

Committee(s):	Date(s):
Health and Social Care Scrutiny Sub Committee	11 th November 2013
Subject: Barts Health NHS Trust update	Public
Report of: Director of Community and Children's Services	For Information
Summary	
<p>This paper gives brief updates from Barts NHS Health Trust. These include:</p> <ul style="list-style-type: none"> • Promoting the Minor Injuries Unit as an alternative to A&E • Outpatients' appointment booking systems <p>The Trust is currently undergoing a CQC inspection, and is expected to attend the next Health and Social Care Scrutiny Sub Committee to give a full update. The Trust will also be present at the Joint Health Overview and Scrutiny Subcommittee (JHOSC) on 20th November.</p> <p>Recommendation(s)</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> • Note this report and its contents 	

Main Report

This paper gives brief updates from Barts NHS Health Trust.

The Trust is currently undergoing a CQC inspection, and is expected to attend the next Health and Social Care Scrutiny Sub Committee to give a full update. The Trust will also be present at the Joint Health Overview and Scrutiny Subcommittee (JHOSC) on 20th November.

Promoting the Minor Injuries Unit as an alternative to A&E

Barts Health is working to ensure that it is prepared for winter, and the increase in demand for acute and emergency care which the season brings. Members may be aware that the Department of Health has released funding to the NHS to help support trusts during the winter. The funding has been agreed much earlier this year than in 2012, allowing everyone in the health and social care sectors to plan more effectively for winter. Barts Health has secured funding of £12.8m to boost winter care plans, and is working with commissioners and local providers to agree how best

to make use of the funds. This will include opening additional capacity in hospitals to meet expected demands for inpatient beds. Barts Health will continue to keep members informed.

In addition, and as part of the Trust's communications strategy, Barts Health is in discussions with local commissioners on a joint awareness campaign, supported through social marketing, to help members of the public make informed decisions about services to use during the winter period. Once the detail of this campaign has been agreed, Barts Health would welcome the support from the City of London and will be in touch with the City's strategy and communications team in due course.

Outpatients' appointments booking systems

Members have previously expressed concerns about patients being told to ignore appointments letters, and then subsequently missing appointments and being discharged. It is believed that such a situation may have arisen as a result of the previous system of "Partial Booking". Partial Booking relied upon sending at least two computer generated letters to patients asking them to call a call centre to book a new appointment. When a patient called and an appointment could not be booked, telephone staff escalated this and advised the patient that they would be contacted within two weeks with a new appointment. However, the telephone staff were unable to suppress the auto-generation of further letters, which is often why patients were advised to 'ignore' them should they receive any further correspondence.

This was a less than ideal process and would have been extremely frustrating for patients – this was one of the main reasons the Trust took the decision to move to a Full Booking Model earlier this year (in June 2013). Full Booking is a process whereby the Trust endeavours to make telephone contact with the patient, rather than put the onus on the patient by sending them several letters asking them to contact the Trust. Full booking is a simpler, less confusing and more efficient process and improvements have been seen for booking new appointments. This new system does rely upon the Trust being able to make contact with the patient by telephone, and if for some reason this is not possible e.g. they have been provided with an incorrect telephone number, then an appointment letter will be sent to the patient address on file.

Barts Health is working hard to improve outpatients' experiences. A full report on progress made is included as appendix 1

Appendices

1. Barts Health: Progress update on outpatients

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