

Outpatient Transformation Advice and Guidance

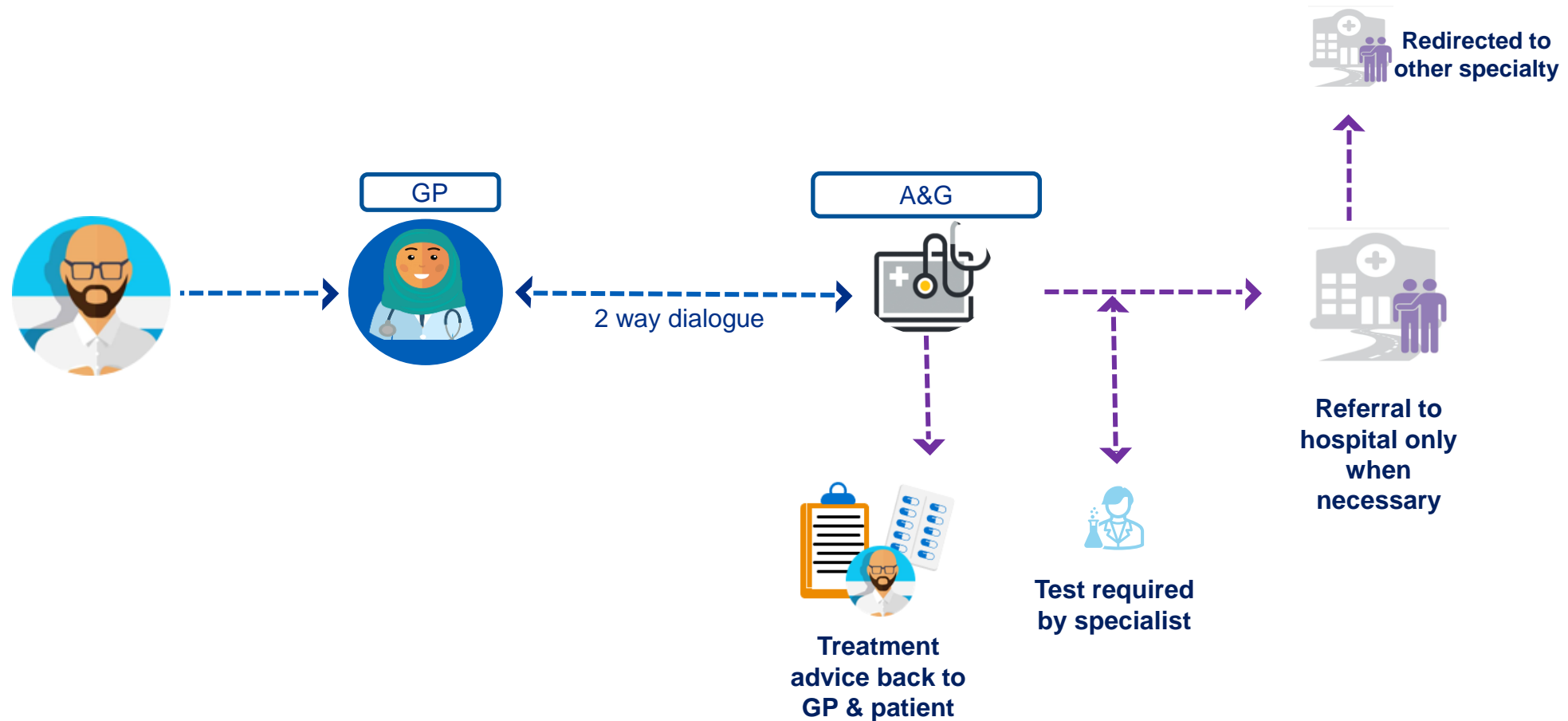
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What is Advice and Guidance (A&G)?

- A method for a GP (or other) to seek specialist advice
- Electronic 2 way conversation
- Quick method to query something



What is Advice and Guidance (A&G)?



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When might A&G be used?



Asking for
advice on a
treatment
plan



Query: is
referral
appropriate?



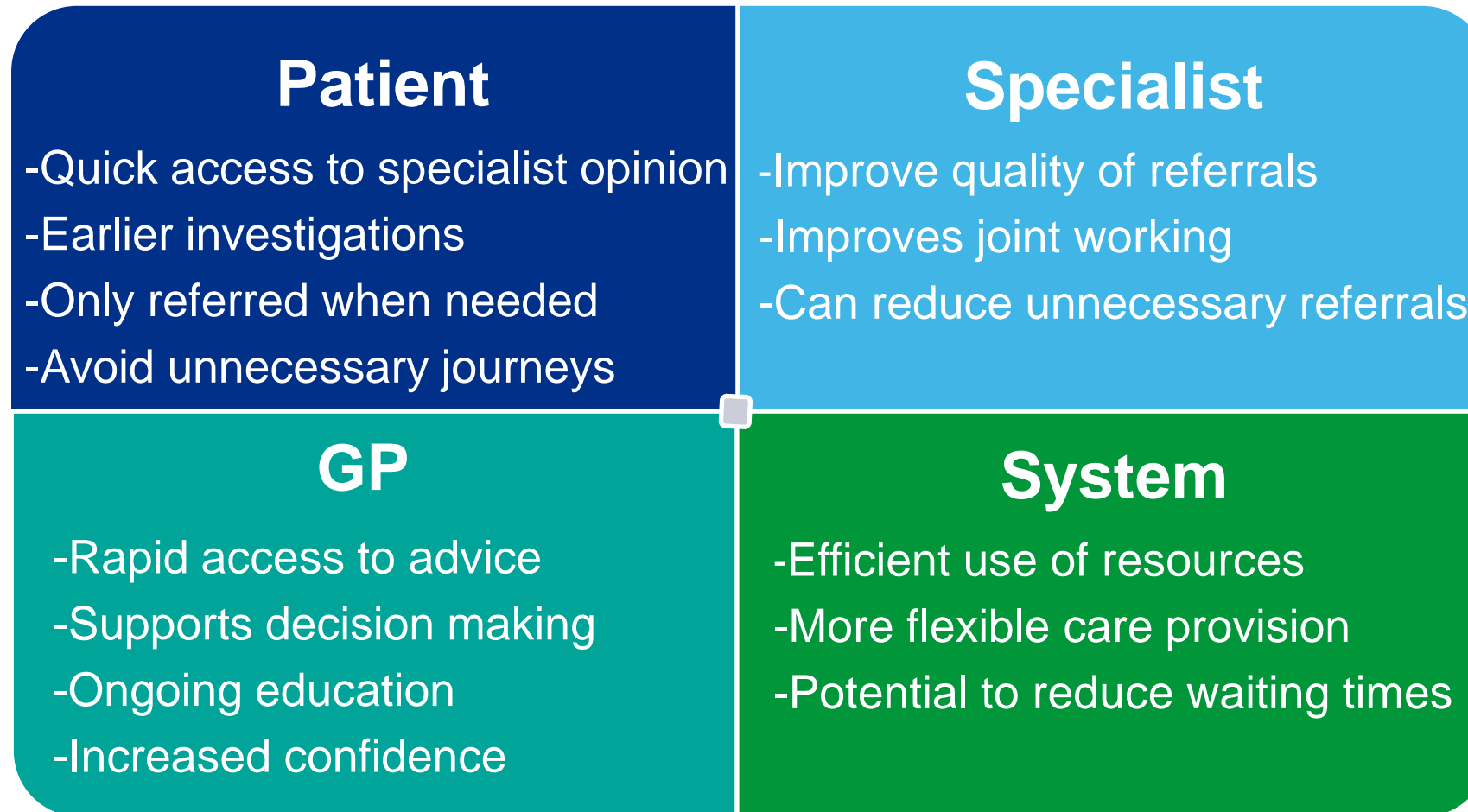
Clarification
on test
results



Query: which
service to
refer to

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The benefits of A&G



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Our plan in Sussex

- We already have some A&G in place
- We want to increase this: where it's needed
- Need to consider impact on patients
- Need to ensure support and guidance for GPs
- Need to ensure time for specialists to review



What we want to understand?

- What is the impact on patients?
- What is the best way to communicate A&G outcomes?
- When do people want updates on A&G outcomes?
- Does this cause any issues for certain groups of people?
- What other support would people need?





Breakout rooms

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Utilising capacity

- Across the system we can 'make the most' of the services we have
- We can utilise capacity in other counties
- Patients can get referred to other hospitals to get seen quicker – based on patient choice



Patient choice



- The right to choose where you receive care
- Includes NHS hospitals or private sector organisations (NHS services)
- It could mean the difference between waiting a few weeks to a year

Resources to help

- GPs can share details e.g. waiting times
- NHS website contains:
 - Services near you
 - Patient safety information
 - CQC results
 - Reviews
 - Consultant information
- My planned care website:
 - Waiting times
 - Other support

University Hospitals Sussex
NHS Foundation Trust

Waiting time information

The information below relates to all patients on an elective waiting list. Waiting time information is not applicable for patients on a cancer pathway.

Average waiting time for first outpatient appointment at this hospital for this specialty	22 weeks
Average waiting time for treatment at this hospital for this specialty	25 weeks

What does this mean?

- The waiting time information provided is updated each week and is based on data provided by each hospital trust.
- The average waiting time for first outpatient appointment is the average first appointment with a clinician having been referred by your GP. This can be viewed online or by telephone.
- The average waiting time for treatment is the average waiting time include a procedure or treatment in an inpatient or outpatient setting.
- Average waiting time is the average (mean) of all patients waiting at this hospital trust.
- Some patients will wait less time than the average and some patients will wait longer than the average waiting time.
- Patients are being managed based on clinical urgency and therefore depending on each patient's clinical condition.

Care Quality Commission inspection rating

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It monitors and inspects services, to make sure they are safe, effective and provide high-quality care.

CQC rating: **good**

[For more information, visit the CQC website](#)

The CQC rating scale is:

- Outstanding
- Good**
- Requires improvement
- Inadequate

What patients say

Latest reviews for Southlands Hospital.

[Read all 9 reviews](#)

Very efficient and clean Eye Clinic

★★★★★

Rated 5 stars out of 5

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What do we want to understand?

- What is more important to people: to be seen sooner or closer to home?
- What is a reasonable distance to travel?
- What support do people need to:
 - a. make this decision?
 - b. attend a hospital further from home?





Breakout rooms

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