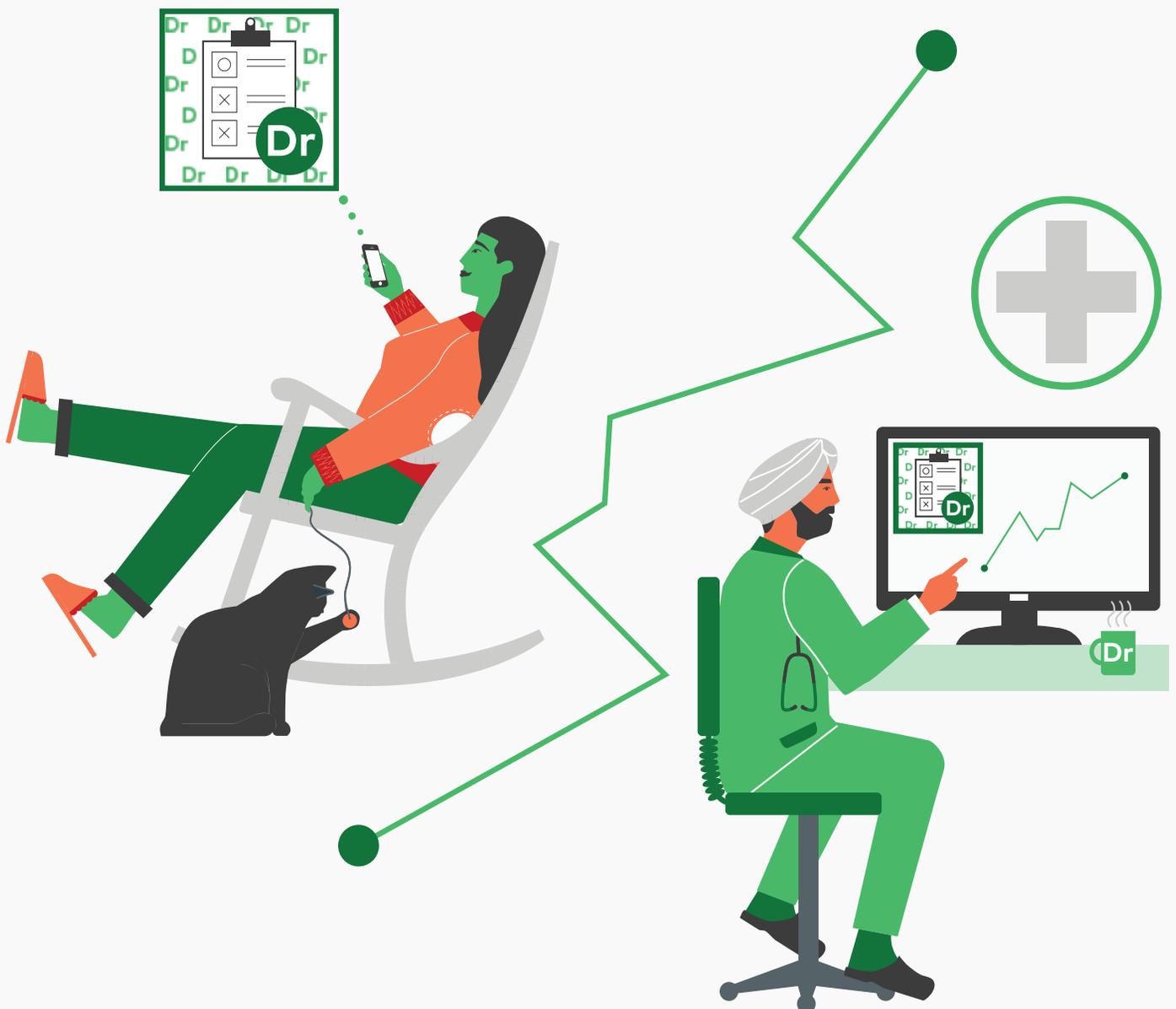


Follow-up Management

Reducing unnecessary follow ups with digital assessments



PRODUCTS USED

Patient Platform

Give patients the ability to view and manage their appointments digitally

Scheduling

Give patients the ability to view and manage their appointments digitally

Follow-up Management

Manage and track patients' care journeys digitally, at scale.

Background

Nottingham University Hospitals NHS Trust (NUH) is one of the largest acute Trusts in the UK, employing 14,500 staff and consisting of 87 wards with nearly 2000 beds. They provide services to over 2.5 million residents of Nottingham and its surrounding communities.

They also provide specialist services to a further 3-4 million people from neighbouring counties each year. The Trust is made up of Queen's Medical Centre, Nottingham City Hospital and Ropewalk House.

The Challenge

NUH were faced with a range of challenges causing an increase in strain in outpatients. Staff at the Trust were experiencing dissatisfaction due to hectic schedules as well as the increased potential for errors caused by time constraints. The Trust looked to tackle this by setting a target to reduce face-to-face follow-up activity across NUH by 30% within one year.

DrDoctor was already working with NUH to improve waiting times across the Trust, having lowered the DNA rate by 30% and saving £1,722,000 a year between 2015 and 2017.

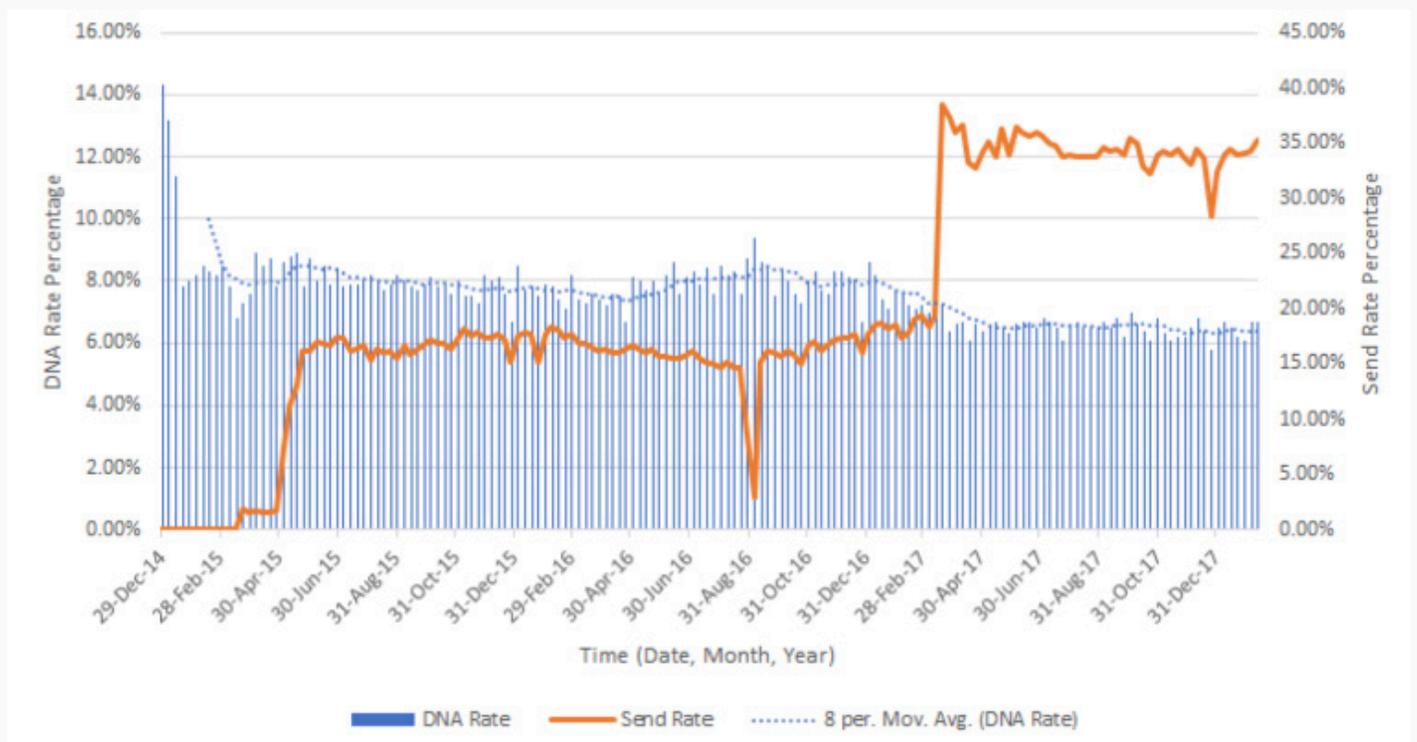


Figure 1. NUH's DNA rate for Diagnostic Imaging before DrDoctor. Figure 1 shows the Trust wide DNA rate for NUH compared to the send rate of messages to patients from DrDoctor. Send rate and DNA rate appear to be inversely proportional, with the DNA rate decreasing as the send rate increases. This can be seen as the send rate increased and DNA rate dropped further when the consent model change took place in March 2017.

Our Solution

DrDoctor worked with NUH to implement our Assessments module, giving patients the choice to fill out questionnaires digitally. These forms can then be reviewed by the clinician who will advise whether a face-to-face follow-up is necessary.

The solution has been built to help reduce unnecessary follow-up appointments without increasing clinical risk or reducing patient experience. Our aim is that clinics will run with fewer delays and will facilitate better use of clinician time without compromising on patient safety.

The project started with a pilot implementation in Oncology, with the intention to roll out the solution in Breast and Trauma & Orthopaedics. Once the desired pilot results are achieved, it is planned that digital assessments will be rolled out Trust wide and to hospitals across the East Midlands.

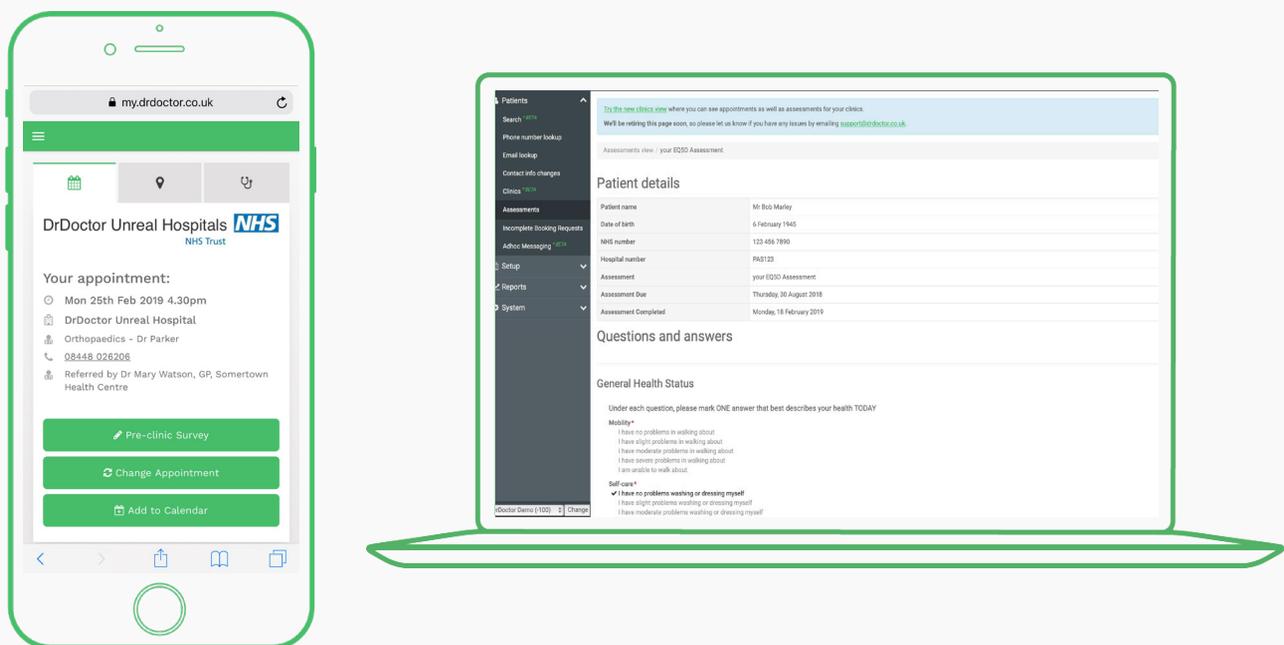


Figure 2. Screenshots of the proposed solution for reducing follow-up activity at NUH Examples of the patient portal (left), where patients can fill out pre-clinic surveys remotely, removing the need for them to be in-clinic for this part of their care journey. And the staff portal (right) where hospital staff can access patient assessment results and make more informed decisions about a patient's care remotely and in a timely manner.

What does good look like?

Now that the pilot is live in Oncology, we are excited to work with the Trust to realise the desired benefits that NUH have set out - to lower unnecessary follow-up appointments by 30%. Specifically, DrDoctor and NUH have highlighted the following as being key to the success of this project:

Significantly fewer patients attending

- outpatient appointments in person

Maintained (or improved) patient

- satisfaction feedback

Fewer outpatient delays and clinics running

- late

No compromise on patient safety

- Freeing clinician time for other areas of patient care

Long term cost savings - avoids need for

- expensive expansion of outpatients in the future to cope with increasing demand

Further questions to explore

This project will enable NUH and DrDoctor to provide answers to a suite of questions, furthering the work already completed in order to transform the outpatients department at NUH. These include:

- Which patients don't want or need to be seen?
- Which patients have unexpected symptoms and need urgent clinic review?
- What specifically do patients want from a face-to-face consultation and how better can we give that to them if there is not clinical need to be seen?



**"I'm really excited as the
Project Manager from
DrDoctor to implement this
new tool to create a new
solution for a problem that is
widespread across the NHS."**

Simi Bhandal

Project Manager for NUH, DrDoctor

Interested in learning how you could use Follow-up Management to reduce unnecessary face-to-face follow-up appointments? We'd love to hear from you.

Head to www.drdoctor.co.uk to arrange a demo with one of our solutions experts.

DrDoctor