

Outpatient Transformation Deliberative Workshops

Improving Lives Together

Who are we?

NHS Sussex

We are an integrated care board (ICB) working across Sussex to meet the health needs of the population. NHS Sussex agrees the strategic priorities and resource allocation for NHS Organisations across the county.

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Head of Outpatient
Transformation

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Outpatient Transformation
Manager

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Public Involvement
Manager

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What is Outpatient care?



If you have an appointment but do not need to stay overnight, it means you're being treated as an outpatient.

This might be for:

- ⊕ a specialist opinion or diagnosis
- ⊕ a minor procedure
- ⊕ follow-up after surgery, or
- ⊕ the ongoing management of a long term condition

The numbers?

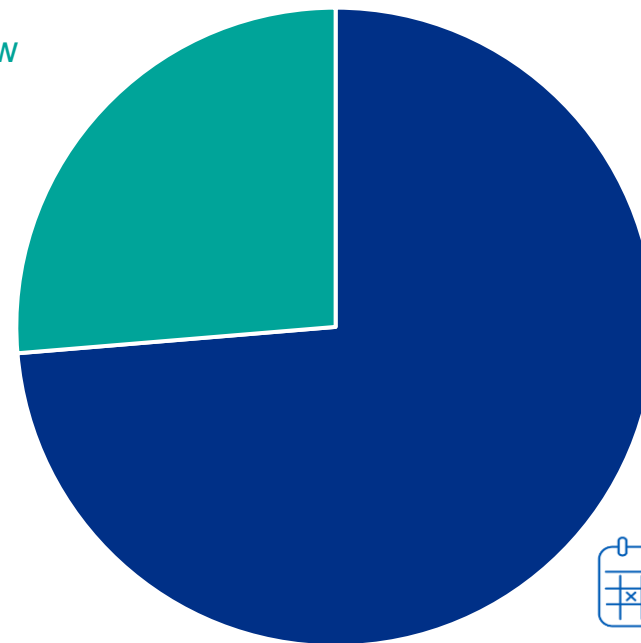
There are over **120 million** outpatient attendances every year in England.

This is growing each year: **20% increase** from 2021 - 2022

In Sussex there are around **1.8 million** outpatient attendances every year



~30% new



~70%
follow-ups

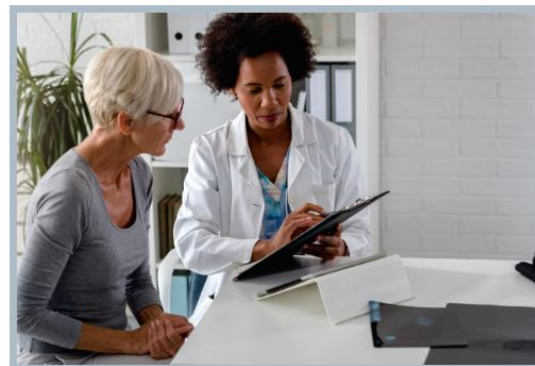
The Outpatient Transformation programme

Due to this increasing demand there is a national programme to transform Outpatient services

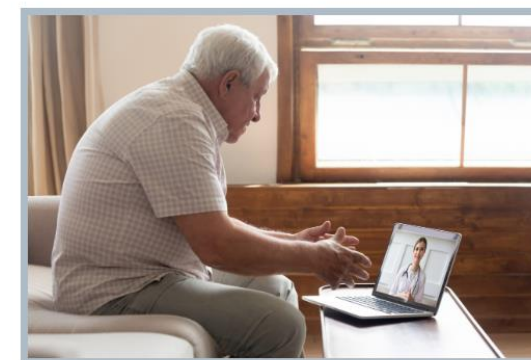
The programme aims to:

- Reduce unnecessary attendances at hospitals
- Enable GPs to get access to earlier expert advice
- Enable patients to get the care they need quickly
- Give patients more control over their own care
- Allow patients to access services in a way that suits them

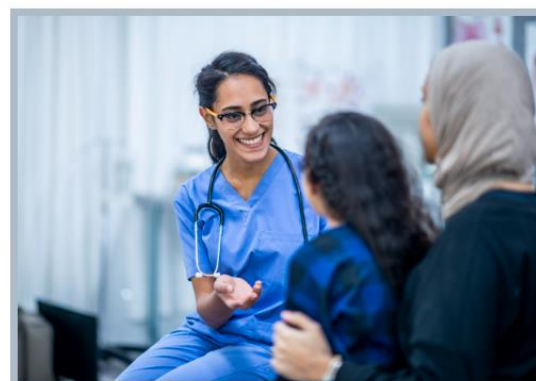
A personalised model whilst supporting recovery.



Referral optimisation



Video consultations



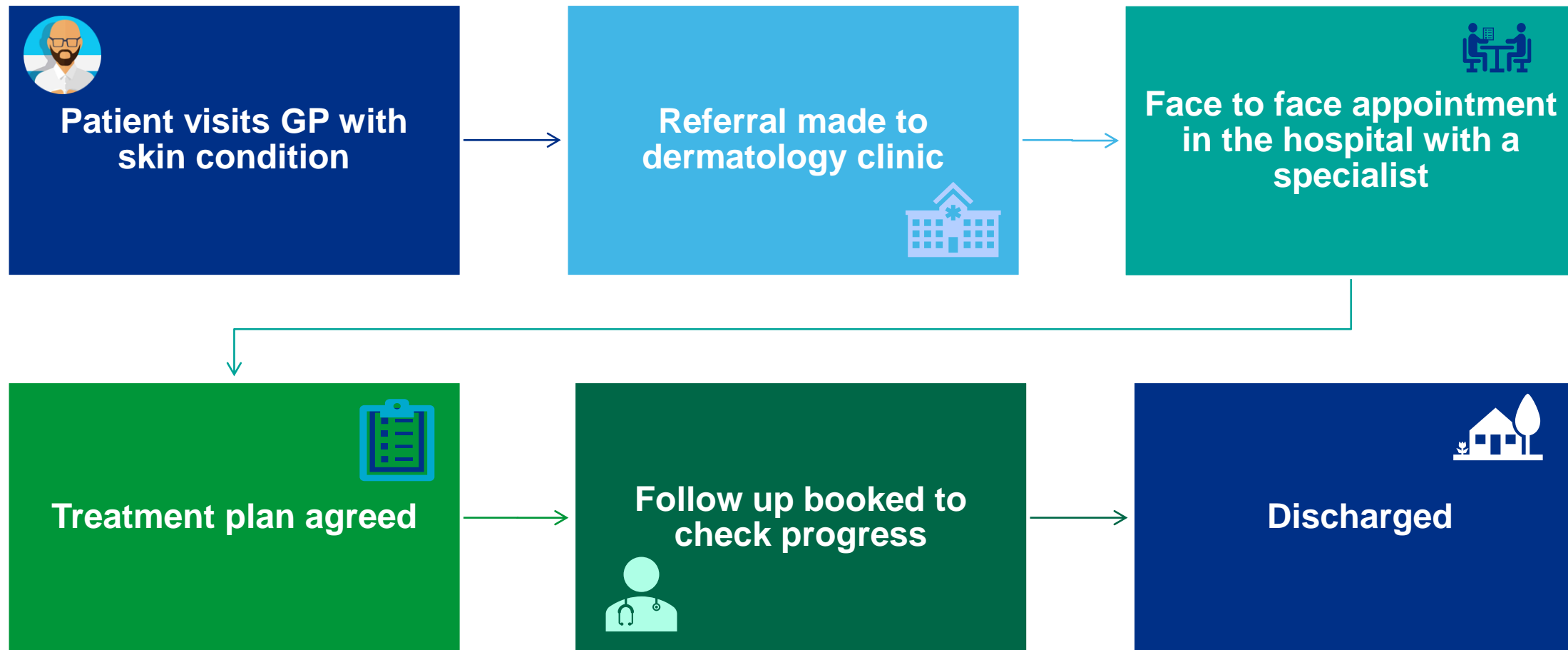
Personalised follow-up



Reducing did not attends (DNAs) in outpatient services

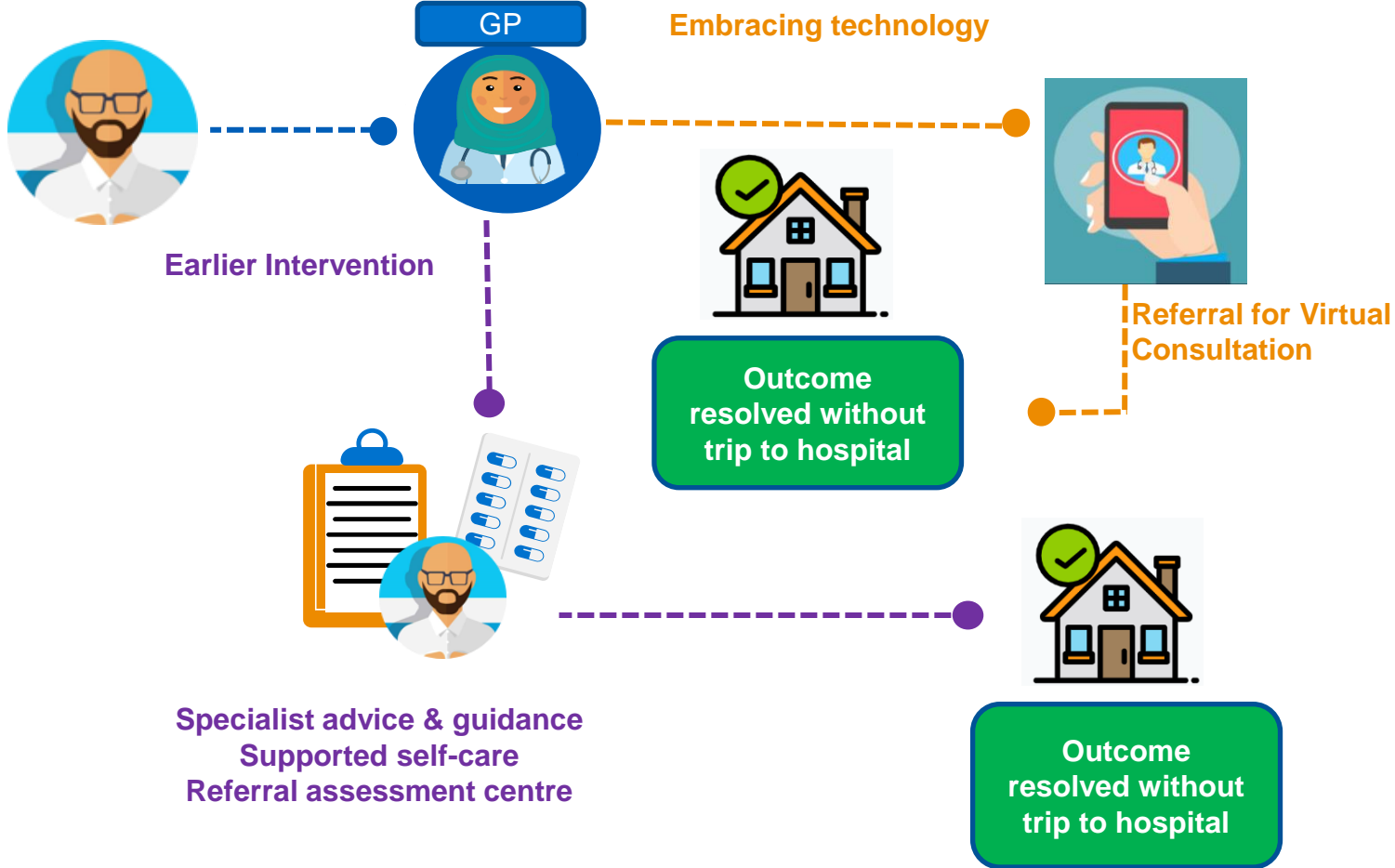
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The traditional model of outpatient care



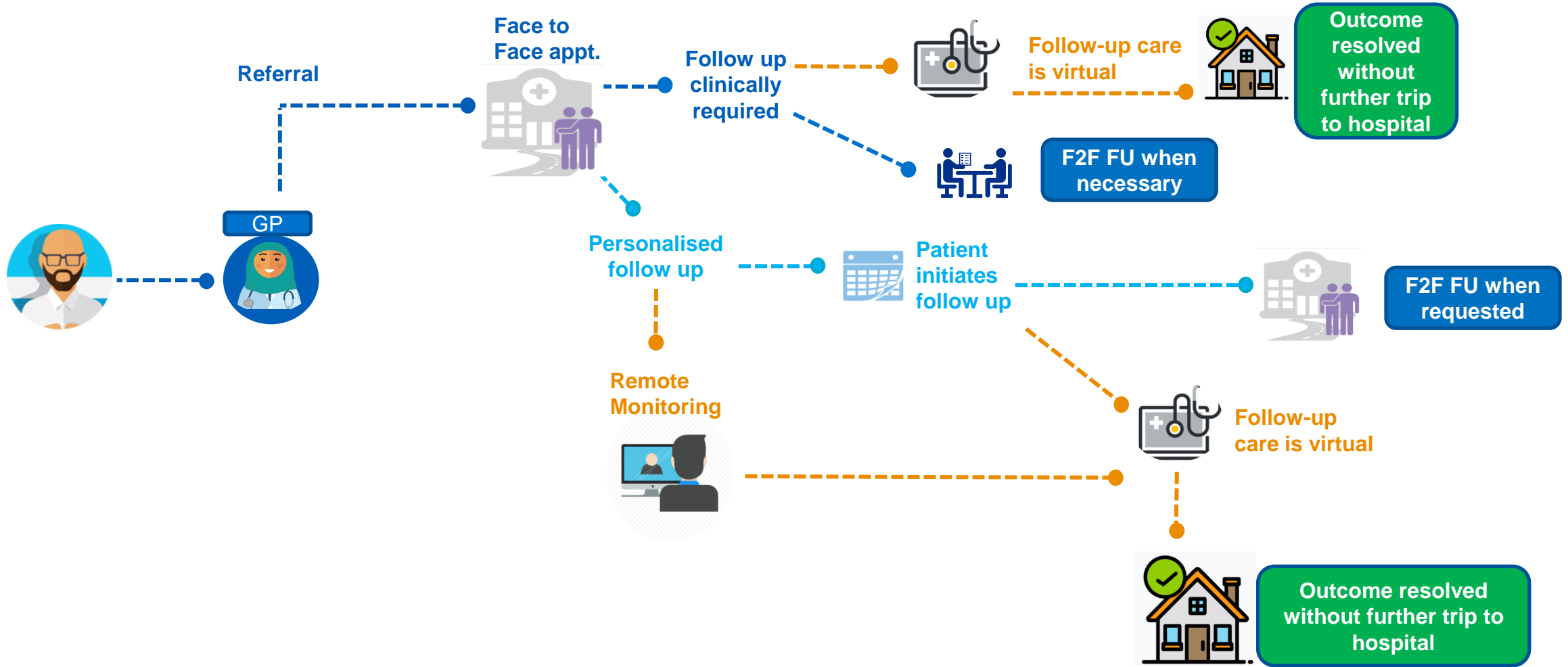
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The future of Outpatient care



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The future of Outpatient care



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Patient and public involvement: why?

- To ensure that a diverse range of people are involved in influencing the direction and delivery of our work
- To Proactively address equality and inclusion in our work
- To understand the impact of our work
- To ensure what we are doing is of relevance



Patients and the public are at the centre of what we do

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Patient and public involvement



Community ambassadors

- Volunteer assigned to the programme
- Attends Outpatient Steering Group
- Regular communication on projects
- Acts as a 'critical friend'
- Ensures the patient view is heard throughout

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How you can contribute to the outpatient transformation programme

Draw on your own experiences

View the programme plans from other perspectives

Help to inform patient materials

Opinions and ideas on key areas

Open and honest discussion