

Transforming Outpatient Services National Summit

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

Monday 24 September 2018 De Vere West One Conference Centre, London



Chaired by:

Prof W Angus Wallace

Division of Orthopaedic and Accident Surgery

University of Nottingham/Nottingham University

Hospitals NHS Trust

Supporting Organisations



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"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, 2017

"At the end of January 2018, 88.2% 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 January 2018 was 3.73 million patients. Of those, 1,869 patients were waiting more than 52 weeks" NHS England March 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 an update from the National Digital Outpatients programme followed by an extended session focusing on improving quality 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

Prof W Angus Wallace

Division of Orthopaedic and Accident Surgery
University of Nottingham/Nottingham University Hospitals NHS Trust

10.10 Towards Digital Outpatient Services

Prof W Angus Wallace

Division of Orthopaedic and Accident Surgery
University of Nottingham/Nottingham University Hospitals NHS Trust

- the Digital Outpatient Vision
- reducing missed appointments: practical advice and lessons from evidence
- offering different ways of caring for patients.
- the National Digital Outpatients Programme: empowering patients to access outpatient services via their phones, laptops or tablets from checking test results to remote speech and language therapy

10.40 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

11.20 Question and answers, followed by tea & coffee at 11.30

12.00 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 Transforming outpatients for Older People

Speaker to be advised

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

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

16.00 Modernising Outpatients

Dr David A McDonald

Service Improvement Manager, Whole System Patient Flow Lead Scottish Government Modern Outpatient Programme
& Senior Research Fellow Glasgow Caledonian University

- changing the way we think about outpatients
- working differently: Virtual Fracture Clinics
- learning from the Scottish Government Modern Outpatient Programme

16.30 Thinking differently: Developing Virtual Outpatient Clinics

Dr Stephen Radley

Consultant Obstetrician and Gynaecologist
Sheffield Teaching Hospitals NHS Foundation Trust

- what outpatient clinics could run in a virtual way?
- reducing outpatient appointments by ensuring patients are seen by the correct specialist at the correct time
- which patients need to be seen in person?
- the practicalities and challenges of setting up and running virtual clinics
- our experience

17.00 Question and answers, followed by close

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Download

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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 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 24 September 2018

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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