Ashford and St. Peter's Hospitals
NHS Foundation Trust

Council of Governors – 2 March 2022
Outpatient Letter Review Update

James Thomas, Chief Operating Officer

Patients first • Personal responsibility • Passion for excellence • Pride in our team

Current situation

Letters:

- Leaflet changes complete and live
- New letters set up on our Patient Centre
- Synertec in the process of configuring letters
- Go live date on current system = 1st March 2022.

Text Message Reminders:

- New generic text message reminder live.
- Sent 5 days and 1 day before appointment.
- Reminds appointment date and time + undertake Lateral flow text if appointment is face to face

The Future

Letters:

- SSC team using our new agreed letter formats as foundation of all letters.
- Alignment required between ASPH and RSFT

Website

- New working group to review outpatient website
- Want to create a hub of information based on patient needs
- Goal to only send information to patients if cannot access website – environmental and financial benefits

Patient Portal - Zesty

- Within 12 months of SSC – Patient Portal to go live.
- Give patients immediate access to letters - currently 7 days to receive a letter. Reduce cost – average of 55p per letter sent of which 48p linked to postage. 1,000,000 items per year