



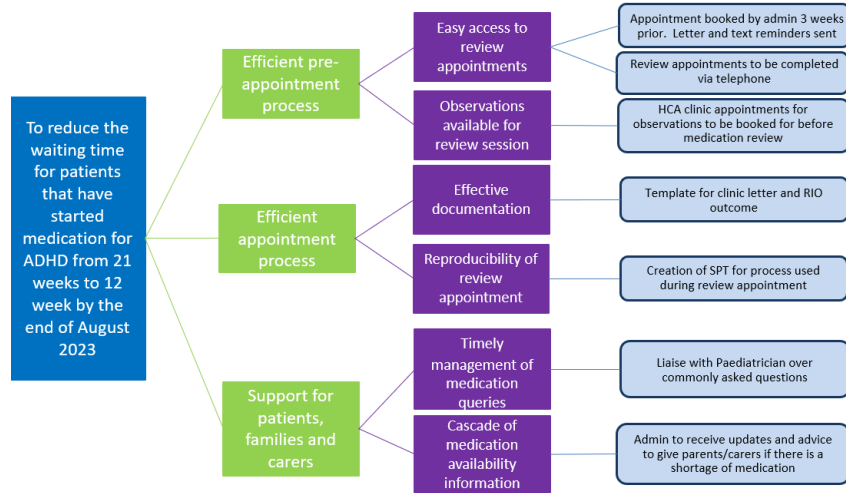
**Problem statement:**

There is an inconsistent pathway to deliver support to patients starting ADHD medication and this has led to waiting times for review of new medication of up to 21 weeks.  
 NICE guidance recommends a review should be completed at eight weeks after starting medication and the Kent Community Health NHS Trust We care strategy ambition of *putting communities first* is that patients should wait no more than 12 weeks for intervention.

**SMART aim:**

To reduce the waiting time for patients who have started medication for ADHD to receive a pharmacy medication review from 21 weeks to 12 weeks by the end of July 2023.

**Measures to track improvement:**



**Tests of change:**

Plan, do, study, act (PDSA) cycles run

- Implementation of pharmacy technician ADHD medication review clinic (November 2022)
- Administration started pre-booking appointments with three weeks notice (December 2023)
- Templates completed for clinic letters and RIO (electronic patient record) outcome (January 2023)
- Appointment for observations booked prior to eight-week medication review appointment (April 2023)
- Competencies in baseline observation reviewed (May 2023)
- Creation of parent fact sheet of commonly asked questions and shared with service lead for approval (July 2023).

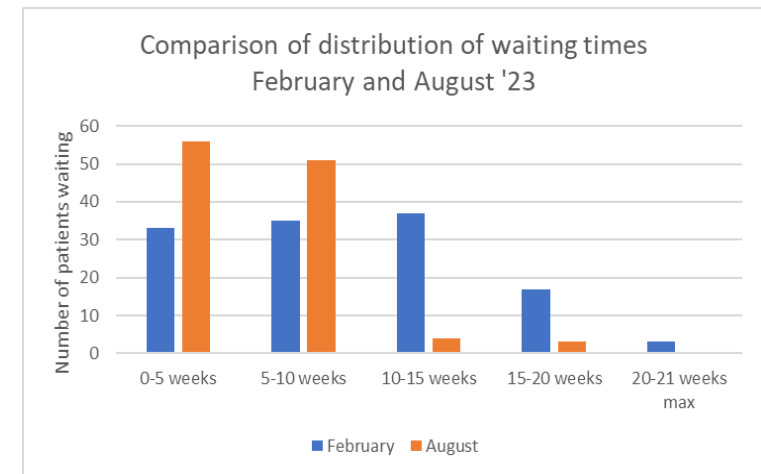
**Results, what we learned and what's next:**

Since the implementation of pharmacy technician led ADHD medication review clinics, the waiting times for patients to receive a review has reduced.

- The majority of patients do not wait longer than 10 weeks for an appointment.
- Numbers waiting for appointments has remained stable.

There has been a positive response to the clinics from parents and a did not attend (DNA) appointment rate of only 5 per cent since the clinics started in November 2023.

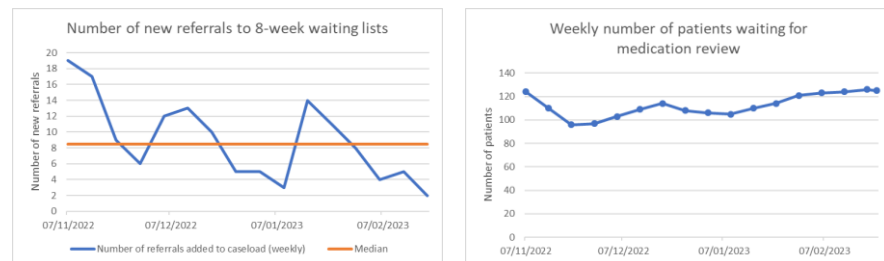
The improvement in waiting times and high attendance levels, that have resulted from the project, have been shared with the leads for both children's and pharmacy services. Further work has been identified to review the additional responsibilities of the pharmacy technician to support the clinic going forwards.



**Data:**

Baseline data

There is likely to be a limit to the results of this project as the demand of new patient referrals exceeds capacity. A full clinic day is seven appointments and there is a median of 8.5 new referrals per week.



'Thank you for our conversation today. It gave me a greater understanding and reassured me that we are on the right track.'  
 Parent feedback