

Outpatient Transformation

Deliberative workshops

Better health and care for all

Why are we transforming Outpatient services?

There is huge demand for outpatient appointments. This has increased significantly over the past decade and continues to do so.

The NHS is changing the way we deliver outpatient services so that patients can be seen quicker and can access services in a more personalised way.

This is a key part of the [NHS long term plan](#).

How are we trying to improve Outpatient services in Sussex?

We have an NHS Sussex Outpatient Transformation team that is working alongside the Hospitals and other providers.

There are a number of initiatives that are being worked on, including:

- Advice and Guidance (A&G)
- Utilising capacity across the system
- Patient initiated follow up (PIFU)
- Reducing 'Did not attends' (DNAs)

The following slides will give some background information on the above initiatives.

Advice and Guidance (A&G)

A&G allows a clinician (usually a GP) to seek advice from hospital specialists. They will then work together to decide if the patient needs to be referred or if their care can continue with the GP.

This can ensure patients are managed in the right place as soon as possible and can reduce unnecessary referrals into the hospital.

This is usually carried out via an electronic referral service and enables a two-way dialogue between clinicians.

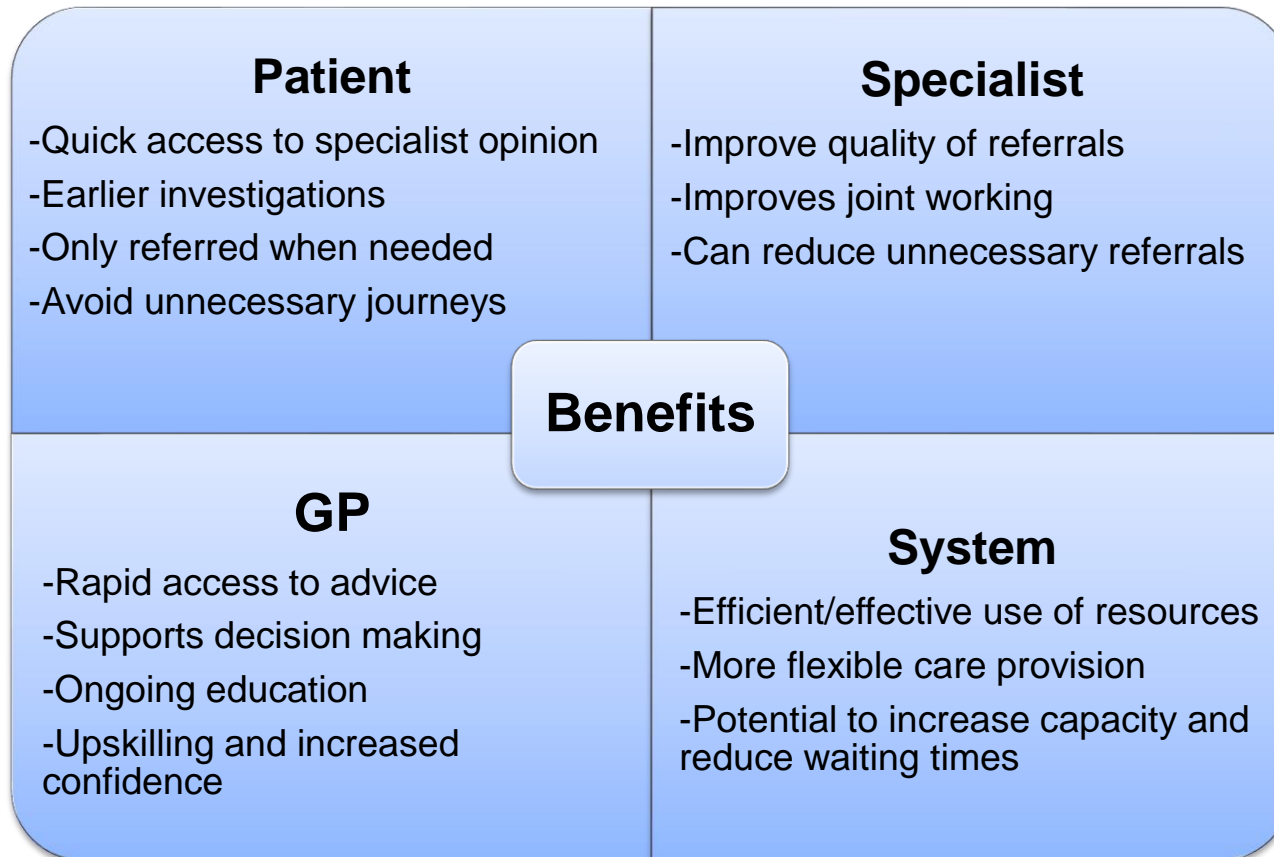
Here are some examples where A&G could be used:

- Asking a specialist for their advice on a treatment plan
- Asking for clarification regarding test results
- Seeking advice on the appropriateness of a referral
- Identifying the most clinically appropriate service to refer a patient into

[Link for more information](#)

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Advice and Guidance (A&G) benefits



Utilising capacity

There are several ways that we can 'make the most' of the services we have across Sussex and neighbouring counties. One way is for patients to get referred to alternative hospitals where they can be seen quicker – this needs to be based on patient choice.

Patients should be offered a choice about where they attend. This could be based on waiting times or individual circumstances. We would like to understand what support is needed for patients in this process.

For more information on patient choice: [Your choices in the NHS - NHS](https://www.nhs.uk)
(www.nhs.uk)

Patient initiated follow up (PIFU)

75% of Outpatient appointments are follow ups

This equates to around 90 million follow ups. There is an opportunity for some of these to be arranged differently to help avoid unnecessary attendances.

- **PIFU** describes when a patient requests and arranges their follow up appointments as and when they need them
- Offering follow up care in this way gives patients greater flexibility and more choice over how they access care and helps reduce the number of appointments with limited clinical value.

[Link for more information](#)

PIFU video



Reducing 'Did not attends' (DNAs)

- Approximately 75K patients do not turn up to their outpatient appointment each year in Sussex
- This has a significant impact on services and means these appointments go to waste
- There are many reasons that patients do not attend and many of these may be out of their control
- By understanding the many causes behind DNAs and working to reduce them we can ensure appointment slots are not wasted.

Reducing 'Did not attends' (DNAs)

Some causes of DNAs:

- Patient unaware of appointment
- Unclear or inaccessible patient information
- Difficulty in cancelling/rearranging appointments
- Difficulty taking time off work
- Transport or cost issues
- Patient 'was not brought' (paediatrics)

Sussex data from a recent case study:

- DNAs are greater in more deprived areas
- This aligns with DNAs for GP appointments

Reducing 'Did not attends' (DNAs)

Some methods to improve DNAs:

- 2-way text reminders
- Patient portals / patient led bookings
- Accessible information e.g. appointment letter clarity and/or format
- Improved booking processes
- Support to attend inc. cost
- Patient choice e.g face to face or virtual appointment offered

[Link for more information](#)

Workshop aims

These workshops will help us to:

- Gain an understanding of what really matters to patients/carers
- Discuss your thoughts and views on the work we have planned
- Embed this into our programme moving forward
- Discuss options for ongoing patient/public engagement