

# Future Surgical Outpatient Activity

Claire Wombwell: Service Manager



## Aim

During the Covid-19 Pandemic, services across the organisation have reduced their outpatient capacity resulting in an increase in overall demand.

Claire was tasked with formulating a plan to restore services, maximising alternative ways of working and plan the return to pre Covid-19 levels of activity.



## Method

- Clear communication and engagement with senior consultants and nursing staff explaining the requirement for alternative list planning.
- Asked for calculated estimates, rather than exact figures to allow for error.
  - What standard equipment would they require to undertake their clinical workload?
  - Use of criteria led F2F contacts.
    - Posing the questions 'Can you work at alternative sites?' and 'Can you undertake full virtual clinic lists?'
  - Setting realistic expectations.



## Results

Clinic	Purpose of clinic	Day of clinic	Current site	Future Site	Reasons	F2F or TC	Number of patients currently	No of patients should be
HAM22	breast abscess clinic	Monday AM	Mammo	Mammo	double assessment	F2F	1	1
HAM2M	New Zuvr breast	Monday AM	Mammo	Mammo	triple assessment	F2F	9	14
HAM22	breast abscess clinic	Tuesday AM	Mammo	Mammo	double assessment	F2F	1	1
HAM2M	New Zuvr breast	Tuesday AM	Mammo	Mammo	triple assessment	F2F	9	9
HAM2M	New Zuvr breast	Tuesday PM	Mammo	Mammo	triple assessment	F2F	9	9
HAM22	breast abscess clinic	Thursday AM	Mammo	Mammo	double assessment	F2F	1	1
HAM21	New Zuvr male breast	Thursday AM	Mammo	Mammo	triple assessment	F2F	2	5
HAM2M	New Zuvr breast	Thursday AM	Mammo	Mammo	triple assessment	F2F	6	12
HAM22	breast abscess clinic	Friday AM	Mammo	Mammo	double assessment	F2F	1	1
HAM2M	New Zuvr breast	Friday AM	Mammo	Mammo	triple assessment	F2F	9	11
BCNFH	family history	Wednesday PM	Mammo	Mammo	family history clinic	TC	0	6
RECNP	New reconstruction clinic	Tuesday AM	Mammo	Mammo	needs examination to determine surgical treatment as for reconstruction of breast	F2F	0	4
RECNU	Follow up reconstruction clinic	Tuesday AM	Mammo	Mammo	needs examination to determine surgical treatment as for reconstruction of breast	F2F	0	4
HAM2R	Results clinic	Tuesday PM	Suite 1	Can be anywhere	work up for surgery and bad news	F2F (25%)	10	10
HAM3A	Results clinic	Wednesday AM	Mammo	Can be anywhere	work up for surgery and bad news	F2F (25%)	9	9
HAM4A	Results clinic	Thursday PM	Mammo	Can be anywhere	work up for surgery and bad news	F2F (25%)	8	8
HAM5A	Results clinic	Friday AM	Mammo	Can be anywhere	work up for surgery and bad news	F2F (25%)	8	8
BCNB1	Nurse follow up clinic	Monday AM	Mammo	Can be anywhere	need physical assessment as picks up recurrences	F2F	6	6
HAM2A	Follow up clinic	Monday PM	NGS	Can be anywhere	need physical assessment as picks up recurrences	F2F	0	15
							89	134

A full breakdown of all clinic codes with activity split across Trust sites and F2F and non F2F calculated activity.

89 Patient slots created despite the social distancing restrictions equalling 66% of usual activity.

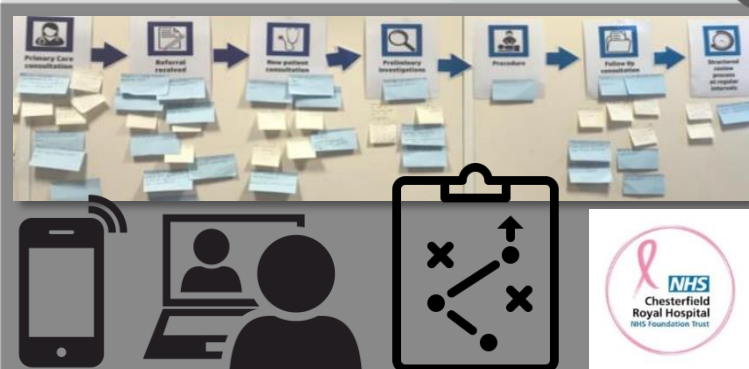
Urology have reduced pending list by 430 utilising telephone clinics and alternate ways of working.



## Sustainability

- Senior level support from the General Manager and senior clinical leads was crucial.
- On-going drive to further increase activity and plans being formalised to achieve pre-Covid-19 levels.
- Ensuring digitisation of all clinic spaces enabling video and telephone consultations.

## Our Response



COVID-19 CRH Response



Anyone can bring ideas to life