

Stories showing the impact
of evidence on QI projects

Design of theatres and critical care

Anticipated design of new critical care build- evidence has been embedded into the architect plan, proving the positive impact on quality of life for patients with access to fresh air and natural light.

Partial Bookings

- An evidence request has been completed to search for case studies and supporting evidence for partial booking. There is little detail as to exactly how other trusts have implemented it.
- There is an association between partial booking, patient choice approaches and strict rules on managing DNAs in relation to tactics to improve appointment capacity.
- There is a [case study](#) from Wales describing a problem with patients phoning in to book appointments and how telephone flow was improved and calls answered increased from 86% to 96%.
- There is an extract from [University College London Hospitals NHS FT Patient access user manual](#) “Page 23- for partial booking... patients that do not respond within 3 weeks of first contact are sent a second contact letter. If after 2 weeks there has still been no response then patients not identified as being at risk will be discharged back to the GP. Patients identified as being at risk will be escalated to the responsible clinician to decide if they should be discharged or contacted again.”

Outpatients- Virtual Appointments

Evidence search has contributed to ongoing redesign of outpatient services, particularly around offering more virtual appointments to patients. Evidence includes sustainability of in-person appointments, impact on patient wellbeing of travelling to site and time spent on both virtual and in-person appointments, as well as issues of confidentiality.

Hand Clinic

Improvement project looking at offering patients undergoing hand surgery the option to have all of their follow-up therapy appointments at the same time without the need for multiple hospital visits. Evidence search supported the need for onsite space to provide this service.