

# West Suffolk NHS Foundation Trust

## West Suffolk NHS Foundation Trust-Executive Summary

**Project Name:** Development of a new and expanded medical Retina Unit by repurposing the current underutilised clinic rooms and waiting area.

### Joint Working Project Summary:

The project will include the redesign and repurposing of the underutilised clinic area in the Trust premises. It will enable the maintenance of timely appointments in line with the applicable national guidelines, and allow for the forecasted continued increase in demand, and ultimately ensure there is adequate capacity to manage current and future workload. It will also ensure patient-centric treatment can be reliably delivered, and in addition, will allow the Trust the ability to offer a one-stop clinic environment reducing the need for costly weekend additional clinics.

Specifically, the project aims at providing:

- improved patient experience with the new service design through reduced waiting times, reduced clinic visits and less actual time once in clinic;
- more efficient use of NHS resources through improved flow of the service and resource utilisation deriving, from not having patients back for “injection only” visits, and a reduction of weekend clinics.
- dedicated medical retinal area and equipment (not clean room): improved efficiencies in patient throughput and less demand on equipment from other departments causing patient and staff waits.

### Expected Patient Benefits:

- improved patient experience with the new service design;
- reduced waiting times;
- reduced clinic visits and less actual time once in clinic.

**Start Date and Duration:** July 2019 to September 2021 - 26 months

UK | March 2021 | UK | UK2103112848

## West Suffolk NHS Foundation Trust (WSFT)-Outcomes Summary

**Project Name:** Development of a new and expanded medical Retina Unit by repurposing the current underutilised clinic rooms and waiting area.

**Completion Date:** 30th September 2021

### Outcome Summary:

The project has improved patient experience with the new service design of a 1-stop clinic through reduced waiting times, reduced clinic visits and less actual time once in clinic

### Key Project Outcomes Data:

- 85% reduction in wAMD Patients seen during weekend clinic (Target 80%)
- 80% achievement of patients seen in the 1 stop clinic (Target 75%)
- 99% patients rate the 1 stop retina service as satisfied or very satisfied (Target 75%)

#### **Outcomes:**

- The project achieved an improvement in service delivery across multiple parameters by the successful implementation of 1-stop clinics.
- More efficient use of NHS resources through improved flow of the service and resource utilization deriving, from not having patients back for “injection only” visits and a reduction of weekend clinics.
- Dedicated medical retinal area and equipment (not clean room): improved efficiencies in patient throughput and less demand on equipment from other departments causing patient and staff waits.
- Improved patient experience with the new service design through reduced waiting times, reduced clinic visits and less actual time once in clinic.
- Exceeded aspiration of 4 x 1-stop clinics per week, achieved 5 x 1-stop clinic per week.

#### **Quote from Partner:**

*“The project, through the implementation of 1-stop clinics, has reduced resource burden by removing five injection only clinics as activity delivered in 1 stop. Resources were able to be reallocated within the department. Furthermore, the development of the clean room to facilitate 1-stop has leveraged opportunity to further reconfigure the ophthalmology department and free up theatre space/ time for further expansion”.*

#### **Conclusion:**

The project achieved an improvement in service delivery across multiple parameters by the successful implementation of 1 stop clinics.

Project Outcomes Summary: UK2204215933

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