

Dear Colleague,

Transforming Outpatient Services: Change Package and Return Outpatient Data Group

I am delighted to be writing to you to

1. Launch the enclosed Transforming Outpatient Services Patient Reminder Services Change Package, intended to guide your teams through adoption and spread across specialties.

2. Ask for your support in providing contact details of your Transforming Outpatient Service lead by 10th January, to allow us to work with you to complete the assessment of your stage of progress in implementing the elements of the change package.

3. Advise you of the initiation of a national Return Outpatient Data Group.

Transforming Outpatient Services as you know is aimed at supporting us to move care closer to home and enable more people to receive the right care, from the right person, at the right time, in the right place. Drivers that will move us closer to this include

- People attending outpatient clinics as last resort
- Clinic resources being fully utilised
- More people receiving assessment and diagnostics closer to home
- Our 2020 Vision for use of technology and self-management.

Patient Reminder Services (PRS) Change Package

We agreed earlier this year to support rapid adoption and spread of five evidence based, high impact change concepts including adopting and spreading systematic use of reliable patient reminder services.

The elements of this are:

- Communicate and engage patients, public and staff
- GPs capture and share patient demographics, additional needs and preferred mode of communication
- Design Patient Reminder Service and select system provider(s)
- Implement Patient Reminder Service
- Review demand and manage capacity at the start and on-going basis

CEL 30 2013

December 2013

Addressees

For action

Chief Executives (NHS Boards)

For Information

Medical Directors
Directors of Nursing
AHP Directors

C.C.

Linda Semple, QuEST
Richard Copland, AST
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- Communicate and review

Providing person centred, safe, effective and efficient reminder services mean that more people will arrive for their planned appointment. Where patients need to cancel appointments, these are made available for other people to use, reinvesting capacity, making better use of skills and other resources and reducing costs of waiting.

An underpinning principle of this work is excellent communication with patients; excellent patient care requires excellent communications with patients and their loved ones at every step and the journey of improvement.

The change package will support your teams to plan for, adopt, implement and monitor effectiveness of patient reminder services. It has been developed with early implementing teams, NHS24, NHSNHS and NHS Health Scotland and includes evidence base, resources, information and contacts for teams to use.

Completion of Patient Reminder Service Survey

I welcome your support in organising for return, by 10th January, of contact details for your Transforming Outpatient Services lead, so as to determine your Board's stage of progress in adopting, adapting and spreading patient reminder services, as measured against the detail contained within the key elements of the change package.

Completion of the survey will enable you to establish your baseline, to identify priority areas for action along with potential resources and provide a tool for use in ongoing peer review and measurement of spread across Scotland

Contact details to be submitted **by 10th January** to fiona.bernardis@scotland.gsi.gov.uk

Return Outpatient Data Group

A national group first met on 20th November 2013 with the purpose of improving the quality and use of return appointment data. The aim being to support clinical peer review and improved management of follow up appointments. Membership has been drawn from NHS Boards, NHS NSS and Scottish Government Directorates. Alan Lawrie, Director of Acute Service, NHS Lanarkshire is Chair of the Group, which will report to the Transforming Outpatient Services Delivery Group.

Yours sincerely,

Fiona Mead

Chief Executive,
NHS Highland

