Sherwood Forest Hospitals **NHS**

NHS Foundation Trust

Public Board Meeting

Report

Subject: **Outpatients Update**
Date: **31.3.2016**
Author: **Peter Watson**
Lead Director: **Jon Scott, Chief Operating Officer**

Executive Summary

There have been a number of issues with outpatient performance that have caused delays for patients, Referral to Treatment Times compliance issues plus quality and safety issues.

The waiting times have improved and the number of overdue outpatient appointments down by 50% from 7849 in February 2015 to 3915 in February 2016. The Referral to treatment times are improving and the Incomplete RTT has achieved 93.3% against a target of 92%.

The waiting lists are reviewed weekly and actions taken by specialties to address capacity problems.

There were problems during 2015 with notes missing in clinics, particularly at KMH. A robust action plan was initiated with the result that missing now are now very low. For example in January to 10th March 2015 there were 90 missing notes while in the same period 2016 there have been 43 missing notes. The number of missing notes to date in March is 2.

There have been issues with the waiting list information. The Trust has undertaken work to validate a single patient list (PTL) and ensures that all overdue patients are monitored and appointments made for them to be seen. This will be completed at the end of March 2016. There are now no outstanding serious incident investigations and all identified patients have been reviewed in clinic.

The Trust invited the Intensive Support Team in to advise on policy and practice and has agreed an action plan with the CCG to improve processes. The Trust is also engaging an external company to undertake a review of system processes to provide assurance that the system is fit for purpose.

For the Board of Directors to receive this high level summary report for information and to raise any queries for clarification.

Relevant Strategic Priorities (please mark in bold)

Ensure the highest standards of safe care are consistently delivered by, and for, individuals, teams and departments	Ensure that patients experience the very best care, building on good practice and listening and learning from both negative and positive feedback and events
Provide timely access to diagnosis, treatment and care when people need it and safely reduce the time patients spend in hospital	Raise the level of staff engagement through strong leadership, communication, feedback and recognition
Reduce the scale of our financial deficit by reducing costs, improving utilisation of	Work in partnership to keep people well in the community, and enable them to return as

resources and productivity, and achieving best value for money	soon as they are ready to leave hospital
Develop and implement a programme of work in conjunction with Nottingham University Hospital NHST to create a new combined organisation	

How has organisational learning been disseminated	
Links to the BAF	
Financial Implications/Impact	The financial implications associated with any performance indicators underachieving against the standards are identified.
Legal Implications/Impact	Failure to deliver key indicators results in Monitor placing the trust in breach of its authorisation
Partnership working & Public Engagement Implications/Impact	
Committees/groups where this item has been presented before	