

See and Treat Clinic Quality Improvement Toolkit

Consider using this QI resource to improve timely access for minor surgical procedures, reduce unnecessary visits to OPD for surgical patients, and to use existing resources to deliver minor surgical services in a more patient-centred and cost-effective way.

Definition

A see and treat clinic is defined as ‘seeing the patient and treating the patient’s minor surgical complaint in a single visit’. Appropriate patients can be directly referred by their GP for a single hospital visit that includes surgical treatment, such as a minor operation. Patients are referred back to their GP for any necessary follow up.

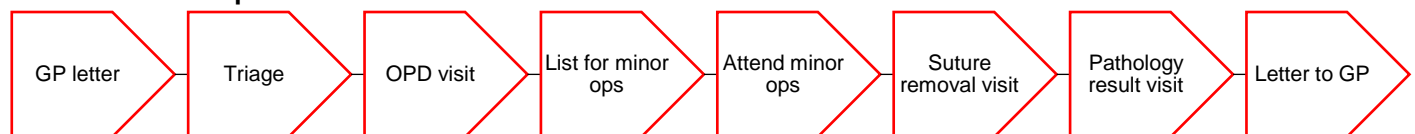
What can a see and treat clinic achieve in your hospital?

- Shorter waiting times for surgery; one pilot site reduced wait time from 13 months to 12 weeks.
- Fewer OPD appointments for each patient (from 3 hospital appointments down to a single visit).
- Better access for GPs to a minor surgery service with prompt return of patients and results.
- At a hospital level, a see and treat clinic can free up OPD capacity to see more new patients.

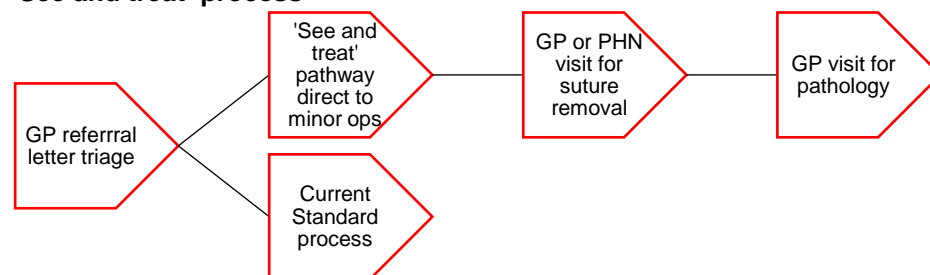
How does it work?

- Currently, patients referred by GPs for minor surgery attend OPD and are placed on a waiting list for treatment – but not every patient needs this two-step process.
- ‘See and treat’ pathways allow some patients to be streamed directly to minor ops, and some continue to attend OPD, based on triage of the referral letter received from their GP.

Current standard process



‘See and treat’ process



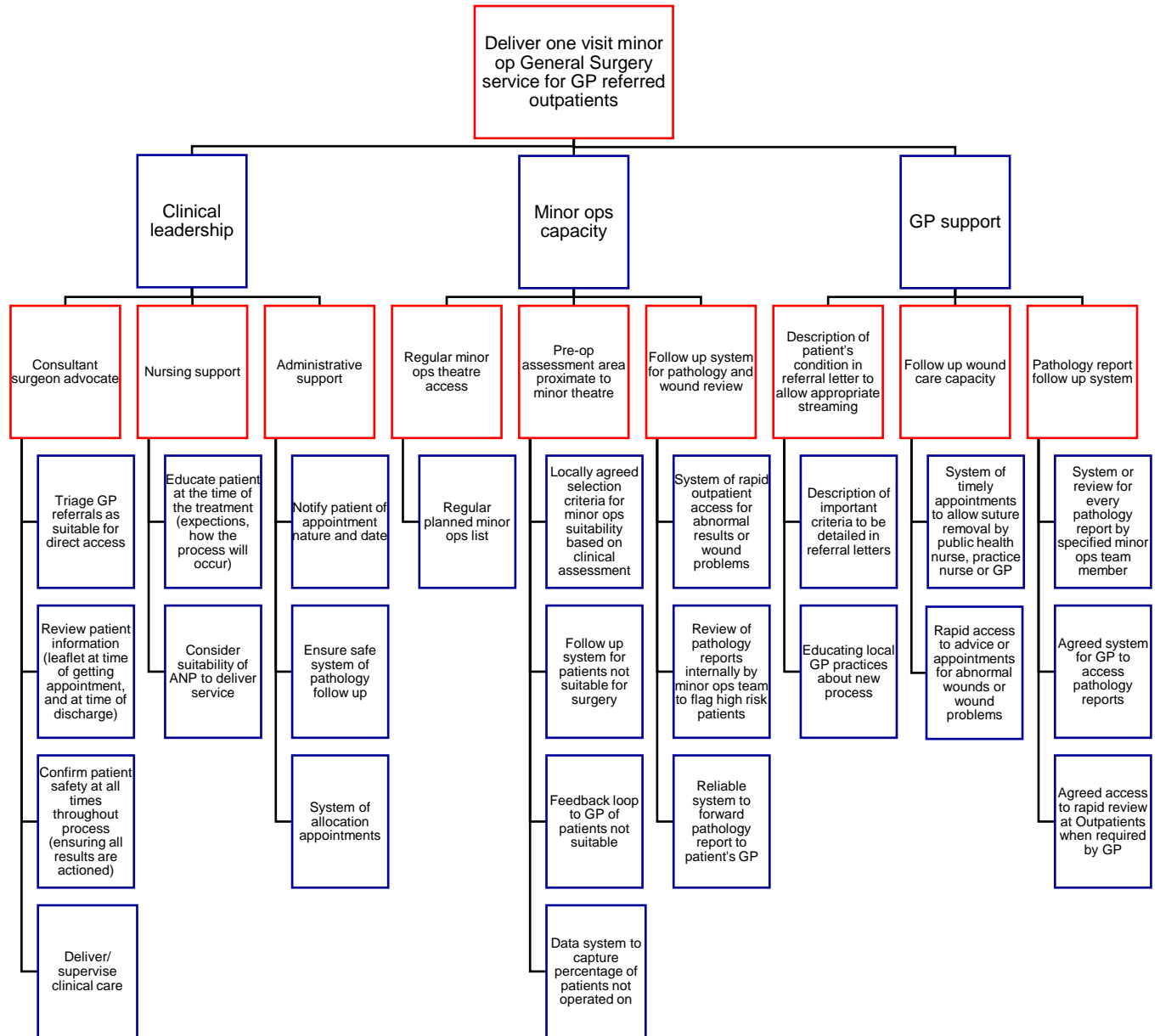
How can your hospital get started?

- Use the driver diagram to identify necessary steps in organising your service.
- Start by selecting appropriate cases from new referral letters – consider conditions like sebaceous cyst, lipoma, skin tags, skin biopsy and ingrown toenail surgery in healthy patients.
- As experience grows, other conditions might be considered appropriate for inclusion.
- You might wish to consider the role of an ANP in delivering this service.

Helpful resources available on NCPS website

- Patient information letter at time of receiving appointment.
- Letter for patient post procedure to explain necessary follow up.
- Letter for GP when patient not suitable for immediate surgery to explain reasons why and next steps.
- Draft SOP developed in AMNCH Hospital, Tallaght.

Driver diagram



Please contact surgeryprogramme@rcsi.ie if you would like more information relating to the See and Treat Clinic Quality Improvement Toolkit.