

excellent /
kind /
responsible /
respectful /

St George's University Hospitals **NHS**
NHS Foundation Trust

Outpatients Transformation Programme

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Programme Director

Excellence in specialist and community healthcare

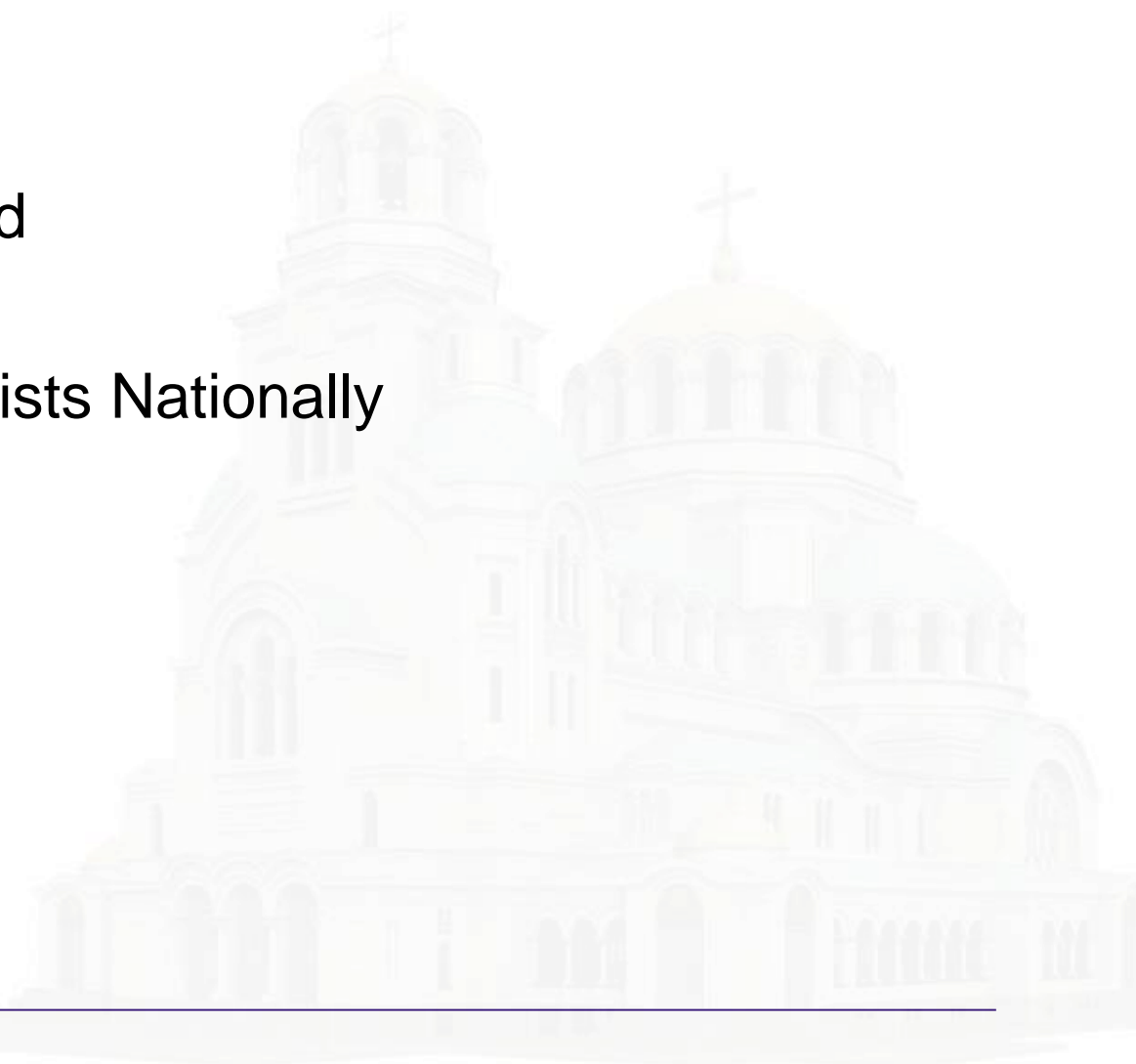
AN APOLOGY



The Challenges

National Picture

- Increasing Demand
- Austerity
- Scarcity of Specialists Nationally



The Challenges

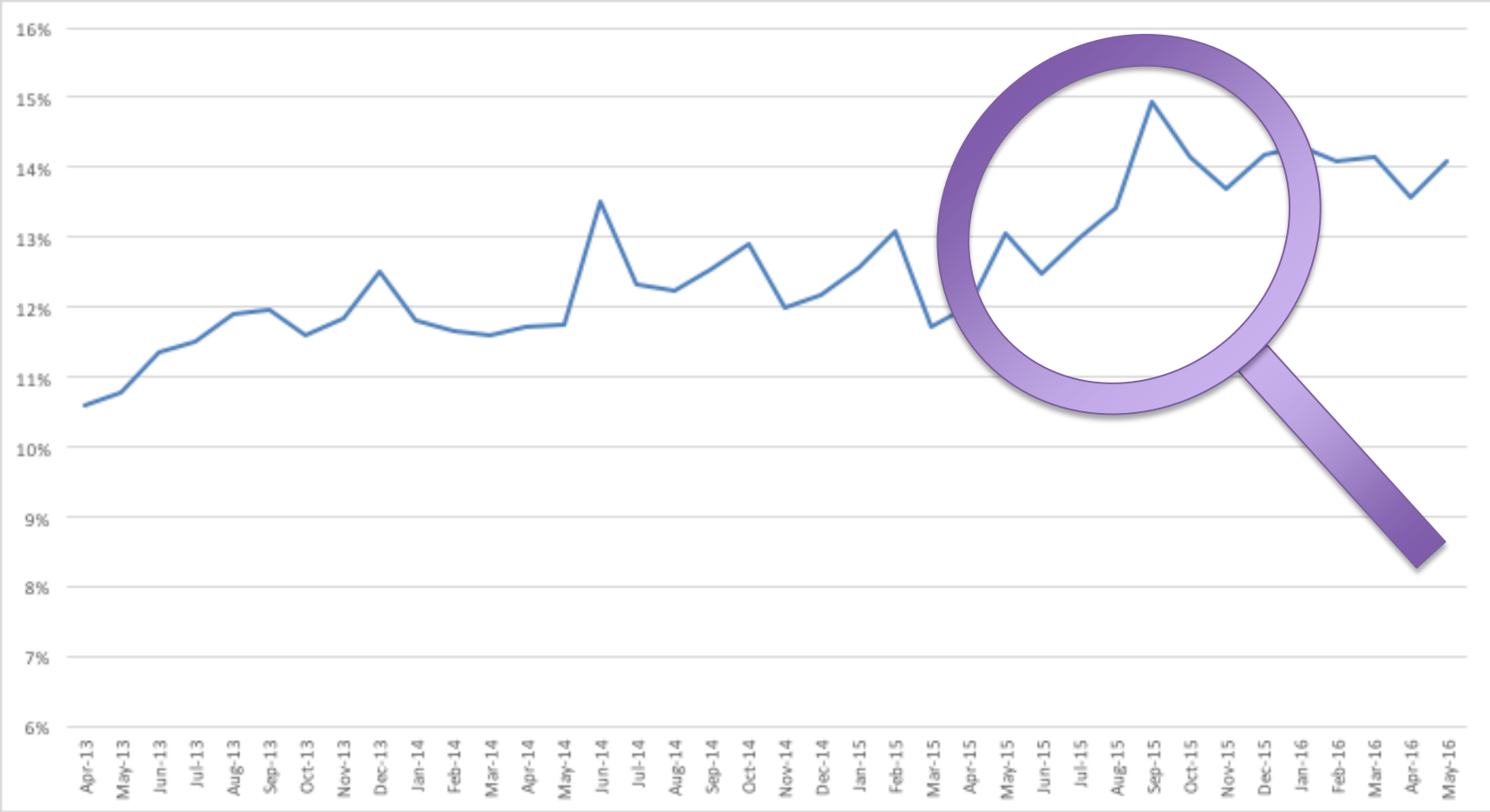
St. George's

- Outpatient Experience
 - Waiting Times
 - Medical Staff Engagement
 - Financial Position
 - State of the Estate
 - State of the IT Infrastructure
-

Scale of SGH outpatients

- 740,000+ Outpatient Appointment per annum
 - St. George's, Tooting – 625,000
 - Queen Mary, Roehampton – 94,000
 - St. John's – 8,500
 - Nelson Medical Centre – 12,000
 - 80 Specialties
 - 4 Main Outpatient Sites
-

DNAs (Did not Attend)



Don't forget that..

- Very Capable Clinical Staff
 - Majority of Outpatient Appointments are Excellent
-

So what now?

- Outpatient Review of Planned Changes
 - Good early progress
 - Need for Trust vision
 - Many change initiatives
 - Implementation of change
 - Significant process issues
 - IT system
-

Our current focus is...

to do the **right** thing.

- **Right** patient,
 - with the **right** specialist,
 - in the **right** place
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3 Key Workstreams

**Optimise
Current
Outpatient
Ways of
Working**

**Bottom Up
Redesign of
Outpatients**

**New Models of
Care**



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Transformation

Transformation is a quantum change requiring a basic shift in attitudes, beliefs and cultural values that lead to very different service experiences.

Group Exercise:

What do we need to provide in a redesigned outpatient service?

– be ambitious

#stgopidea