1. Problem
- Poor quality referrals into service
- Missing information on referrals
- Risks to staff visiting patients
- Wasting time gathering missing information

2. AIM
By April 2018 Central CIS will improve the completion rate of incoming referrals from Single Point of Access (SPA) Social Services from 0% to 60%

3. Actions Taken
- High volume referrer identified through data collection
- Wasted time seeking missing information measured
- Staff surveyed regarding risks associated with visiting patients without complete information
- Report written and shared with high volume referrer
- Changes made to existing referral process using Plan Do Study Act cycles
- Re-measured wasted time seeking missing information
- Repeated staff survey
- Outcome report shared with high volume referrer

4. Measures/Outcomes
Percentage of essential referral information present

5. Learning Outcomes
- Small scale change can yield sizeable time savings
  Taking the time to engage a partner organisation is the key to success
  Exploring the problem to ensure that assumptions are not made regarding the correct target referrer is vital.
  Future changes can be made with other referrers to make further improvements