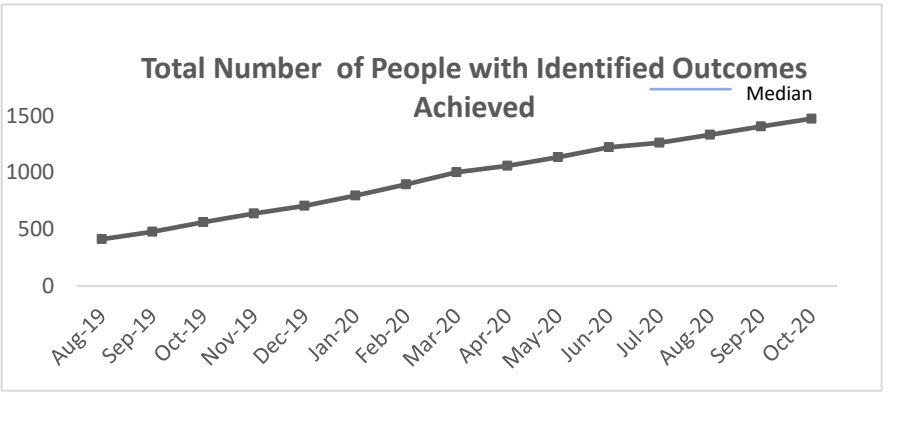
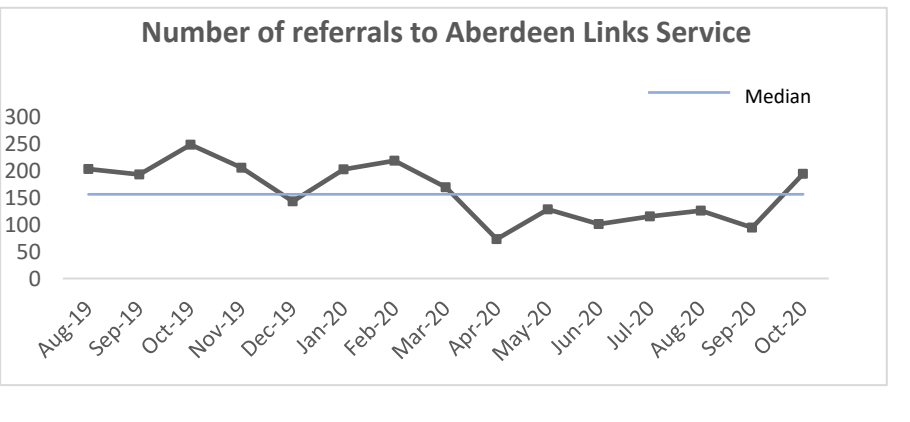


11.2 Aberdeen Link Services

Project Aim	Start Date	Testing End Date	Progress Scale																																																																
Extend the link working approach across primary care to support 3,000 people attain their own identified outcomes by January 2022. Project Manager: Chris Smillie, HSCP Project Charter Approved Sep 2019	Sep 2019	December 2020	8. Improvements sustained																																																																
Changes Being Tested (Specify location/ test group)	Are our changes resulting in improvement?																																																																		
<p>1. Test Peer Support sessions with Link Practitioner Team on a monthly basis using PDSA over a 3-month period – <i>implemented and continuing</i></p> <p>2. Information sessions to develop the knowledge and understanding about the Links Approach and its benefits among of referrers. – <i>implemented and continuing</i></p> <p>Currently reviewing new Tests of change to achieve aim of 3000. These will most likely involve tests around expanding the referral pathways, use of digital to support embedding of the approach and uncompleted patient outcomes.</p>	<p>1. Data shows a continued number of people achieving their personal outcomes and this has been sustained over the testing period and until June 2020. Although referral numbers have decreased since lockdown the LP have maintained contact with practices to and referrals being received tend to be more complex. 2. LP have reported Practice staff contacting them for advice on referrals instead of referring which demonstrates some practice staff adopting the Links approach</p> <p>October 20 sees a return to Pre-covid monthly referral levels. Also in the past quarter the project has seen an increase in patients achieving their outcomes.</p> <p>Given the steady monthly increase, it is evident that our change ideas are showing improvement and whilst we continue to monitor to ensure figures to ensure this improvement continues we are now 1. developing plans to spread the change ideas by testing a wider referral and 2. Investigating new change ideas focused on uncompleted outcomes in order to achieve the aim of 3000.</p>																																																																		
Improvement Data																																																																			
 <p>Total Number of People with Identified Outcomes Achieved</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Number of People</th> </tr> </thead> <tbody> <tr><td>Aug-19</td><td>400</td></tr> <tr><td>Sep-19</td><td>450</td></tr> <tr><td>Oct-19</td><td>550</td></tr> <tr><td>Nov-19</td><td>650</td></tr> <tr><td>Dec-19</td><td>750</td></tr> <tr><td>Jan-20</td><td>850</td></tr> <tr><td>Feb-20</td><td>950</td></tr> <tr><td>Mar-20</td><td>1050</td></tr> <tr><td>Apr-20</td><td>1100</td></tr> <tr><td>May-20</td><td>1150</td></tr> <tr><td>Jun-20</td><td>1250</td></tr> <tr><td>Jul-20</td><td>1300</td></tr> <tr><td>Aug-20</td><td>1350</td></tr> <tr><td>Sep-20</td><td>1400</td></tr> <tr><td>Oct-20</td><td>1450</td></tr> </tbody> </table>	Month	Number of People	Aug-19	400	Sep-19	450	Oct-19	550	Nov-19	650	Dec-19	750	Jan-20	850	Feb-20	950	Mar-20	1050	Apr-20	1100	May-20	1150	Jun-20	1250	Jul-20	1300	Aug-20	1350	Sep-20	1400	Oct-20	1450	 <p>Number of referrals to Aberdeen Links Service</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Number of Referrals</th> </tr> </thead> <tbody> <tr><td>Aug-19</td><td>200</td></tr> <tr><td>Sep-19</td><td>180</td></tr> <tr><td>Oct-19</td><td>250</td></tr> <tr><td>Nov-19</td><td>200</td></tr> <tr><td>Dec-19</td><td>140</td></tr> <tr><td>Jan-20</td><td>200</td></tr> <tr><td>Feb-20</td><td>220</td></tr> <tr><td>Mar-20</td><td>170</td></tr> <tr><td>Apr-20</td><td>75</td></tr> <tr><td>May-20</td><td>130</td></tr> <tr><td>Jun-20</td><td>100</td></tr> <tr><td>Jul-20</td><td>110</td></tr> <tr><td>Aug-20</td><td>120</td></tr> <tr><td>Sep-20</td><td>90</td></tr> <tr><td>Oct-20</td><td>190</td></tr> </tbody> </table>			Month	Number of Referrals	Aug-19	200	Sep-19	180	Oct-19	250	Nov-19	200	Dec-19	140	Jan-20	200	Feb-20	220	Mar-20	170	Apr-20	75	May-20	130	Jun-20	100	Jul-20	110	Aug-20	120	Sep-20	90	Oct-20	190
Month	Number of People																																																																		
Aug-19	400																																																																		
Sep-19	450																																																																		
Oct-19	550																																																																		
Nov-19	650																																																																		
Dec-19	750																																																																		
Jan-20	850																																																																		
Feb-20	950																																																																		
Mar-20	1050																																																																		
Apr-20	1100																																																																		
May-20	1150																																																																		
Jun-20	1250																																																																		
Jul-20	1300																																																																		
Aug-20	1350																																																																		
Sep-20	1400																																																																		
Oct-20	1450																																																																		
Month	Number of Referrals																																																																		
Aug-19	200																																																																		
Sep-19	180																																																																		
Oct-19	250																																																																		
Nov-19	200																																																																		
Dec-19	140																																																																		
Jan-20	200																																																																		
Feb-20	220																																																																		
Mar-20	170																																																																		
Apr-20	75																																																																		
May-20	130																																																																		
Jun-20	100																																																																		
Jul-20	110																																																																		
Aug-20	120																																																																		
Sep-20	90																																																																		
Oct-20	190																																																																		

Percentage of cases closed with outcomes achieved for all cases closed per quarter.
October 2019 - September 2020

