



## Transforming Patient Administration

The next phase of the Countess Way Transformation Programme has been approved following a detailed period of investigation into how we can improve the experience of our patients through the administration process.

The Transforming Patient Administration (TPA) pathway will aim to improve the non-clinical contact a patient has with the Trust, associated with their hospital visit. This will look at all aspects of patient bookings within the hospital, through the appointments process, the admissions process, reception, health records administration, coding, ward clerk activities, patient correspondence and medical secretary services. The number of patients that do not attend for outpatient appointments or treatment also has a major impact on the quality and efficiency of the patient experience.

The Trust's administrative and clinical staff are undertaking substantially more work than required to progress a patient through their journey. Nearly half of all outpatients and two thirds of all inpatients experience changes or cancellations to their appointment / treatment. Less than 1 in 5 patients will have no changes made to their appointment or treatment dates.

A further demonstration of poor patient experience due to admin processes is shown in complaints. An analysis of the issues that patients complained about shows that up to 70% of complaints in any one month were due to 'process delays' and poor communication.

There are a number of other issues affecting patient experience and efficiency including:

- Consent issues – patients either not consented at all or not appropriately
- Long waiting times in clinics
- Pathway in clinics – patients waiting then being asked to go for diagnostics and returning to the back of the queue
- Unanswered calls to the Trust
- Number of visits to hospital per episode of care
- Missed outpatient appointments due to issues with Patient Touch Screens
- Moving patients unnecessarily between wards
- Late starts of clinics and lists
- Avoidable late cancellation of clinics and theatre lists
- Patients not receiving letters on time – for appointments and admissions

Work will be starting in April 2011 and continuing through to 2013 on improving patient experience through administrative processes. The Transformation Team will be making contact with all key stakeholders for these processes from March 2011 onwards.

If you would like any more information please do not hesitate to contact Mark Jones (Countess Way Programme Manager) ext 2584 or Jane O'Neill (Head of Transformation) on ext 5327.

### More information

Copies of all Countess Way briefings and bulletins can also be found in the Countess Way section of the Intranet, which is located under "C" in the A to Z.

If you have any suggestions or questions relating to the Trust's ongoing developments, please feel free to contribute to the Q&A Board which can be found in the Countess Way section of the Intranet.

