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# Colorectal Diagnostic Pathway Re-design

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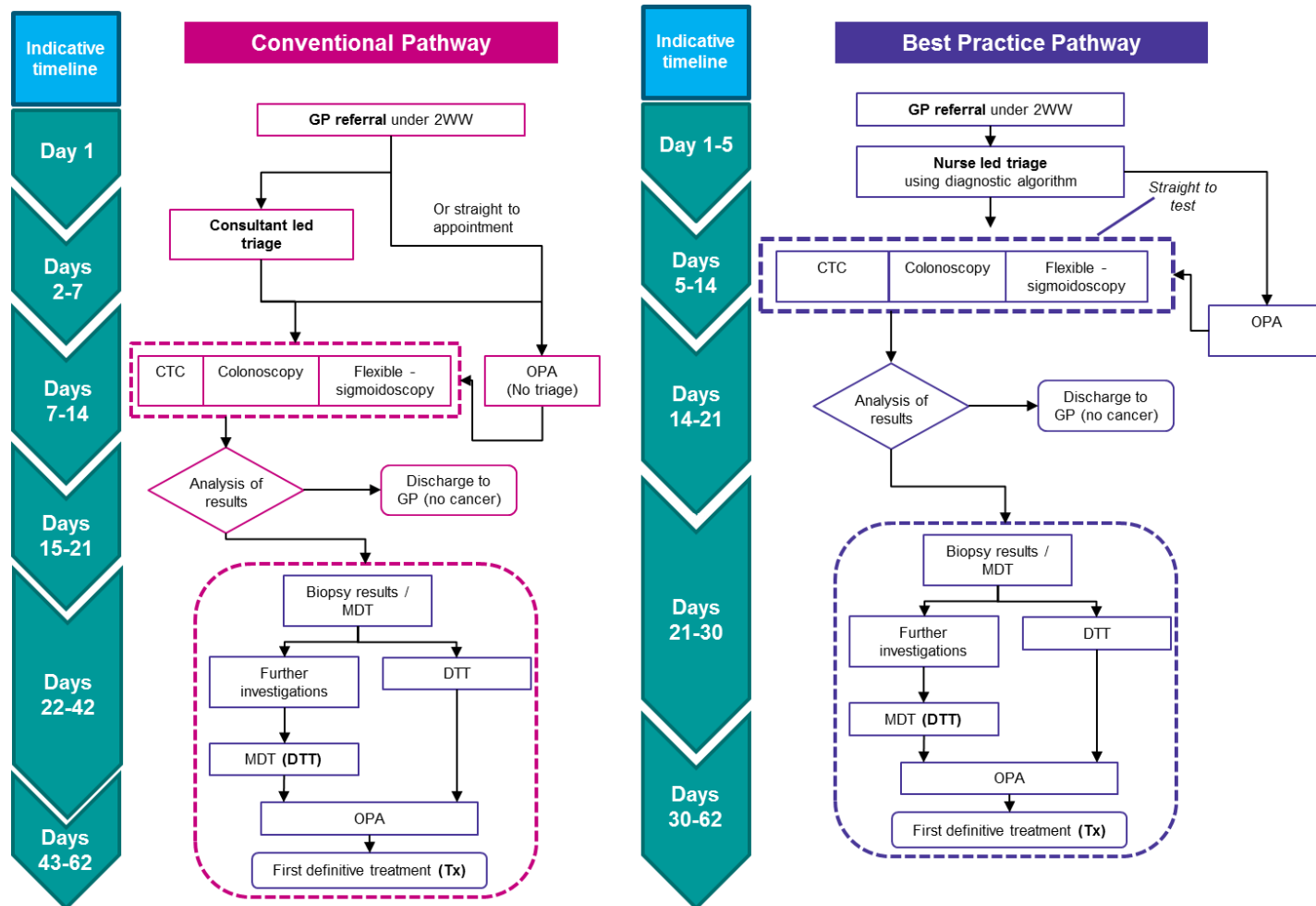
St Mark's Hospital

- Variable triage and vetting by consultants
  - repetitive interaction
  - Need to redesign clinical algorithms
  - More appropriate use of clinic (young and frail)
- GPs demand exclusion of non GI cancer
  - More CTC
- Duplication of;
  - Referrals ?cause of ongoing symptoms
  - Vetting tasks (1<sup>st</sup>/2<sup>nd</sup> and 3<sup>rd</sup> line)
- Overlap of patients
  - NICE forms confusing
  - Inappropriate patient categorisation – same patients

The flowchart below demonstrates the key differences between the best practice and the traditional/conventional pathway:

## Conventional pathway inefficiencies:

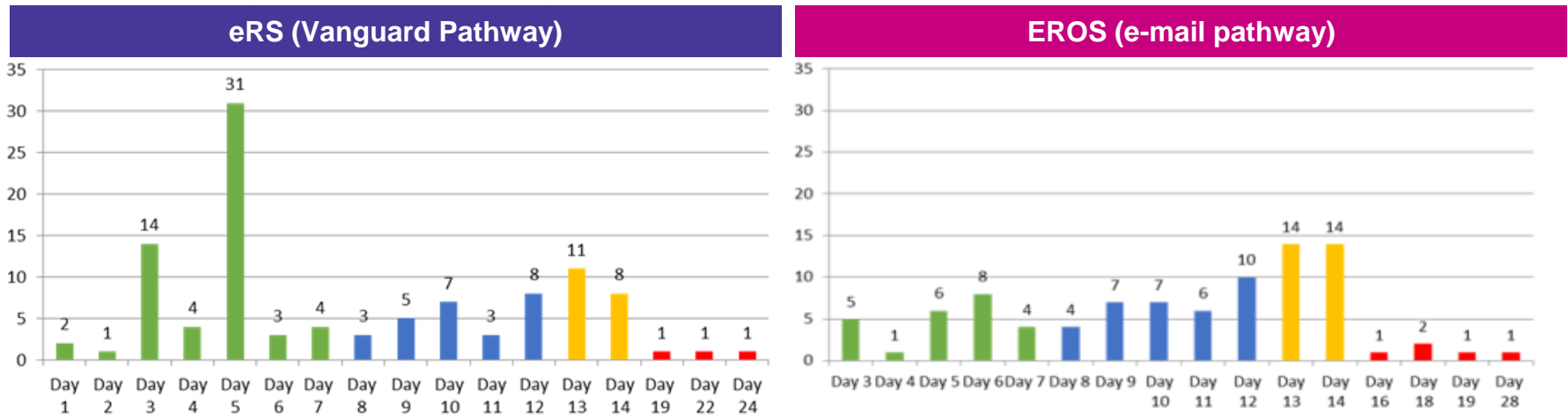
- Duplication of referral
- Overlap of systems & pathways
- Other cancers not excluded
- Duplication of tasks



Vanguard referrals 31/3 to 31/8 (N=100)

- **65%** triaged straight to test
- **95%** were contacted within 2 working days
- **86%** referrals triaged within 1 working day of receipt (99% within 3 working days)
- **97%** seen within 14 days, 55% seen within 7 days
- **Zero** DNAs
- Re-referral (9% had undergone LGI investigations in last 3 years)

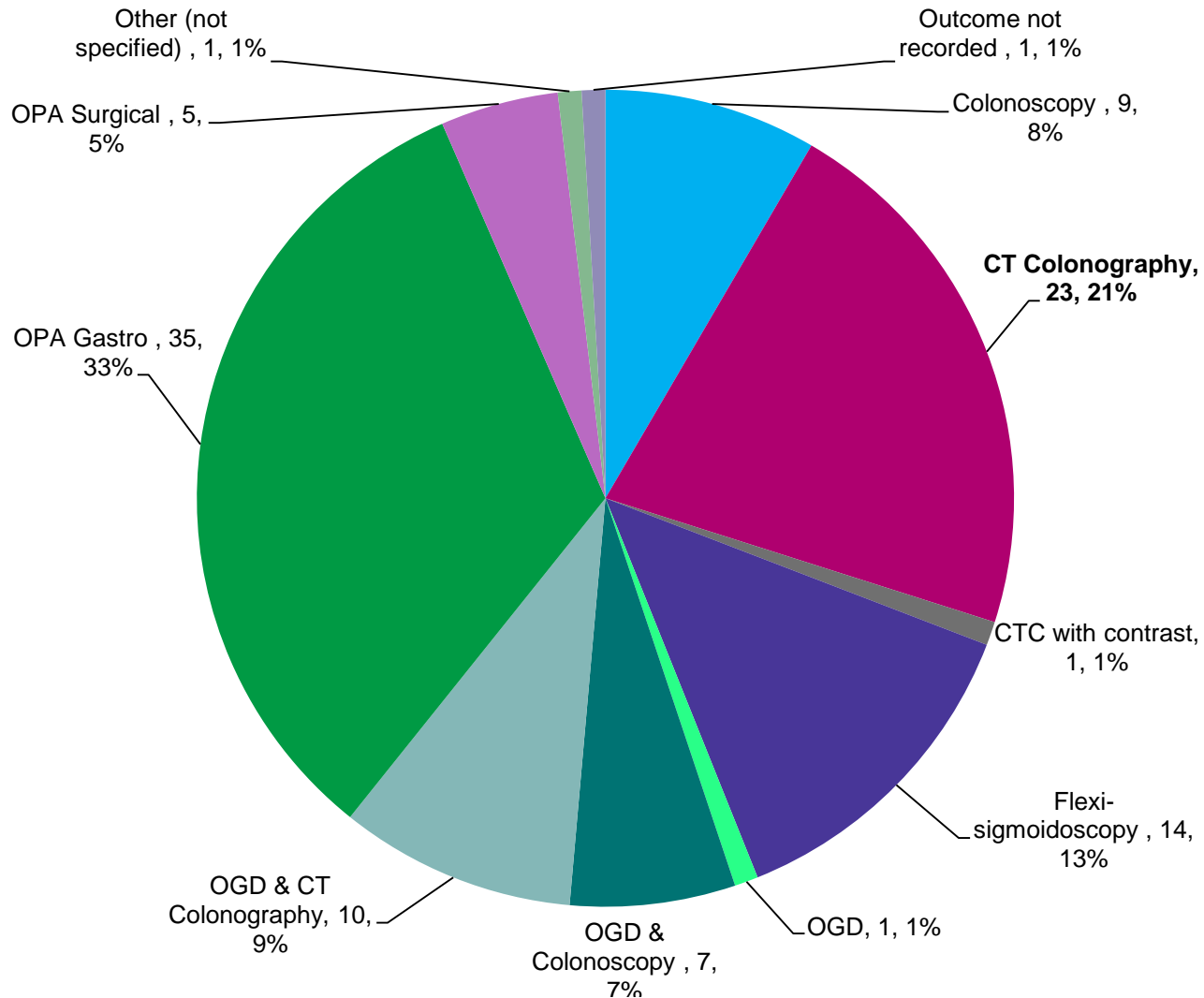
The graphs below show **the receipt of referral to first seen appointment** for the redesigned pathway, compared to the former EROS e-mail pathway:



## Key Statistics:

- Seen within 14 days: **97%** vs **95%**
- % Breached: **2.8%** vs **5.5%**
- Seen within 7 days: **55%** vs **26%**

This pie chart indicates the result of the triage/vetting outcome:



## Challenges:

- GP compliance with e-RS so 2 systems running in parallel
- Recruitment
- Clinical staff and management buy-in
- Time

## Next steps:

- Align bookings and non 2 week wait
- Merge teams for efficiency i.e. number of hubs/locations
- Informing and educating GPs and their patients
- Roll out to next agreed sites (St George's, Croydon and Ealing)

*Very well run unit – well done and thank you*

*St Mark's staff were helpful and polite*

*My care and treatment was very good and quick but my outpatient appointment took too long*

*All appointments made and discussed – good service*

*Both procedures were combined with minimal wait time and I was discharged quickly which was positive*