

Outpatient programme engagement

Summary January 2019

Across NW London a programme of work is looking at how best to transform outpatient services, to improve the efficiency and quality of outpatient pathways for five specialties: cardiology, dermatology, gynaecology, gastroenterology and MSk.

Since the beginning of 2018, consultants, patients, GPs and managers have developed new ways to shape how future outpatient referral pathways could work more effectively for staff and patients.

In 2019 new referral guidelines will be used to triage patients across NW London. This paper sets out the engagement work that has been undertaken to support this change.

Workshops

In January 2018 patients with lived experience were recruited to join the five clinical working groups for the outpatient programme.

Three patient representatives were recruited for the five working groups. Members of the public with recent experience of the five services were sought.

Invites for expression of interest and a job description were circulated through:

- Healthwatch
- NW London integrated lay partner group
- NW London engagement leads
- NW London social media channels, twitter, Facebook, newsletter
- All four acute trust outpatient departments displayed information
- Visited outpatient departments to talk to patients
- Patient and voluntary networks across NW London.

15 patient representatives were recruited to join the development workshops, which ran from March to July 2018. Throughout these workshops patients worked with clinicians, service managers and commissioners to redevelop the way the service ran from visiting the GP to getting a specialist opinion, treatment and onward care.

Feedback from the workshops was provided to the NW London Integrated lay Partner Group and NW London Engagement Leads. The most significant outcome was the development of standard referral guidelines for use across NW London.



Guideline implementation patient survey

The use of standardised guidelines ensures that patients are seen with the correct information by the most appropriate clinician. This can reduce unnecessary hospital appointments for patients and it is expected that patients who need to be seen by a specialist in a hospital will be seen quicker.

For some patients this will mean that their GP will contact them after they book a hospital appointment, to provide the advice provided by the hospital specialist, or to book more tests. In this case the GP will cancel or rearrange the hospital appointment, as the next steps of treatment, care or advice can be provided without the need to visit hospital.

Before the new referral guidelines were rolled out across NW London, patients in NW London were surveyed to find out what information they would like to know about this change.

A survey was conducted from mid-November to mid-December 2018.

92 patients across NW London were talked through the text below to explain the change and asked a series of survey questions.

Important information about your first hospital appointment

If you leave the practice today with a hospital appointment, a **hospital specialist will review your clinical information to make sure that going to hospital is the best next step for your care**, it might be they can provide your GP advice to give you straight away, saving you time. **What does this mean for me?**



For most people -

There will be no change and you will attend your hospital appointment as arranged. The specialist would like to see you.

You will receive a confirmation letter from the hospital within 2-3 weeks



For a few people –

The GP practice will contact you to come back in, either:

- for more tests or
- to talk further about your care following advice to your GP has received from the hospital specialist

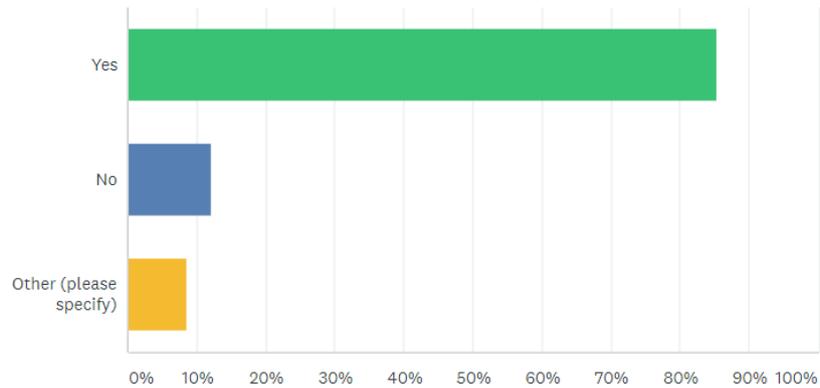
In which case your hospital appointment will be cancelled or rearranged.

If you don't receive any information from the hospital or the GP practice after two weeks of being booked in for a hospital appointment contact the practice.

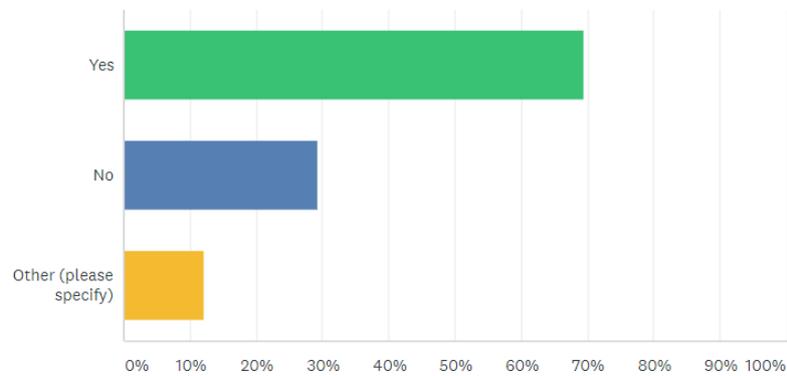
The results of the survey are as follows:

Survey results

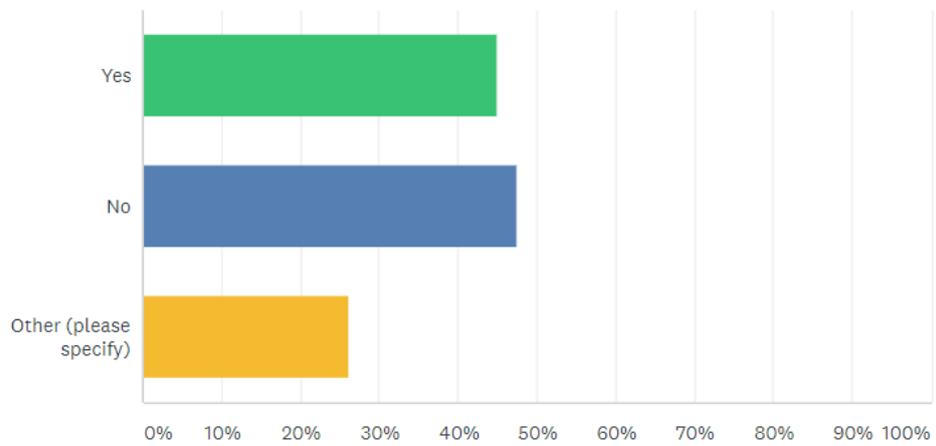
Do you need to know this information about your hospital appointment?



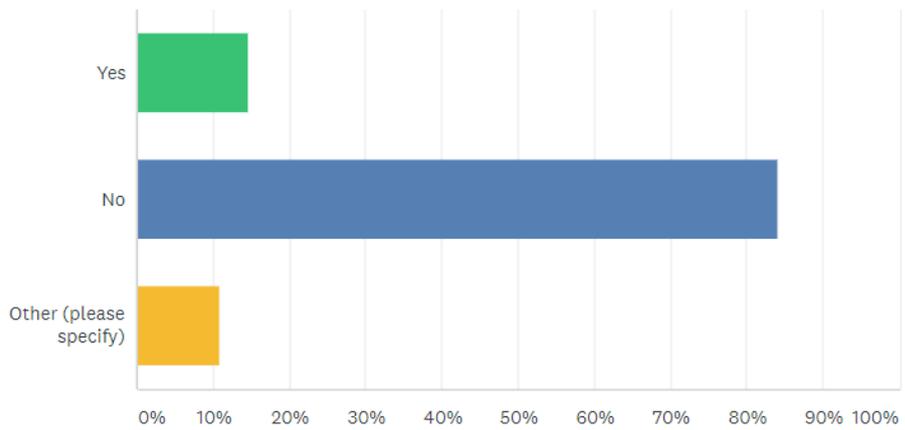
Do you think that your GP should provide you with printed information about what may happen to your hospital appointment?



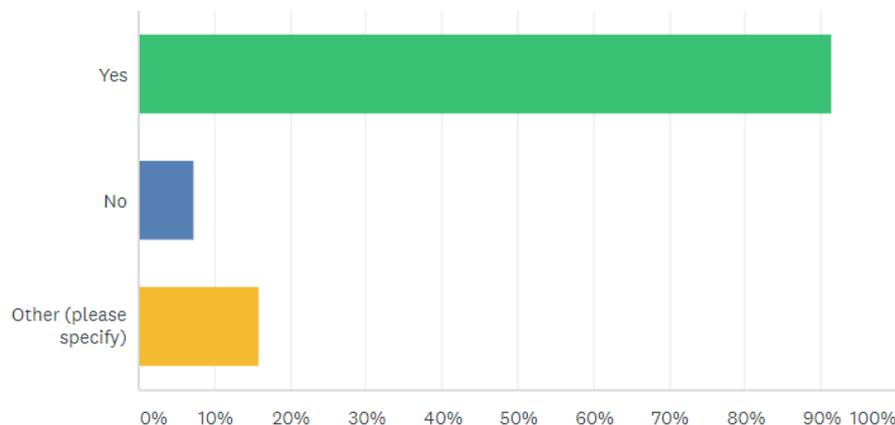
Would you find this printed information reassuring?



Would you find this printed information confusing?



Would you prefer your GP just to tell you at your GP appointment?



On the whole patients wanted to know that their referral maybe reviewed by a specialist, most would prefer that their GP told them, bust some respondents would like printed information.

- Respondents were split 50% male/female
- Mix of respondents across boroughs and ages
- 68% BME respondents

To support the survey findings information will be printed for patients. To do this information will be added to the ERS patient information sheet which is printed for patients when a hospital appointment is booked. (example already in use by Imperial to be used across NW London).

Section 3 - Instructions

Thank you for choosing Imperial College Healthcare NHS Trust for your treatment. The Imperial College Healthcare NHS Trust is one of the largest NHS trusts in England and our five hospitals offer major advances in patient care, clinical teaching, and scientific invention and innovation.

You will shortly receive an acknowledgement letter from the hospital giving you further information and instructions.

Please note this appointment may be subject to change once a hospital clinician has reviewed the information submitted by your GP. If this is the case, a member of our booking team will be in touch with you.

It is important you attend this appointment. Patients who fail to attend or repeatedly cancel and rebook appointments will be referred back to their GP. Your GP will then be able to determine the most appropriate course of action with you in relation to your care.

If you wish to change or cancel this appointment, please refer to section 4 of this letter. For any general enquiries about this appointment please contact the Central Booking Office on 0203 313 5000. Opening hours are Monday - Friday 8am to 8pm (except Bank Holidays). Alternatively, you can email us on imperial.appointments@imperial.nhs.uk

If you require hospital transport please discuss this with your GP practice who can arrange this if you are eligible. If you require an interpreter this can be arranged on the day of your appointment via a telephone interpreting service.

If you have not lived in the UK for the last 12 months you may not be entitled to free NHS treatment. If this is the case please bring your passport or ID card with you to your appointment.

For detailed directions, information about local public transport links and car parking information, please refer to our website:

<http://www.imperial.nhs.uk/>

Surveys were carried out in the following locations from mid-November to mid-December

1. Hanwell Community Centre – Community event for members
2. Community Champions conference ‘Start Well, Live Well, Age Well’ – covering Hammersmith & Fulham, Westminster and West London
3. Carers network AGM
4. Northwick Park Hospital
5. Community Champions – Beat the winter blues event in Hammersmith and Fulham
6. Wembley Health Centre

ENDS
