



South West London

# QI Project – Sutton Borough - Improving Uptake of Serious Mental Health (SMI) Annual Physical Health Checks

Project Team:

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## AIM

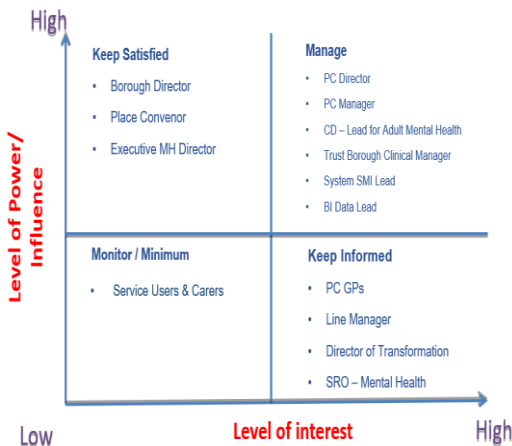
Improving uptake of Serious Mental Health (SMI) Annual Physical Health Checks and Improving Health for all Patients in the Community on the SMI register by July 2023

## BACKGROUND

Within Sutton borough of the 23 GP practices only 32% of patients in the community on the SMI register were compliant with their SMI annual physical health checks, thereby demonstrating health inequalities and health impacts in a hard to engage patient cohort.

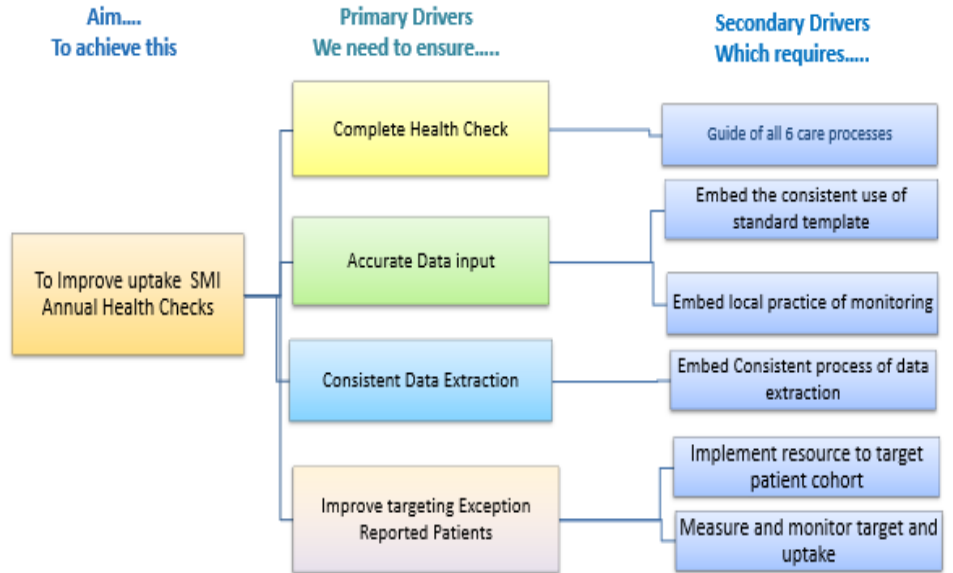
The **life expectancy** for people with SMI is 15-20 years lower than the general population.

## Stakeholder Map

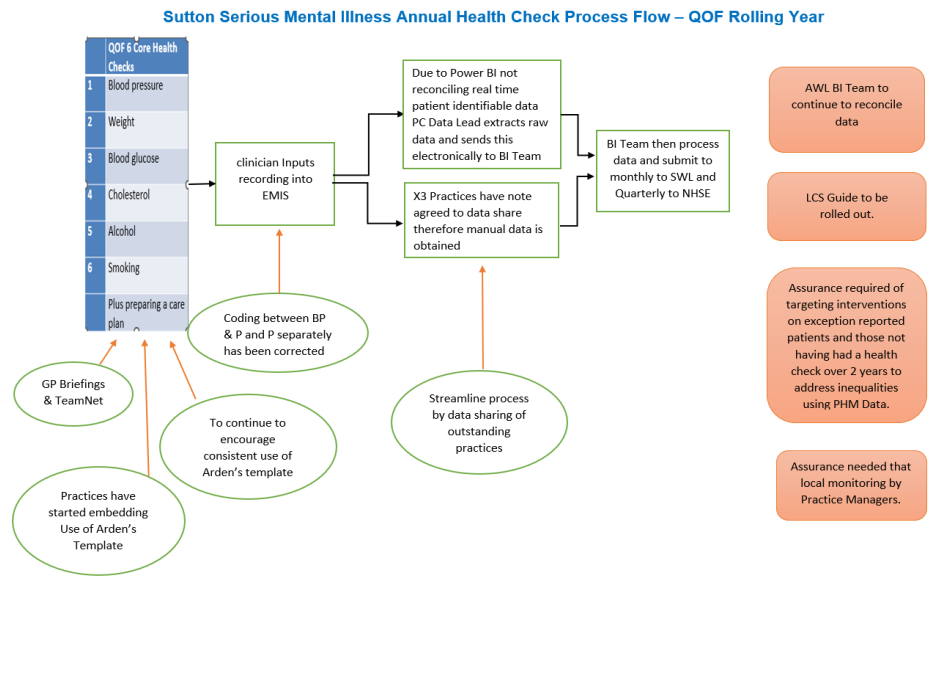


## METHODS

### Driver Diagram



### Process Flow



# Hina Rahimi

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## WHAT WE DID

Investigated where the problem was  
**Health check** - not all GP were fully aware of all 6 care processes required and there was inconsistent use of a template.

**Data** - inconsistent date inputting and poor reporting or some practices not data sharing.

**Exception reported** - Patients that failed to attend their appointment twice were being exception reported thereby making it harder to reach this vulnerable group.

## Outcomes

Monthly **Steering Group** was set up.

**New guide** to be rolled out, clearly setting out the processes.

Started to **standardise use of template** to support consistency.

**Data coding** amended and data corrected.

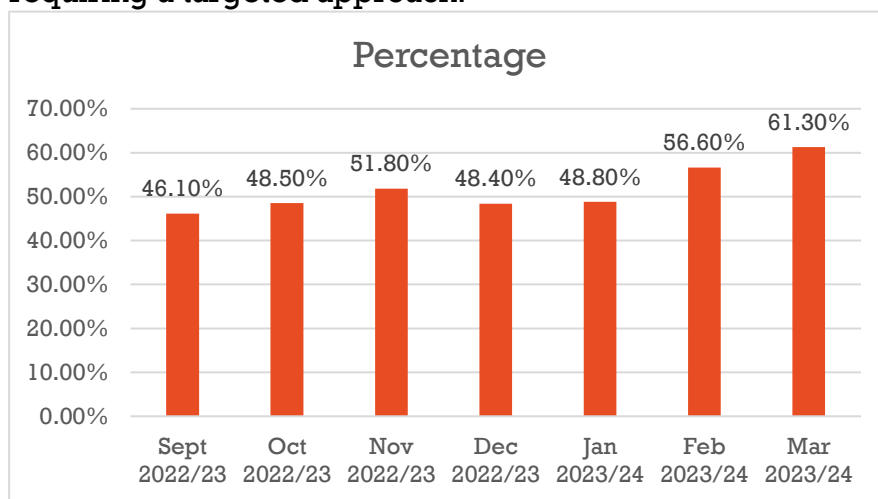
**QI project raised awareness** with primary care staff including GP's and Practice Managers.

**Capacity identified** to undertake targeted work with patients that do not attend appointment, are hard to reach and those that are exception reported.

## RESULTS

An increase from 32% to 61.3% was the evidence of improvement. There was learning about accuracy and consistency of data recording and reporting.

There was learning about an exception reported cohort of patients requiring a targeted approach.



## CONCLUSIONS/RECOMMENDATIONS

Quality Improvement - SMI Physical health check uptake improved from 32% to 61.3% meeting the Quality Outcomes Framework target, which at that point was 60%.

Increased SMI health check uptake enabling earlier identification and prevention of ill-health and increased patient health and well-being.

Ongoing – To fully embed use of the template and to audit this. To develop the resource to target hard to reach cohort of patients.