1.0 Background
Evidence suggests that improving the identification and management of patients with frailty can improve both patient and service outcomes.

On commencement of this work the Basingstoke and North Hampshire Hospital (BNHH) had no frailty pathway or processes to recognise, assess or manage the needs of frail patients. As a result some patients were being admitted unnecessarily or staying longer than they medically required.

2.0 Aim and objectives
Aim:
At BNHH we will reduce the time frail patients stay in hospital by 10%, within one year.

Objectives:
- To systematically identify frail patients soon after arrival
- To carry out specialist assessment and care planning
- To stream patients to the right place for the right care

3.0 Project approach
- A multiagency, multidisciplinary project team
- Developed a Theory of Change: driver diagram (Fig 1).
- Used model for improvement and plan-do-study-act (PDSA) testing cycles.

4.0 What we did
A number of new ways of working were introduced over time using PDSA testing cycles (Figure2)

5.0 Results
5.1 Screening
We now screen an increasing number of patients over 65 years for frailty, typically 60 patients per week in AAU.

5.2 Time to CGA
We have reduced the time taken from arrival to commencement of CGA by 46% so frail patients are receiving specialist care planning 20 hours earlier in their stay (Fig 3).

5.3 Length of stay
Average lengths of stay of patients, over 75 years, have reduced by 14% from 12.6 to 10.8 days (Fig 4).

5.4 Stranded patients
We have seen an 13% reduction in the number of patients staying more than 7 days (i.e. stranded patients) since IFIT commenced (Fig 6).
This is 19 patients less each day.

5.5 User Feedback
A patient said “Great, nice to know someone is rooting for you”
The carer of one of our patients said “I was amazed by the care, compassion and empathy of all staff I met”

6.0 Summary
- The aim has been achieved by introducing a new pathway specifically designed to meet the needs of patients with frailty.
- Small scale PDSA cycles are a really effective way of finding what really works for you. We have discovered solutions we may otherwise have missed by only testing small changes.