

Community Gynaecology Administration

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Summary

Brent

Hammersmith &
Fulham

Central London

- Overarching aim of the service is to provide high quality consultant-led/ specialist physiotherapy/ continence clinics
- Women presenting with gynaecology and continence symptoms.
- This service is run by Imperial within the geographical areas covered by CLCCG and H&F.
- The community gynaecology service treats patients with a broad range of conditions including incontinence, prolapse, pelvic pain, menstrual disorders and menopause concerns.
- Patients benefit from the expertise of gynaecological specialist GPs and consultants in settings which are closer to their home and more convenient than a hospital visit.
- Imperial College Healthcare Consultants - Led clinics in Brent - commissioned by Harniess Consortium.

Performance

Central London Community Gynaecology Activity

- 2016/2017 - 1755 attendance, 12% DNA rate
- Admin triage - 100% triaged in the last 3 months
- Clinical Triage - 100% triaged in the last 3 months
- RTT – 91% patients seen for initial assessment or first appointment within 4-5 weeks in the last 3 months
- Patients Experience- 77% report satisfaction and positive experience with the service in the last 3 months

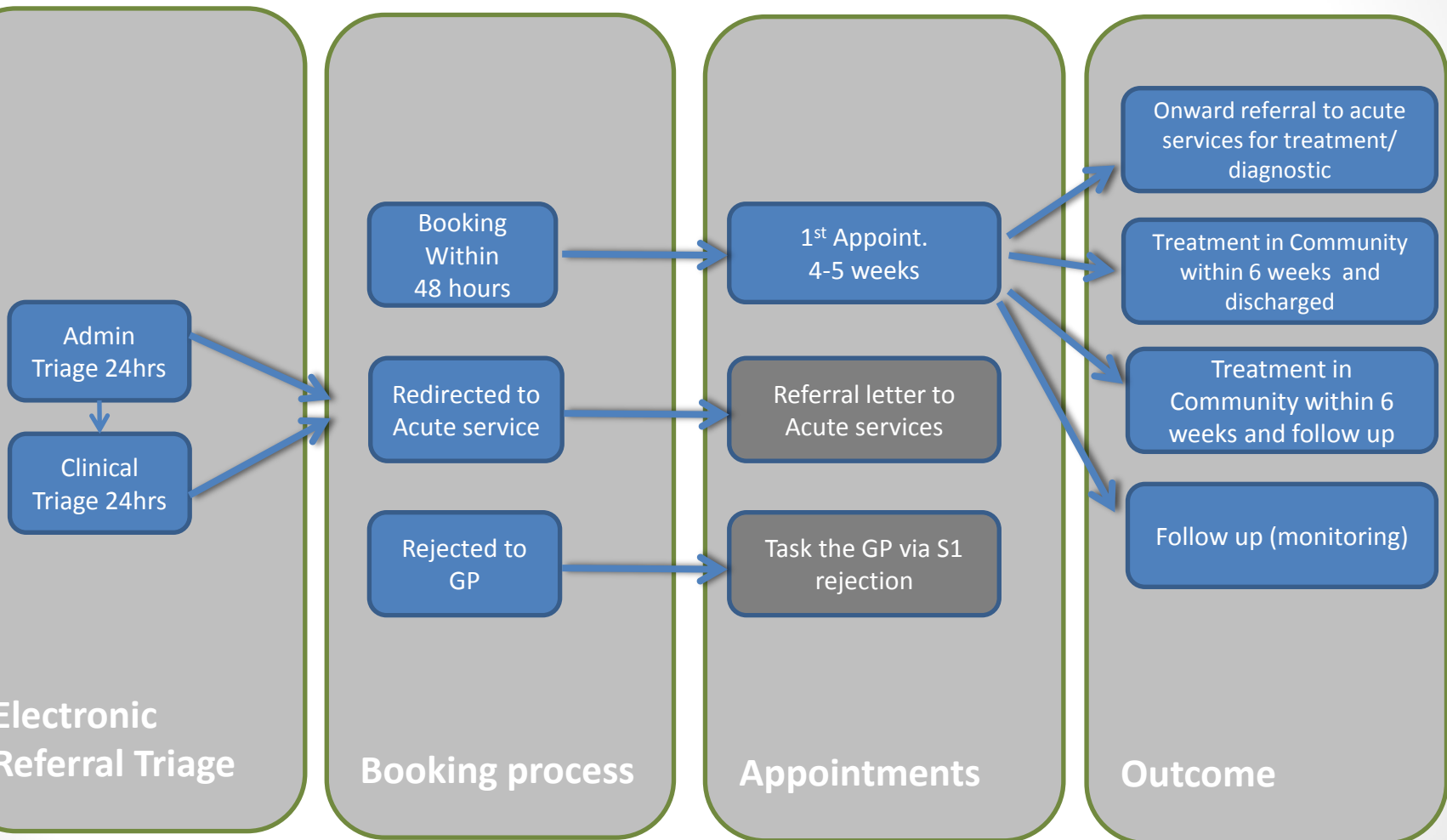
H&F Activity

- Year 1: 2015/2016- 1634 attendance, 18% DNA rate
- Year 2: 2016/2017 - 1667 attendance 12% DNA rate
- Admin triage - 100% triaged in the last 3 months
- Clinical Triage - 100% triaged in the last 3 months
- RTT- 75% patients seen for initial assessment or first appointment within 4-5 weeks in the last 3 months
- Patients Experience - 97% report satisfaction and positive experience with the service in the last 3 months

Vision

- Patients to be seen in the right place at the right time
- Receive as much of the care as they need within a multi-disciplinary consultant-led community based service
- Delivers excellent outcomes in line with NICE guidance and best practice
- Deliver care outside the acute setting and closer to home for patients with the aim of reducing all acute referrals.
- Operate a one-stop-service as far as possible, where patients are assessed and receive treatment in the same appointment by the most appropriate healthcare professional

Administration Booking Process



HOW TO REFER

- Referrals CAN ONLY BE MADE via SystemOne (Referral Wizard)

WHEN WILL PATIENTS BE SEEN?

- Routine referrals will be seen within approximately 4-5 weeks of receiving the referral.

WHERE WILL PATIENTS BE SEEN?

- Lisson Grove, Gateforth Street, Marylebone London, NW8 8EG
- Pimlico @ The Marvern, 46-50 Lupus Street, Pimlico, London, SW1V 3EB
- Patterson Wing, St Marys Hospital, Winsland Street, Paddington London, W2 1NY
- Pilot Wing, Charing Cross Community Health Clinic, Charing Cross Hospital, Fulham Place Road, London W6 8RF
- Parkview, 56 Bloemfontein Rd, White City, London W12 7FG

WHAT HAPPENS NEXT

- Most patients will be discharged back to your care with a treatment plan
- If your patient needs specialist care we will refer the patient directly to a secondary care provider of their choice and advise you of this referral
- Diagnostic tests and biopsies will be undertaken in clinic when necessary

Key Performance Indicators (KPI's)

- RTT (referral to treatment) time – ≤ 6 weeks within the community
- Admin triage - 100% of referrals to service within 24 hours
- Clinical triage - 100% of admin triage within 24 hours
- 75% of patients report satisfaction and positive experience with service
- Audit data provided of breakdown of annual activity in terms of ethnicity and age
- 65% of gynaecology referrals received from GPs are managed in the community service
- 80% of patients to be seen for initial assessment or first appointment within 4-5 weeks of being triaged into the service
- If patient cancels twice on consecutive appointments they are liable to be discharged except in exceptional circumstances. A warning will be given after first cancellation

Improving patient pathway

- Attaching referral documents in time
- Sharing in records
- Sending patients with appropriate diagnostics (Ultrasound)
- Sending electronic referrals

Outcomes

- Reduce the number of OP appointments
- Reduce the number of unplanned admissions
- The service aims to deliver the majority of diagnostics and outpatient activity within primary and community setting
- Better quality of service and outcome for women with common uro-gynaecological or continence problems

Any questions?