OBJECTIVES OF THE SESSION

We would like to make sure we achieve the following from today’s update:

- A review of the work undertaken to improve Outpatient services over the last year
- An understanding of what remains outstanding
- Plan for next year’s continuation of improvements
The following have been implemented and have had a positive effect on the patient experience

- Friends and family feedback has improved
- Complaints have reduced with zero complaints for outpatients in December, January and February.
- The ‘15 steps challenge’ was completed in 8 different outpatient locations at Ashford and St Peter’s with patient members of the challenge team. Action plans have been written and completed in most areas.
- Clinic outcome letters backlog (Dictate IT) has been reduced
- Training has been given for all administrative staff for 18 weeks, RTT and patient centre
- Training on ‘Positive communication’ and ‘Values based behaviours’ for all staff commences this month
KEY ACHIEVEMENTS

Administrative processes:

- Outpatient KPIs continue to be monitored by all services as part of business-as-usual (see slides below)

- 95% of calls are now being answered first time by the Outpatient Appointment Centre

- Calls are now answered in less than 90 seconds on average (reduced from an average of 4 minutes last year)

- Outstanding follow-up appointments significantly reduced

However...

- Wait to first outpatient appointment has not significantly improved

- Number of appointments cancelled with less than 2 week’s notice has increased
IMPROVEMENT MEASURES

Appointment Centre Inbound Calls

Complaints Received Relating to Outpatients

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

The Outpatient Improvement programme will continue in 2016 and would focus on two key themes:

1 – Reducing variation in clinic utilisation and clinical productivity

2 – Opportunities for transformation

In addition to the analysis carried out in the ‘Better Care, Better Health’ project, the team completed some initial analysis relating to:

- Utilisation of outpatient clinics in a number of specialties with capacity issues
- Upper quartile standard for New : Follow-up appointments
- DNA rates for follow-up appointments

We will share data packs of all the information above and engage with clinicians in discussions about improvement.

We will also ask services to look at synergies between specialties and review options for joint clinics, improved triage processes or other options for improving efficiency.

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