Clinical Correspondence – Sustaining a 7 day turnaround despite fluctuating demand

Project aim

To pilot the feasibility and effectiveness of outsourced clinical transcription to efficiently manage fluctuating demand and resource gaps within the secretariat.

Project team

- **Lorraine Talbot**
- **Lorraine Nixon**
- **Steve Thorndyke**

Timeline for delivery

From: September 2019   To: December 2019

Measures

- High turnover of staff within the secretariat
- Staff feedback in relation to unsustainable workloads due to extra clinics, staff absence and vacancies
- Achievement of CWT clinical standards
- Achievement of 7 day Clinical Correspondence
- Patient experience – fast turnaround of outpatient appointment outcome letter
- High costs of temporary staff

Tests for change

- Mid to long term improvement in staff sickness and turnover rates
- Improvement in staff morale
- Immediate and consistent improvement to typing turnaround (Bighand) reporting for the specialities piloted.
- Immediate improvement to weekly typing backlogs over 72hours
- Immediate reduction in temporary staffing costs

Results we are looking for:

The feasibility pilot has taken some considerable pre work to ensure that from a GDPR and systems perspective, this is now in place and the Trust is compliant.

The preparation and testing completed early September 2019 and we are now ready to launch our first batches of outsourced transcription across two specialities.

The aim of the pilot will determine if we will adopt outsourced transcription for fluctuating demand (up to 50 additional clinics per week) and cover for speciality teams during sickness, holidays and vacancies. The aim will be to ensure that we can consistently deliver clinical correspondence in line with our contractual requirements as well as maintaining workload support for our staff.

Learning and next steps

Following a successful pilot, a proposal will be developed to adopt broader outsourcing for transcription to cover all specialities

The pilot will enable us to monitor the quality, process, speed and efficiency and cost effectiveness of two different suppliers

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