

Outpatient Digitisation Programme

Improvement Academy: COVID-19 Response



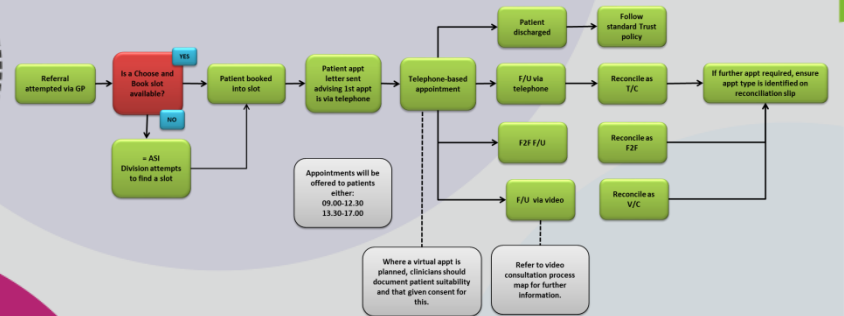
Aim

Our aim is to provide clinically appropriate alternatives to face-to-face consultations.

Our initial aim was to undertake 30% of outpatient appointments utilising non face-to-face technology.



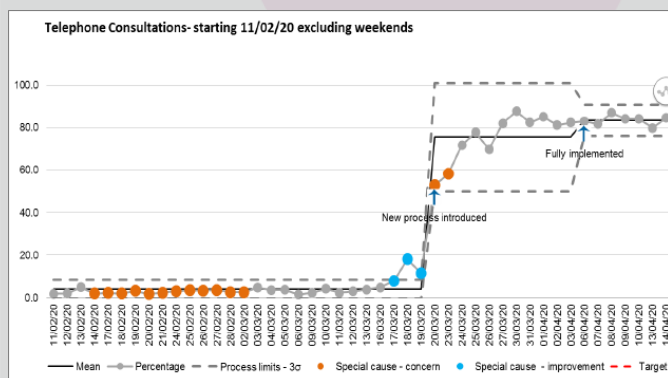
Method



Results

By the 17th April 2020, 86% of our outpatient appointments were undertaken using telephone or video consultation.

This is in comparison to just 4% of all appointments being virtual on 20 March 2020.



The current CRH position is that ALL patients (excluding 2ww referrals) will follow this pathway. A telephone consultation is expected to be the patient's 1st appointment. Following this, clinical decision making occurs in regard to the nature of any further appointments which are required - i.e. telephone, video or face to face. Up to 3 attempts should be made to contact the patient. If patients cannot be contacted via telephone the trust DNA policy should be followed.

- A standardised process for all outpatient activity (excluding 2ww)
- Collaborative working between the Royal Academy of Improvement, divisions and the central booking team.

Sustainability

- Continuous reviewing of Trust documentation QIA/DPIA
- Patient and staff surveys led by patient experience team.
- Clear communications across the Trust
- Exception reporting to target areas who are not utilising current opportunities

Our Response



Public Health England



COVID-19 CRH Response



Department of Health & Social Care

Anyone can bring ideas to life