

Meeting	Overview and Scrutiny Committee
Date	19 th April 2018
Title of Paper	Outpatient Service Improvements, Walsall Health Care
Lead Director	Philip Thomas-Hands, COO
Author	Anna Winyard, Director of Operations - Corporate

PURPOSE OF THE PAPER

To brief the Committee on progress made in outpatient services following the overview and scrutiny committee on the 28th November 2017.

SUMMARY OF THE KEY POINTS

- Improved booking services. Reduction in clinics arranged at short notice and better communication with patients.
- Reduction in DNA rates influenced by short notice, poor process and the introduction of a text reminder service.
- CQC report shows an improvement in outpatients

RECOMMENDATIONS

The Committee to note the improvements.

INTRODUCTION

The paper outlines the improvements in the outpatient and booking services at Walsall Healthcare NHS Trust since November 2017.

The outpatient improvement program has continued to focus on the following metrics which have a positive impact on patient care.

- Booking improvements
- DNA rates
- Patient data completeness
- Patient experience in outpatients

The CQC report published last years has documented the improvements across these services and rated outpatients as 'good'.

CQC report -

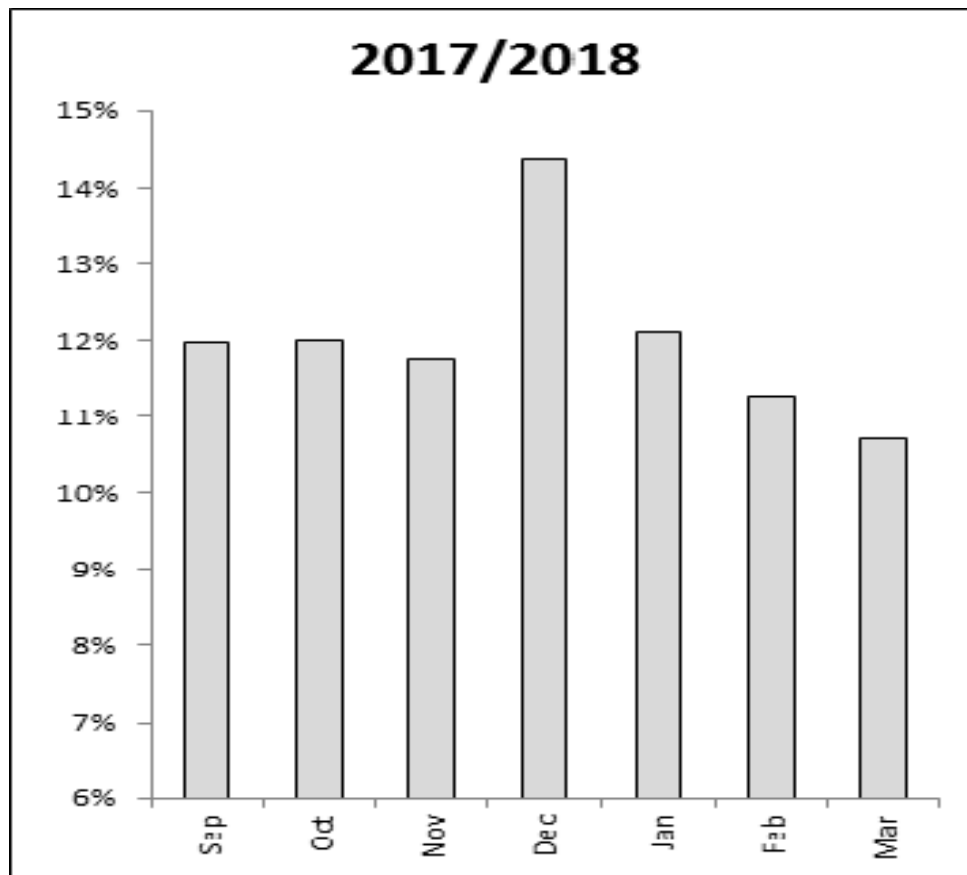
- We found evidence based policies and procedures across all departments. Staff worked in facilities that promoted the effective treatment of patients. We found good evidence of multidisciplinary working across outpatients and imaging service.
- All staff provided compassionate, supportive, and understanding care to patients. Staff encouraged patients to ask questions and be involved in the decision made about their care. Patient feedback about the service was positive.

Booking Improvements

Actions have been designed to ensure patients are booked within reasonable notice which is defined as 28 days.

- Booking horizons are currently between 5-6 weeks; with focus on returning and backfilling cancellations to improve booking utilisation.
- New patient outpatient's appointments are being booked through the national electronic booking system via the patients Gp. This is designed to give the patients choice of provider and date/time of their appointment. Four services remain to be switched onto this system, the deadline for this is October 2018.
- Template review underway as part of the utilisation work proposal to extend pm clinic and distribute appointment times throughout the clinic sessions.

Reduction in Did Not Attend DNA



December percentage increase was related to the severe weather

Text Messaging Service

- Improved DNA rates, exploring uses for texting to communicate with patients more effectively – offering cancellation slots. Improved data quality contributing to patient compliance.
- 84% of outpatient clinics now receiving a text reminders
- Voice message for patients whose mobile number we do not hold on the system has been switched on for high DNA rate areas.

Medical Records Availability

The improvement in availability of medical records has dramatically improved from 63% in April 2016 and sustained delivery at over 99%.

Month	Percentage of note availability
Nov 17	99.76
Dec 17	99.66
Jan 18	99.73
Feb 18	99.63
Mar 18	99.62

Informal Concerns and Complaints

Following the system improvements the number of formal complaints and informal concerns has reduced to minimal levels between 1st September 2017 and 31st March 2018.

Formal complaints -0

Informal concerns and queries - 9

RECOMMENDATION

The Committee to support and monitor the improvements in patient access and experience.