

A Practical Guide to Improving Outpatient Services

*Delivering Outstanding Care
& Meeting the CQC Inspection Standards*

Monday 21 September 2015 Hallam Conference Centre London

10% Card payments
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OUTPATIENT

Chair & Speakers include

Mr Bibhas Roy *Consultant Orthopaedic Surgeon* Trafford Healthcare NHS Foundation Trust (HSCIC), Leeds

Hayley Marle *Inspection Manager* Care Quality Commission

Paul Jebb *Patient Experience Professional Lead* NHS England (HSCIC), Leeds

Supporting Organisations



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The Care Quality Commission inspections into hospitals to date have reported that outpatients is one of the main areas that needs improvement. Prof Edward Baker, Deputy Chief Inspector of Hospitals stated in July 2014 that the early inspection reports showed that *"Outpatient services were badly managed in many cases"*. The Independent reported in 2014 that *"Outpatient services is the area of hospital care which has the greatest 'footfall' of patients, but Sir Mike Richards, the Care Quality Commission's chief inspector of hospitals, told The Independent that too many were disorganised and not responding to patient's needs."*

The recently released Care Quality Commission report State of Care 2013/14 states;

"Outpatients is an area that is frequently poorly organised and managed, with lengthy waits and over-booking of clinics. Outpatients represents a significant proportion of activity by patient numbers and so ought to have a high priority. The lack of effective management often translates not only into inconveniences such as long waits, but also into potentially significant risks such as reliance on temporary medical records because a patient's full file is not available on the day."

Outpatient clinics can be demanding environments. This conference focuses on improving outpatient services and delivering outstanding care; including meeting the Care Quality Commission Standards for inspection. Through expert sessions and practical case studies the conference will focus on improving, capacity, access, patient flow and waiting times in outpatient services, ensuring patient records are available, monitoring and improving patient experience, demonstrating leadership, redesigning outpatient services, developing and implementing core standards and the developing role of virtual outpatient clinics.

Follow this conference on Twitter #Outpatients



10.00 Chairman's Introduction

Mr Bibhas Roy *Consultant Orthopaedic Surgeon* Trafford Healthcare NHS Foundation Trust

10.10 Improving Outpatient Services: Learning from CQC Inspections

Hayley Marle

Inspection Manager
Care Quality Commission

- the new inspection process and outpatients
- what have we learnt from the inspections to date
- learning from inspection reports to spread good practice
- how can you prepare for inspection?
- key lines of enquiry for outpatient services
- why are outpatient services underperforming in terms of the inspection ratings?
- why do we not currently assess the effectiveness of outpatient services?
- moving forward

10.40 EXTENDED SESSION: Improving outpatient services: learning from our CQC inspection

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Mr Nick McDonough

Deputy Business Unit Director
Emergency Surgical & Elective Care North Cumbria
University Hospitals NHS Trust

- our experience of CQC inspection of outpatients
- how the process works and what inspection teams are looking for
- assessing 5 key questions: Is a trust/service safe, effective, caring, responsive to patients' needs and well-led?
- how can you prepare for inspection?

11.20 Question and answers, followed by coffee and exhibition

12.00 EXTENDED SESSION: Improving capacity, access, patient flow and waiting times in outpatient services

Kate Silvester

National Coach
Kate Silvester Ltd

- optimising the use of appointments slots
- reducing the number of patients who do not attend appointments
- reducing delays at appointments
- tools and techniques to improve capacity, access, patient flow and waiting times in outpatient services
- examples in practice

13.00 Question and answers, followed by lunch and exhibition

14.00 Improving patient experience in outpatients

Paul Jebb

Patient Experience Professional Lead
NHS England

- improving patient experience in outpatient services
- measuring progress against the "I" statements
- from data to intelligent information to insight
- improving the quality of real time information
- 'Always Events' and how they can be implemented in outpatients
- developments at NHS England

14.30 Developing and implementing core standards for your outpatient services

Lisa Hollins

Director of Service Development
with **Gulcan telci Auckland**
Improvement Consultant, Transformation Coach
Barts Health NHS Foundation Trust

- developing and implementing core standards for your outpatient services
- understanding your baseline
- its not all about efficiency: demonstrating and ensuring a safe and caring outpatient service
- our experience of driving up minimum standards in outpatients

15.00 Question and answers, followed by tea

15.30 Redesigning Outpatient Services

Julie Romano

Matron
The Royal Orthopaedic Hospital NHS Foundation Trust

- improving the use of one stop and rapid assessment clinics central to outpatient care
- wayfinding, chaperoning and overseeing
- improving the quality of information and information flows

16.00 Developing Virtual Orthopaedic Clinics

Mr Bibhas Roy

Consultant Orthopaedic Surgeon
Trafford Healthcare NHS Foundation Trust

- what outpatient clinics could run in a virtual way?
- setting up and running virtual clinics
- our experience in Orthopaedics

16.30 Question and answers, followed by close

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Improving Outpatient Services

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Surname

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Department

Organisation

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This form must be signed by the delegate or an authorised person before we can accept the booking

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The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

Hallam Conference Centre, 44 Hallam Street
London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Monday 21 September 2015

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
☐ £300 + VAT (£360.00) for voluntary sector / charities.
☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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