

A Practical Guide to Improving Outpatient Services

*Delivering Outstanding Care
& Meeting the CQC Inspection Standards*

Friday 22 January 2016 Hallam Conference Centre London

10% Card payments
discount**
15% Group booking
discount**

OUTPATIENT

Chair & Speakers include

Paul Jebb *Patient Experience Professional Lead NHS England*

Lisa Hollins *Director of Service Development Barts Health NHS Trust*

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 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."*

"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." Care Quality Commission State of Care Report

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 & Virtual Orthopaedic Clinic Lead
Central Manchester University Hospitals NHS Foundation Trust

10.10 Improving patient experience in outpatients

Paul Jebb

Patient Experience Professional Lead
NHS England

- improving patient experience in outpatient services
- from data to intelligent information to insight
- improving the quality of real time information
- 'Always Events' and how they can be implemented in outpatients

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

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 at 11.40

12.00 EXTENDED SESSION: EXTENDED INTERACTIVE MASTERCLASS WITH GROUP ACTIVITY OVER LUNCH Improving, capacity, access, patient flow and waiting times in outpatient services

Kate Silvester

National Coach
Kate Silvester Ltd

- 1. Designing OP services to meet demand and the RTT times.**
 - how many appointment slots do we need to 'make' to meet the new and follow up demand, correctly, on time, every time and in full?
 - examples in practice
- 2. Reducing delays in clinic on the day of appointments**
 - tools and techniques to improve patient flow and waiting times in outpatient services
 - Introduction to Dr Kate's clinic case study

12.50 Question and answers, followed by lunch and exhibition at 13.00

14.00 Continued: EXTENDED INTERACTIVE MASTERCLASS Improving, capacity, access, patient flow and waiting times in outpatient services

Kate Silvester

National Coach
Kate Silvester Ltd

- review the cause of delays in Dr Kate's Clinic
- discuss the and the solutions.
- measures for improvement

15.00 Developing and implementing core standards for your outpatient services

Lisa Hollins

Director of Service Development
Barts and The London NHS 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
- managing increasing demand for outpatient services
- measuring and monitoring improvement through quality indicators and metrics
- our experience of driving up minimum standards in outpatients

15.30 Question and answers, followed by tea at 15.40

16.00 Redesigning Outpatient Services

Liz Towell

General Manager, Operations
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

16.30 Looking Forward: Developing Virtual Outpatient Clinics

Mr Bibhas Roy

Consultant Orthopaedic Surgeon & Virtual Orthopaedic Clinic Lead
Central Manchester University Hospitals 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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> How to book

Book with credit card and receive a 10% discount*

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Dr Mr Mrs Ms (Please Circle)

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Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

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

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Conference Documentation

☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

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

Friday 22 January 2016

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%.

*Card Discount

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Accommodation

On confirmation of your booking you will receive details of accommodation.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Exhibition

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