# Developing Business Systems to Support Non Face to Face Outpatient Activity

**NHS**
The Princess Alexandra Hospital
NHS Trust

## Project aim

To develop an end to end process for the management of non face to face outpatient activity. This will pave the way for innovative design and development of sustainable outpatient modernisation.

## Timeline for delivery

**From: January 2019          To: December 2019**



A thing of the past?

## Project team

**Lorraine Talbot, Dr Devesh Senik, Julie Hendy, Gill Sugar, Steve Thorndyke, General Managers, Service Managers and Assistant Service Managers, Information Team, Contracts**

## Measures

**Free up outpatient clinic capacity for those patients who have to be seen face to face**

**Support the achievement of RTT and CWT delivery through providing efficient alternative and additional capacity.**

**Improvement in patient experience and costs to patients ie no need to travel, pay parking fees**

**Addresses space utilisation problems ie lack of clinc rooms**

## Results, so far…

- Set up of multi disciplinary working group
- Mapped process of 'as is'
- Mapped process of interim 'workaround' process
- Identify tariff differences
- Previously set up telephone clinics being safely managed
- Growth of the 'vision' for future services such a telemedicine, teleconsultation

## Tests for change

- Increase in the number of non face to face appointments in line with the Outpatient Modernisation Programme in order to sustain predicted growth in demand.
- Better reporting functionality to enable service teams to measure their progress
- Reduction in the number of non performed telephone clinics
- Application of the right tariff for non face to face activity
- Manage rising costs of providing outpatient services

## Learning and next steps

**The current Patient Administration System has limitations in terms of how non face to face activity can be built, administered and reported. This project enables service teams to use safe interim processes to start to move towards working differently, in readiness for system changes and development.**

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