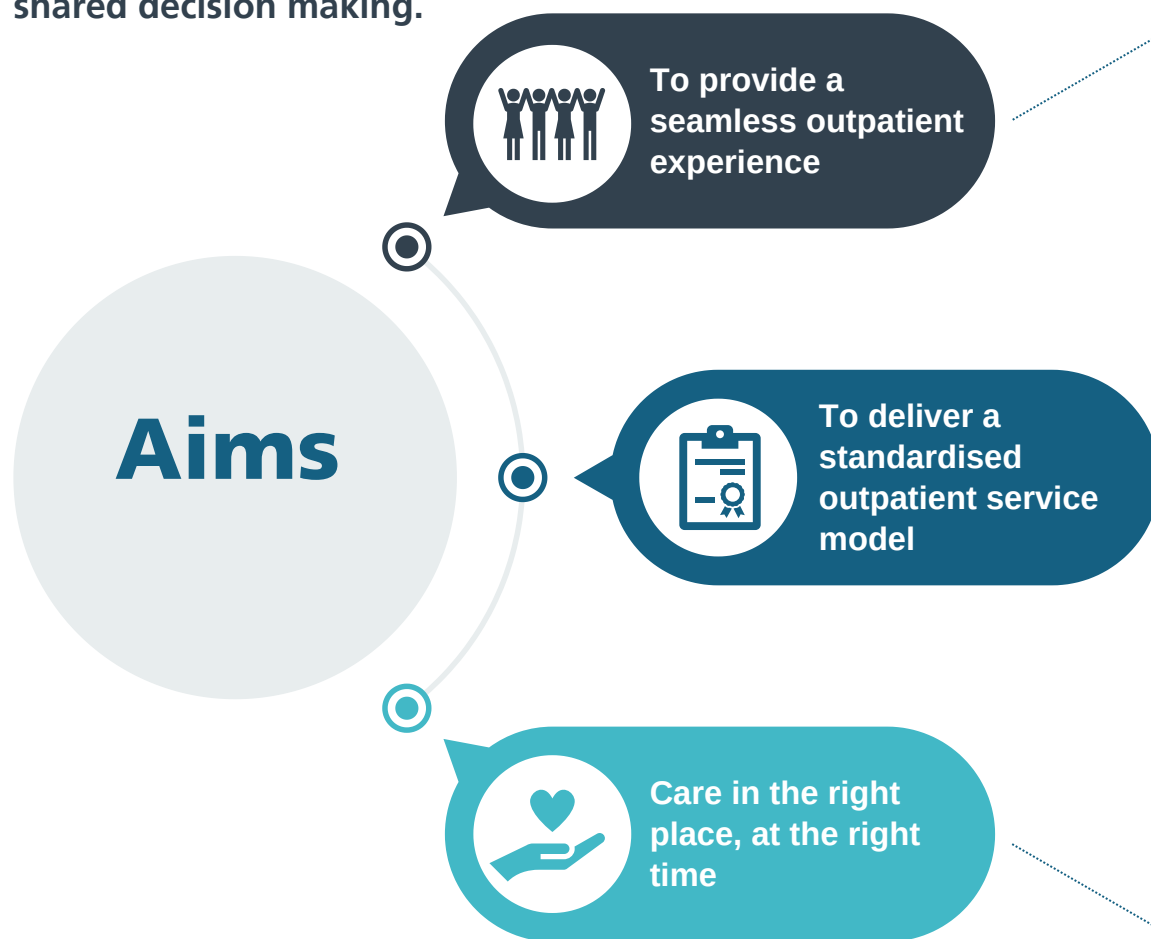


# Our outpatient vision 2025 - 2028

UHS will deliver a new standardised outpatient service model, designed around the patient, ensuring that every contact matters, and empowering patients through shared decision making.



## How we aim to deliver

- Offering a digital and personalised appointment
- Our estate will be easy to find and accessible to all
- All patients, regardless of their background, have equal access to timely, high-quality care
- Enabling integrated innovations and patient-led improvements.



- By offering a robust operational and governance structure professional, and supported workforce, across all Trust outpatient services
- Processes will be standardised and efficient, effective and easy-to-use innovative digital solutions implemented.
- Data will be easily accessible to staff, with an outpatient dashboard



- Improve outcomes for patients and maximising the value of patients and clinician's time
- Ensuring improved and quicker access to those who will benefit from specialist elective care
- Working with our partners to optimise patient pathways
- Improving the access to specialist care post treatment



# 2025 - 2026 programme



To provide a seamless outpatient experience

1. **Digital and standardised letters** – to implement a digital letter solution Trust-wide with standardised templates, with accessibility support tools, to improve patient communication and reduce paper usage
2. **Website information and digital assistant** – make the website a central place of information, and providing a new digital assistant which will improve patient experience and reduce the need for phone calls
3. **Wayfinding and digital kiosks** – create new signage and maps for patients, and implement digital self-check-in and information kiosks, making it easier for patients to find where to go and access information
4. **Digital access to the patient record** – increase sign up and functionality of My Medical Record, improving access to services and information for patients



To deliver a standardised outpatient service model

1. **Clinic room bookings and utilisation** – to centralise and share clinical space, to allow better space utilisation and improve clinic capacity
2. **Improved appointment booking** – implement 6-week partial booking to rollout across the Trust to improve slot management, and patient and staff experience
3. **New digital referral management system** – implement a standardised digital referral management system to increase the effectiveness of managing referrals
4. **Centralisation of administrative processes** – introduction of central teams who can cover across all of outpatients, improving processes and efficiencies in administrative tasks
5. **Improved data and validation tools** – a single outpatient data dashboard and new validation tools, providing easy access to outpatient data to improve capacity and reduce the waiting list



Care in the right place, at the right time

1. **Advice and guidance (A&G) and referral triage optimisation** – digital A&G and referral triage tools to improve patient outcomes and save clinician time
2. **Pre-referral management** – focusing on common condition and direct-to-test pathways, improve pre-referral processes and communication to improve patient access to the right specialist care
3. **Patient initiated follow-up (PIFU)** – continued rollout of digital PIFU, increasing clinic utilisation and reducing DNAs