

## Update to Action Plans - CUH Out Patient Clinics

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### ENT

- We continue to implement MyChart which gives the patient for access to their medical records as well as appointment information to an electronic patient portal. We have currently extended the trial to include Oncology and have a list of areas where we are expanding into, but this needs to be done in a methodical way so we make sure we have the appropriate patient support in place prior to launching. Clearly through the use of this, or associated smart phone app, this will make accessing appointment information significantly easier for patients with hearing difficulties.
- MyChart is in pilot and we have just 259 patients signed up in very select patient group so we could test the concept and more recently the processes that enable patients to get access. We continue to monitor and working with the executive team to look at the model for care moving forward. The patient feedback to date is very positive!
- The dedicated Outpatients helpline has now been implemented and continue to expand this to cover other areas. We hope to have full rollout within the next couple of months. This will mean that patients will have one contact number as opposed to multiple numbers currently in place.
- Text message reminders are now used extensively across the Trust. We are currently investigating implementing two-way text messaging so that those who receive text reminders can also confirm using the same medium as to whether they will be attending their appointment.
- This continues but we have made significant changes to the appointment letter which now has significantly larger font and bold letters pertaining to the appointment date, time and location. A number of patients have commented how helpful this is. We have also added a specific accessibility e-mail onto the letters so patients can notify us prior to the appointment if they need any special requirements.
- Patients are only discharged following a DNA subject to a consultant review.

### **Welcoming**

- Leaflets are available in large print but they are only available on request. If there are specific leaflets patients require as part of their appointment, then we make these available accordingly.
- Leaflets in different languages are also available on request as is interpretation services

## **Safe**

- Unfortunately due to space constraints across outpatients this is difficult to resolve. We also need to ensure we have the right waste disposal units in the appropriate toilets to avoid people inadvertently disposing of potential hazardous or inappropriate items down the toilet.
- This has been repaired.
- Hand gel stations are positioned in key areas across outpatients on a bright green background to ensure they are as visible as possible.

## **Caring & involving**

- We are currently in the process of implementing new patient information screens which will include times on the screens and will be appropriately sized for those people with visual impairment.
- All of the kiosks do you have a large print function available, however we acknowledge this may not be easily identified. We have now taken steps to move away from kiosks and have staff available to help patients provide feedback, which enables them to cater to the patient's individual need in terms of font size etc.
- As part of the new patient information screens these will also have additional information such as BBC news for patients to read/watch and it will be much simpler for staff to update.

## **Dermatology**

- We now have renewed signage across the Trust and Outpatients which has improved wayfinding. We also have a leaflet map which patients can take away with them to help find their way to the appropriate location. We hope in April we will be implementing a new reception desk within the Outpatient main entrance which will have a dedicated volunteer guide station as well as a fully trained receptionist to assist patients with wayfinding.

## **Welcoming**

- New signage has been implemented across Outpatients in line with visual impairment guidance. For example, signs to ophthalmology use high contrast yellow/black signage. We are also in the process of implementing a smart phone app which will help guide patients to the appropriate location using either larger font on their smart phone or audio.

## Safe

- All hand hygiene gels have been placed on a bright green background with posters to make them highly visible.
- Drug cupboards have been installed in all clinics with the keys and key safes implemented across outpatients. This remains a key focus from a CQC perspective and was noted as significantly improved in our recent inspection, albeit with some additional improvements possible.
- All posters have now been removed and proper laminated versions put back up if appropriate.
- We now carry out our own monthly mock CQC inspections across outpatients to ensure that all outpatient clinics are safe and appropriate

## Other

- All of these issues form part of the quality checks.

## Ophthalmology

- We are looking to go live with self-check-in kiosks in April which will help with the patient confidentiality issues.
- As mentioned previously, we have increased the font to improve readability for patients with visual impairment.

## Safe

- Unfortunately, the clinic is cramped and is incredibly busy. We removed chairs this would result in people not being able to sit down in clinic. We continue to review reception areas in terms of quality of chairs etc as part of our monthly quality checks and replace where feasible.
- There is a project underway to look at how we can improve the clinic in terms of patient comfort, but this is somewhat of a medium-term plan.

## Caring & involving

- Signage throughout outpatients has now been replaced
- information screens are currently being replaced but existing and new will be updated regularly. One of the issues we had previously was a breakdown in communication between nursing and reception teams to ensure everybody was informed of delays, this has now been resolved.

## Other

- Appointment letters have been reviewed to be made more clear as to which clinic patients should be attending.
- Telephones have now been transferred to the dedicated outpatient call centre and therefore receptionists now do not need to prioritise between telephones and patients.

I hope this gives you enough information in terms of progress so far. Clearly some of the issues identified require funding and as I'm sure you can appreciate this is not easy to secure at this point.

That being said, following the recent CQC inspection where we received "good" as a rating we had made significant improvements to the patient experience across outpatients we acknowledge we still have some distance to go and we remain committed to providing a high quality patient experience throughout the visit to complement the high quality clinical care provided to all patients.