

## REASON WHY?

NHS England (NHSE) have advised that not all patients require a face to face pre-operative assessment. Additionally, the implementation of the elective surgery hub has resulted in an increased number of patients requiring pre-operative assessments which cannot be met with the current capacity.

## PLAN

The plan was to review the current way in which pre-operative assessments were delivered.

In line with the NHSE guidance, the team looked to utilise virtual appointments as part of the improved process.

Through engagement with the teams, the following ideas were generated:

- Increased number of home clinics to be provided by the nurses
- Daily nurse screening role to be completed at home
- Widening admin role to support home working

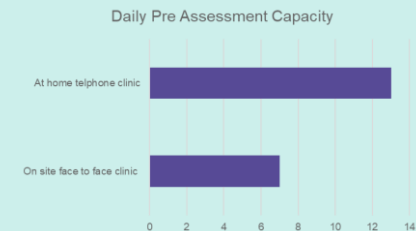


## DO

In order to support virtual clinics at home the team obtained laptops and phone licenses.

A process was developed utilising the Z Drive and a word document that the nursing team, healthcare and admin team had access to.

Home working clinics were set up enabling the teams to see 13 patients per clinic per day when compared to the 7 face to face appointment slots. Nurses were able to utilise the space at home which reduced the challenge of finding a suitable venue to carry out the clinics.



To increase capacity to carry out pre-assessment clinics by 50% by 1<sup>st</sup> November 2024.

## STUDY

The utilisation of virtual clinics has increased the capacity within the clinic by 85.71% with clinic capacity increasing from 7 patients to 13 patients per session. Between 7<sup>th</sup> October and 1<sup>st</sup> November 64 homeworking clinics have been booked. This means the total number of patients to be assessed has increased from 448 to 832, resulting in an additional 384 patients receiving a pre assessment in the month.

Additionally, this has had a positive impact on both patients and colleagues by:

- Enabling an increased workforce to support the elective hub
- Increases capacity as demonstrated in the bar chart
- Reduces carbon footprint
- Improves retention of staff within the department
- Moves towards digital solutions
- Increases overall patient satisfaction
- Predicted reduction in staff sickness

### Colleague Feedback

- *I feel less tired as I don't have added travel time*
- *I found this enjoyable and rewarding*
- *I have less interruptions meaning I can focus 100% on the task in hand*
- *I'm saving money as my petrol and car parking costs have reduced*

## ACT

The next steps are to ADOPT this process and continue to increase the number of clinics carried out from home.

Next steps include the introduction of a new screening role (daily role) as per the NHSE core requirements. The additional screening role can also be carried out at home.

The teams plan on sharing the learning across the wider teams for all departments wishing to increase their virtual capacity.