

## Outpatient Reprofiting Project

The Oxford University Hospitals NHS Trust has been working on a review of all consultant-led outpatient clinics for several months. The objective is to improve the efficiency of our clinics to achieve a better service for patients. We are reviewing a number of aspects of our clinics, including the things we know can cause problems. Specifically, we are looking at the start and end times of clinics, how many appointments are available and the balance of new and follow-up appointments. We have also looked at the duration of each appointment time. Some of this work has been greatly enhanced by the involvement of local GPs.

As a result, we have already identified a number of improvements and are now starting to make changes to our clinic profiles to implement these. This work is expected to continue into next year and conclude in May 2014 with the implementation of the last of the improved clinic profiles.

For you and your patients, this work will mean that there are more appointments available through Choose & Book. We are also taking steps to ensure that, when patients attend for their appointment, they experience fewer delays.

However, to move across to the new clinic profiles, we first need to move over all existing outpatient appointments. While we are doing this, it is possible that a very small number of patients may need to have their appointment rescheduled.

The changes will be managed by the services themselves although we are offering support to those who need it. Most of the changes will be minor, for example, moving an appointment time by five minutes to accommodate a change in appointment durations. In this case, it is unlikely that we would need to contact the patient, as we would not expect the change to disrupt the clinic or inconvenience patients in any significant way. We will be putting up information posters in all of our outpatient areas to keep patients informed.

Where a significant change is necessary, for example, where the appointment needs to be moved to a completely different time or even date, patients will be notified in writing of the new appointment. This will be as close as possible to the existing appointment and of course, if the new appointment is not convenient, they will be able to contact us to rearrange this. It should be stressed that we do not anticipate this applying to many patients and more importantly, once we have completed the switch to the new improved clinic profiles, we do not anticipate further disruption to subsequent appointments the patient might have.

In total, there are currently 833 new clinic profiles already developed, of which 110 have been signed off and are in the process of being built and implemented. There are more profiles still to be developed.

The 833 new profiles have already identified an additional 5,351 appointment slots and the first service to fully sign off and implement their new profiles will be Ear, Nose and Throat, which will introduce the first 500 additional appointments.

We will keep you informed as we complete our work in other services and assure you that we are working hard to manage the switch to the new clinic profiles and minimise the disruption to patients.

If you have any questions or would like to speak to someone about this further, please do not hesitate to contact us via: [mandy.hollis@ouh.nhs.uk](mailto:mandy.hollis@ouh.nhs.uk) or telephone 01865 743200.

