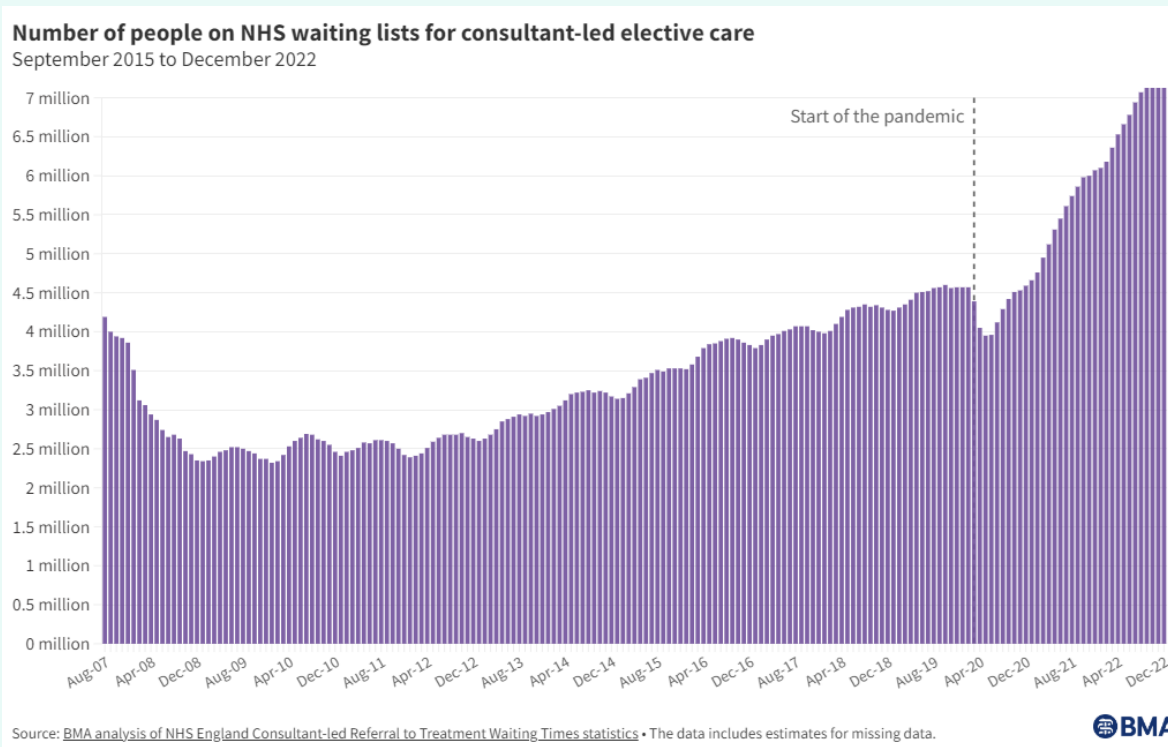


**Elective recovery: how
will we ever have the
capacity?**

**We're 12 months on from
the Elective Recovery
Plan**

We still have a way to go..



Two key challenges

1. Clear the backlog

2. Match steady-state capacity to demand



**How can we meet more demand
with the same capacity?**

Overall Patient Flow and Organisation

Patient in the
Community

First
Outpatient
Appointment

Diagnostics

Decision to
treat/observe
/discharge

Follow-Up/
Discharge

Clinical & Administrative Services

Systems & Communication Tools

- Variable use of **Advice & Guidance**
- Poor **acceptance criteria**/threshold for referrals
- **Missed opportunities for access** and for patients to **self-care** and seek advice
- Testing and results reporting **priority not aligned with operational urgency**
- Limited after hours or community support
- Poor **continuity** of care
- Loss to follow-up
- **DNAs**

Patient in the Community

First Outpatient Appointment

Diagnostics

Decision to treat/observe /discharge

Follow-Up/ Discharge

Systems & Communication Tools

- **Little clinical validation** through **triaging** and risk stratification
- No **feedback loop** for GPs & patients

- **Missed opportunities for access** and for patients to **self-care** and seek advice



- **Little clinical validation** through **triaging** and risk stratification

1. Support patient-initiated appointments

[today's date]



[first name] [last name]
[destinationaddress1]
[destinationaddress2]
[destinationaddress3]
[destinationaddress4]
[destinationpostcode]

[sourceaddress1]
[sourceaddress2]
[sourceaddress5]
www.kch.nhs.uk
Tel: 0203 299 9000

Hospital Number: [PatientID]
NHS Number: [NHSNumber]
D.O.B: [DOB]

Dear [firstname] [lastname],


Confirmation of your outpatient appointment

We are pleased to confirm that a face-to-face appointment has been booked for you with the **[speciality]** Department. The team are looking forward to meeting you in the clinic.

Date:	[appointment_date]
Time:	[appointment_time]
Under the care of:	[practitioner]
Hospital:	[hospitalsite]
Location:	[locationaddress1] [locationaddress2] [locationaddress3] [locationaddress4] [locationpostcode]

How to contact us about your appointment

Contact us about your request

 This will be read by a member of the team within 2 working days (Monday to Friday).

If you are seriously unwell, [call 111 or 999](#).

What would you like help with?

I want help for a medical issue

Contact us about your symptoms or medical condition.



I have an admin query

Contact us about clinic letters, recent tests, an existing appointment, or anything else admin related.



See NHS online advice

See advice and guidance on conditions, symptoms and treatments.



2. Triage earlier

9:41

How many COPD exacerbations have you had in the past 12 months?

An exacerbation is where your breathlessness or cough got worse and you needed to take a rescue pack or to seek medical attention (see [here](#) for more information).

9:41

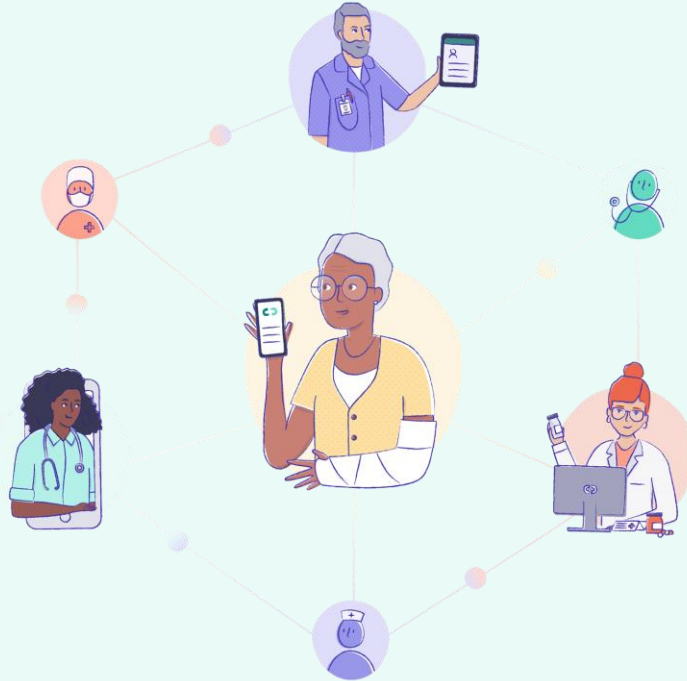
Did you go into hospital because of any COPD exacerbations?

An exacerbation is where your breathlessness or cough got worse and you needed to take a rescue pack or to seek medical attention (see [here](#) for more information).

✓
Yes

✗
No

3. Personalise communication



Drives productivity
Enables continuity
Increases access

Thank you