

NHS Board
29 January 2020

Lanarkshire NHS Board
Kirklands
Fallside Road
Bothwell
G71 8BB
Telephone: 01698 855500
www.nhslanarkshire.scot.nhs.uk



SUBJECT: UPDATE ON MODERNISATION OF OUTPATIENTS

1. PURPOSE

This paper is coming to the Board:

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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2. ROUTE TO THE BOARD

This paper has been:

Prepared	<input checked="" type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input type="checkbox"/>
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By the Deputy Director of Acute Services

3. SUMMARY OF KEY ISSUES

The purpose of the paper is to provide the Board with an update on the Modernisation of Outpatients Workstream, using the framework set out by the Scottish Access Collaborative and to show how this has been taken forward in Gastroenterology.

The approach used in Gastroenterology has combined robust data analysis and learning from other health systems to develop patient centred pathways which support timely access for patients with new and long term conditions to be seen/receive advice by the appropriate member of the multi professional team. This approach has demonstrated a reduction in the waiting time for new patients and is being used as a framework for other specialties to implement.

To support the programme in Gastroenterology, funding from the Waiting Times Improvement Plan has been used to support the investment in new posts to provide sustainability moving forward and reduce reliance on the independent sector.

4. STRATEGIC CONTEXT

This paper links to the following:

Corporate Objectives	<input checked="" type="checkbox"/>	AOP	<input checked="" type="checkbox"/>	Government Policy	<input checked="" type="checkbox"/>
Government Directive	<input type="checkbox"/>	Statutory Requirement	<input type="checkbox"/>	AHF/Local Policy	<input type="checkbox"/>
Urgent Operational Issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

Three Quality Ambitions:

Safe	<input checked="" type="checkbox"/>	Effective	<input checked="" type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
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Six Quality Outcomes:

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input checked="" type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input checked="" type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input checked="" type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input checked="" type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

6. MEASURES FOR IMPROVEMENT

Summarised in the report.

7. FINANCIAL IMPLICATIONS

For the period 2018/19 and 2019/20 NHSL committed a total of £449K as part of the Waiting Times Improvement Plan to reduce Gastroenterology Outpatient Waiting Times by using the independent sector. During 2019/20 a total of £438,000 has been invested in new nursing and AHP posts to support the new pathways.

8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

Work is underway with each of the specialty management teams to determine how best to take this approach forward based on robust demand and capacity data. This will inform a detailed specialty plan for 2020/21 underpinned by a workforce plan and clear metrics.

9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input type="checkbox"/>	Effective partnerships	<input type="checkbox"/>	Governance and accountability	<input type="checkbox"/>
Use of resources	<input type="checkbox"/>	Performance Management	<input type="checkbox"/>	Equality	<input type="checkbox"/>
Sustainability Management	<input type="checkbox"/>				

10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT / FAIRER SCOTLAND DUTY

Yes
 No

11. CONSULTATION AND ENGAGEMENT

Key Achieving Excellence Workstream.

12. ACTIONS FOR THE BOARD

The Board is asked to:

Approval	<input type="checkbox"/>	Endorsement	<input type="checkbox"/>	Identify further action	<input type="checkbox"/>
Note	<input checked="" type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>		

13. FURTHER INFORMATION

NAME JUDITH PARK
TITLE DEPUTY DIRECTOR OF ACUTE SERVICES
CONTACT DETAILS TEL 01698 858092