

How are we improving your care?



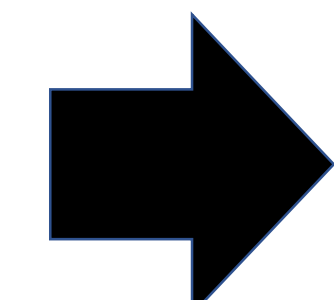
Involving patients in the discussion has helped us improve our rheumatology service

Where have we improved?

Our achievements

How did we do this?

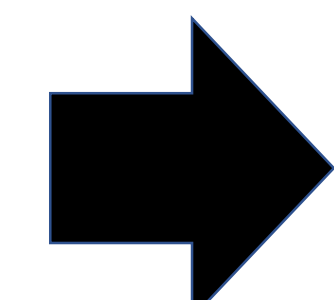
Time taken for first assessment



We now see **5x more** patients within three weeks
(Year 1: 10%, Year 2: 50%)

We've employed an additional consultant and are screening referrals more rigorously

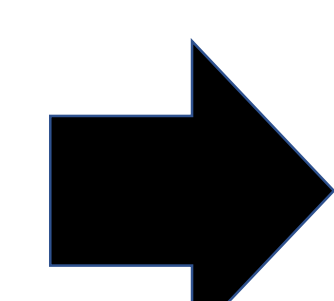
Time taken to start treatment



We've **treated 8x more** patients within six weeks
(Year 1: 7%, Year 2: 56%)

Increased the number of drug education appointments

Patient advice for side-effects and flare-ups



We respond to **advice line calls** within **one working day**

Dedicated time for Specialist Nurses in their timetable to respond to calls

How can we improve further in 2021?

Provide advice about Rheumatoid Arthritis self-management at the right time to suit the patient

Ensure every patient has an Annual Review