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9 June 2015

Ms Joanna Smith - Manager
Healthwatch Isle of Wight
The Riverside Centre
The Quay
Newport
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Dear Joanna

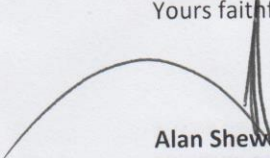
I am writing to thank you for forwarding to the Trust the NHS Outpatient Appointments Report May 2015 and giving us the opportunity to comment on this.

The report has been shared with senior staff across the organisation, and whilst we were pleased to read that overall patients expressed satisfaction with services, it was disappointing to see that patients continue to report cancellations of appointments and that 23% of these were reported as un-notified. As you are aware the Trust is committed to reducing the number of cancelled and re-arranged outpatient, and to eliminate the negative impact this has on the patient experience.

The report and action plan is due to be discussed at the Patient Safety, Experience and Clinical Effectiveness Committee on 17 June 2015, who will be instrumental in ensuring that the Clinical Directorates continue to drive forward the action plan that has been developed in response to your recommendations. A copy of the action plan is enclosed for your information.

I will ensure that you are provided with regular updates on progress against this action plan, and you are welcome to attend the meeting on 17 June 2015 when the report is discussed. I would like to thank Healthwatch Isle of Wight for supporting us with gaining this valuable patient feedback on the experience of care with Trust services.

In the meantime please do not hesitate to contact me should you have any questions.
Yours faithfully


Alan Sheward
Executive Director of Nursing

Enc: Action Plan for Cancelled Outpatient Appointments.



Incident forms to be submitted if occurs	13/05/2015					GM's
Reduce impact of cancellations on patients	13/05/2015	01/03/2016			On target	
OPARU and individual community services to provide new appointment at time of cancellation where possible	13/05/2015					H Turnbull
New appointment offered to be within 2 weeks of previous one where capacity allows				Access policy	Complete	
Increase 3 session days to improve access to a variety of appointments provided by the hospital and ambulance directorate				Part of OP efficiencies project	Complete	K Taylor
OPARU can sent free text letter in Patient Centre to reassure them they have not been forgotten	13/05/2015					
Establish with Information Governance what is a reasonable level of detail to give about cancellations	18/05/2015	01/06/2015			On target	K Taylor
Training for all staff on level of information to be given	01/06/2015	01/08/2015			Not started	
Customer service training for OPARU, nursing staff and community outpatient staff	01/08/2015	01/03/2016		Need training & development support	Not started	H Turnbull
Reduce impact of cancellations due to leave	13/05/2015	01/07/2016			Not Started	
Continue to adhere to 6 week notice period						
Roll out partial booking to specialities	01/07/2015	01/07/2016			Not started	A Price
Fire break clinics in Ophthalmology	13/05/2015	01/09/2015			Not started	K Taylor
Agree SOP for clinician leave request once leave agreed by GM	13/05/2015	31/10/2015		Includes time frames on informing OPARU and IS	Not started	All GM's
Reporting/recording of cancellations that do not affect patients	01/06/2015	01/08/2015			Not Started	
PIDS to develop monitoring tool	01/06/2015	01/08/2015				S Young
Quarterly reporting of data to GM's and performance manager	01/10/2015					
PIDS to include in monthly performance review/quality reports	01/10/2015					
Patient access to contact numbers	13/05/2015	01/09/2015			On target	K Taylor
Trust web site OPARU pages to be updated with numbers	13/05/2015	13/06/2015			Complete	K Taylor

Community and mental health directorate to develop web pages with contact details.	13/06/2015	01/10/2015	In OP efficiencies project	On target	K Taylor
Develop contact page via web site	01/06/2015	01/09/2015		On target	A Price
Roll out of text message service	01/06/2015	01/09/2015		Not started	GM's
Identify any secretaries without answer phone with clear messages on how to cancel appointments and upgrade to CISCO					
Record occasions where patient arrive without having been informed of cancellation	01/06/2015	15/08/2015		Not Started	
Develop SOP for recording of this information	01/06/2015	01/08/2015			H Turnbull
OPARU manager and individual community services to roll out SOP to all reception staff	01/08/2015	15/08/2015			H Turnbull
Quarterly report to GM's, Quality Team and Performance manager			Ongoing		H Turnbull
RCA analysis of date with relevant GM's					H Turnbull
Reporting of cancellations due to physician sickness					
To be included in monthly quality/performance review data pack					SEE team

Action Plan: Master Schedule - WEEKLY TEMPLATE

Going to Patient Safety, Experience and Clinical Effectiveness Committee 17 June 2015 for assurance

Milestone Narrative	Start Date	End Date where actions have been rolled out to teams	Comments	Status	Responsible Person
Reduce short notice cancellation of appointments	13/05/2015			On target	
All short notice appointment letters to be sent 1st class text message to be sent for short notice cancellation	13/05/2015	01/06/2015		On target	H Turnbull
Patients to be given reason where reasonable to do so	01/06/2015	01/09/2015	Roll out part of OP efficiencies project	On target	H Turnbull
OPARU and individual community services to consider calling in early evening to try to obtain patients					H Turnbull
if letter sent to be backed up by phone call			Consider on individual cases		H Turnbull
Where appropriate free text in to cancellation letter the reason					H Turnbull
					H Turnbull
Recording of reasons for cancellations in PAS	01/04/2015	15/06/2015		On target	A Price
Managed in Outpatient efficiencies project					
Reduce multiple cancellation in one episode of care	13/05/2015	30/06/2015		On target	
Access policy training for booking staff	01/05/2015	30/06/2015		On target	S Hayward
OPARU and individual community services to escalate to GM's if multiple cancellation likely to occur	13/05/2015	30/06/2015		On target	H Turnbull