

THE WELSH EPILEPSY UNIT

Service Description: The Welsh Epilepsy Unit is a tertiary referral centre for specialist epilepsy services in South Wales. The immediate catchment population covered is 700,000 but many referrals are also taken from elsewhere in Wales. The Unit offers a multidisciplinary approach to epilepsy care and offers a very broad range of services to people with epilepsy, their families and carers.



DEFINED SERVICE USERS: Patients with a first suspected seizure or unexplained blackout

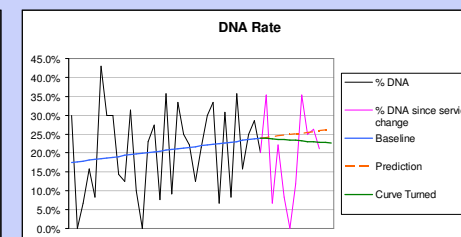
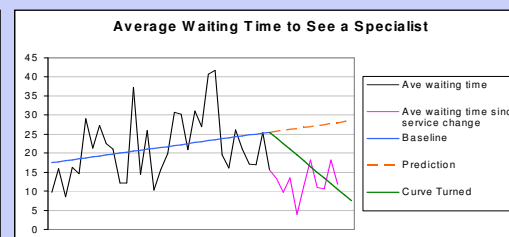
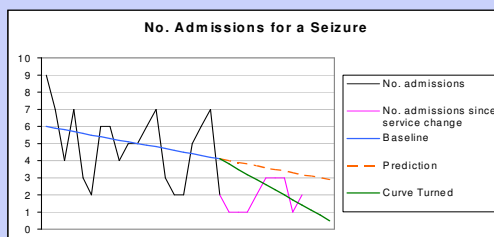
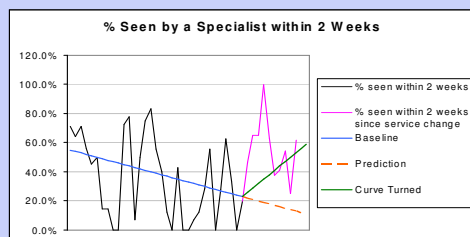
HEADLINE PERFORMANCE MEASURES

1. % seen by a specialist within 2 weeks (NICE guideline)
2. No. admissions to hospital for a seizure
3. Average waiting time to see a specialist
4. % did not attend (DNA) first seizure clinic

DATA DEVELOPMENT AGENDA

1. Seizure frequency
2. Death rate
3. % prescribed incorrect medication
4. % who report they feel satisfied or better off

HOW ARE WE DOING?



STORY BEHIND THE BASELINE

Limited clinic capacity with unpredictable demand
 Small team – unable to cover absence to prevent clinic cancellation
 Low frequency of clinics causing delay if appointment not suitable for the patient
 Clinic booked by Epilepsy Unit admin staff – if admin staff on leave the clinic slots are not filled
 Consultant triage's fax referrals – delay if unavailable
 Patient anxiety and concern re implications of a diagnosis e.g. driving
 Stigma attached to Epilepsy
 Patients put off by unit name – diagnosis seems pre-determined
 Nurses unable to refer for EEG leading to delay in diagnostics and confirmed diagnosis
 New nurse led emergency unit assessment service for first seizure patients has improved performance measures but out of hours service reverts to old pathway
 Primary Care does not have fast track access for first seizure clinics
 Primary Care are not made aware if a patient DNA's so can't follow up

PARTNERS WHO CAN HELP US

Emergency Unit, Radiology, Neurophysiology, Medical Records, A&C staff, Consultants, Specialist Nurses, Ambulance Trust, Cardiology, Psychology, Care of the Elderly, Neurosurgery, Prison, Voluntary Sector, Practice Nurses, GP's, Family members/witnesses, Drug & Alcohol Services, Occupational Health, Referral Management Centre, Obstetrics, Management, Communications Department, Patients

WHAT ARE WE GOING TO DO TO DO TO IMPROVE PERFORMANCE?

1. Change the name of the "Epilepsy Unit" to the "Alan Richens Unit"
2. Develop nurse led first seizure clinics to cover when Consultants unavailable
3. Develop dedicated fast track clinic for Primary Care referrals
4. Enable specialist nurse referral for EEG
5. Develop process to inform Primary Care of DNA