

Transforming Outpatient Services National Summit

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

Monday 28 January 2019 De Vere West One Conference Centre, London



Chair & Speakers include:

Dr Sreeman Andole
Assistant Medical Director
NHS England
& Specialist Advisor to CQC

Kate Silvester
National Coach

Supporting Organisations



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'The NHS outpatients model is obsolete' Simon Stevens, Chief Executive, NHS England 13th June 2018

"Outpatients were attended by 64 million people last year, and cost the NHS more than £8bn...We've been talking about modernising outpatients for a long time, the challenge for us is to think about whether in the next five years we'll be looking at a similar picture. I know this is a big ask, an ask about a major transformation of care." Ian Dalton, Chief Executive, NHS Improvement June 2018

"People may experience a variation in quality depending on which core service they use, often within the same hospital – 37% of core services were rated as requires improvement and 3% were rated as inadequate... Outpatient services were more likely to be rated as inadequate" State of Care, Care Quality Commission

"At the end of July 2018, 87.8% of patients waiting to start treatment (incomplete pathways) were waiting up to 18 weeks, thus not meeting the 92% standard. • The number of RTT patients waiting to start treatment at the end of July 2018 was 4.1 million patients. Of those, 3,464 patients were waiting more than 52 weeks." NHS England September 2018

The Care Quality Commission inspections into hospitals to date have reported that outpatients is one of the main areas that needs improvement. Outpatient clinics can be demanding environments. This national summit aims to bring together leaders of outpatient services to focus on improvement and the delivery of outstanding outpatient care and experience.

The conference opens with National Developments followed by case studies focusing on improving quality, efficiency and meeting the Care Quality Commission Quality Ratings in outpatients. The conference continues with an extended in depth masterclass which will contain interactive group work focusing on Improving, capacity, access, patient flow and waiting times in outpatient services. Further sessions will focus on improving patient experience, improving outcomes in outpatient services, developing and implementing core standards and the developing role of virtual outpatient clinics in reducing pressure on outpatient services.

This conference will enable you to:

- Network with colleagues who are working to improve outpatient services and patient care
- Learn from established practice delivering effective outpatient services
- Reflect on national developments including the National Digital Outpatients Programme
- Develop your skills in improving capacity, access, patient flow and waiting times in outpatient services
- Understand how you can improve quality in outpatients in line with the CQC Quality Ratings
- Identify key strategies for developing virtual outpatient clinics including understand risk issues and which patients are suitable for Virtual Consultations
- Understand how to measure, monitor and improve patient experience in outpatients
- Self assess and reflect on your own practice
- Gain CPD accreditation points contributing to professional development and revalidation evidence

100% of delegates at our previous conference on this subject would recommend it to a colleague

Follow this conference on Twitter #Outpatients

10.00 Chairman's Introduction: National Developments

Dr Sreeman Andole

Assistant Medical Director NHS England
Specialist Advisor Care Quality Commission
and Honorary Senior Clinical Lecturer, Queen Mary University of London

10.15 Transforming Outpatients Services

- turning around an outpatients department: improving efficiency, communication and throughput
- delivering improvement
- our experience

10.45 EXTENDED SESSION: Delivering on quality and meeting CQC Quality Ratings in Outpatients

Diane Potter

Matron Outpatient Services and 18 Weeks
Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

- "our right way to care": developing an effectiveness programme for outpatients
- developing metrics to measure our success along with our team values, the CQC national standards and staff surveys
- involving our patients in a meaningful and effective way
- towards outstanding: service improvement against the CQC Quality Ratings
- our experience in Royal Bournemouth and Christchurch

11.25 Question and answers, followed by tea & coffee at 11.35

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

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 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 Improving the outpatient follow up pathway

Dr Ganesh Gopalakrishnan

Clinical Director, Surgical Health Group
Hull and East Yorkshire NHS Trust

- how we can reduce patient waiting time and hospital attendance
- what is the role of such OP clinics in the pathway in enhanced recovery
- Improving the effectiveness of outpatients in pre assessment - delivering a one stop shop during OP visit
- our experience

15.30 Question and answers, followed by tea & coffee at 15.40

16.00 EXTENDED SESSION: Scaling Up Virtual Outpatient Clinics

Jo Morris

Research Manager

and Alison Morrissey

Senior Project Manager,
Barts Health NHS Trust

- reducing face to face outpatient appointments and improving patient experience
- which outpatient clinics could use virtual consultations
- the practicalities of setting up and running virtual clinics
- the challenges of scaling up virtual clinics
- our experience

16.50 Question and answers, followed by close 17.00

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Download

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Organisation

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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

(By signing this form you are accepting the terms and conditions below)

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Date

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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 emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

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

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.
A map of the venue will be sent with confirmation of your booking.

Date Monday 28 January 2019

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%.

*Credit card Discount

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**Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

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Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

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

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

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