

Digital Outpatients – Making digital outpatients a reality

DigitalHealth.London worked with NHS Improvement and the 15 Academic Health Science Networks to help organisations take advantage of digital technology to improve the outpatient experience for both patients and medical staff.

As part of this initiative, DigitalHealth.London facilitated a pan-London workshop, with the theme of ‘Channel Shift to Digital Outpatients’. Transformation leads, clinicians and operational leads from more than 20 London Trusts attended.

Digital Outpatients Collaboratives

The initial workshop generated two new [collaboratives](#) focusing on virtual consultations and streamlining outpatient processes, such as appointment booking, communication with patients, remote consultations, and virtual follow-ups. These collaborations have inspired and helped to empower teams to take action.

Hillingdon Hospitals NHS Foundation Trust team:

- has streamlined its referral process.
- has put in place a digital solution to replace a lengthy, paper-based process.
- has reduced referral times and the number of inappropriate referrals.
- has improved patient experience and satisfaction.

Moorfields Eye Hospital NHS Foundation Trust:

- is rolling out DrDoctor, a former DigitalHealth.London Accelerator company which provides an automated scheduling and appointment reminder app that reduces no-shows and gives patients greater ownership of their appointments.
- is improving ethnicity data capture to understand ‘did not attend’ rates, and target awareness campaigns at minority audiences.



King’s College Hospital NHS Foundation Trust:

- is engaging effectively with patients using SMS via the Healthcare Communications Ltd. platform.

St George’s University Hospitals NHS Foundation Trust:

- is developing a virtual fracture clinic, after Barts Health generously shared expertise and a standard operating procedure and process map.

Regional Expansion:

Sponsored by NHS Improvement, and facilitated by the Academic Health Science Network (AHSN), DigitalHealth.London has worked closely with [regional AHSNs](#) to deliver comparable workshops in Leeds, Reading, Merseyside and Birmingham, supporting the sharing of best practice, helping to unblock barriers to digital transformation, streamline processes and improve patient experience.

At the time of going to press, 383 delegates across 122 Trusts have been exposed to over 51 carefully selected digital industry partners operating in the outpatient space.

“After hearing what others were doing, we have been able to move forward with setting up our virtual fracture clinic. It also highlighted that we can move on with making patients more involved in the programme set-up, and we’re setting up a co-design group, incorporating feedback from patients.”

Clare Benjamin, Programme Manager at St George’s University Hospitals NHS Foundation Trust

