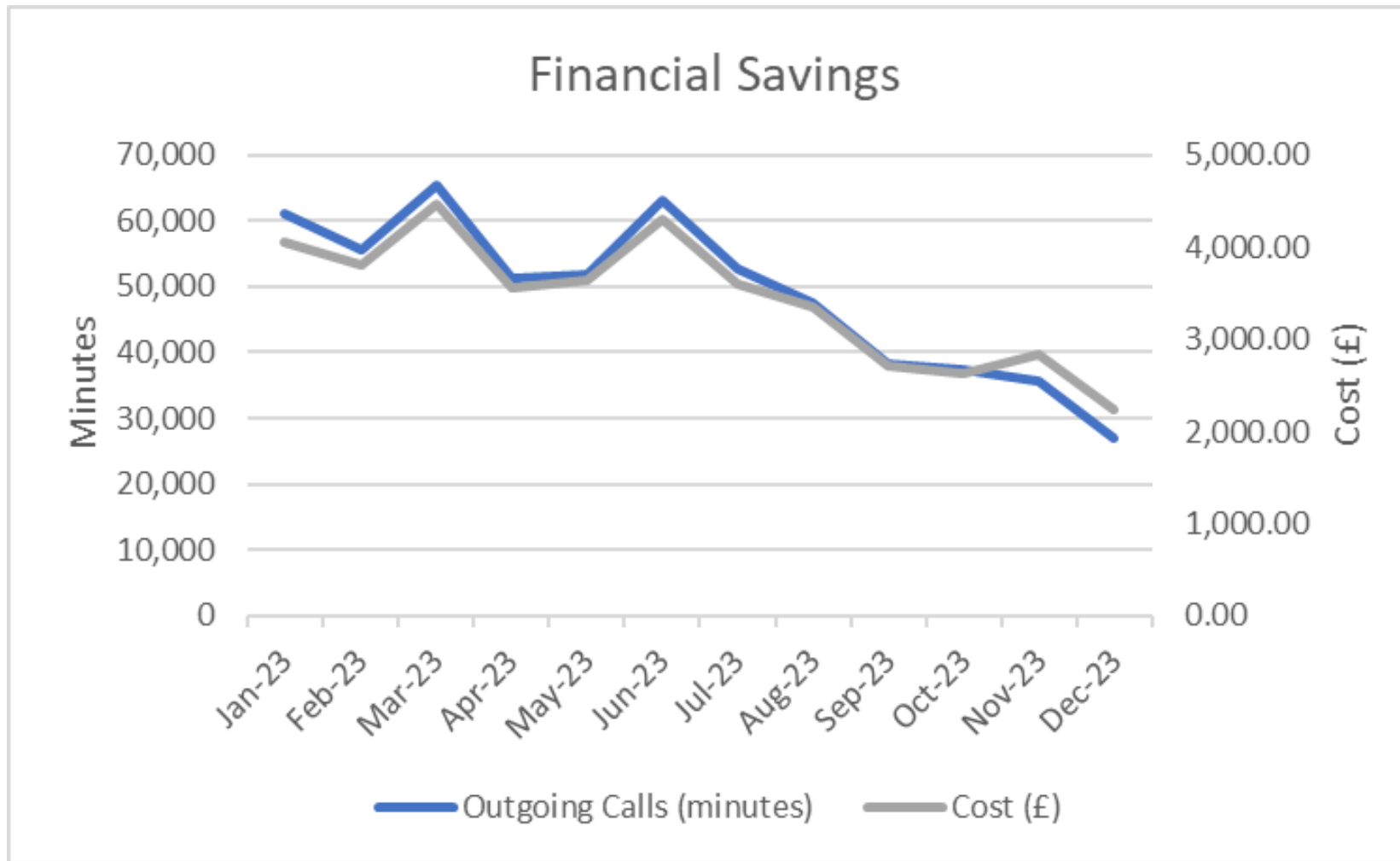
Call Answer Rate KPI (target 60%)



Admiral Nurse Availability KPI (target 40%)



Financial benefit



Next steps

- Improved collaboration with other departments in DUK to better manage demand and capacity
- Improved shift management through consultation with existing staff
- Enhanced staff wellbeing through efficiencies and variable work opportunities
- Improved experience for our beneficiaries
- Increase in the sharing of and learning from data in collaboration with the Insights and Evaluation team