



Issue 12

Autumn 2012

Insight

newsletter

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Welcome

from the Chief Executive

Dear Readers

I'm pleased to introduce myself. I'm Stuart Bell and I have been Chief Executive of the Trust since 1 October 2012. I was previously the Chief Executive at South London and Maudsley NHS FT and have experience of mental health, community and acute services. I am looking forward to working in the Trust, building on our assets and working towards providing high quality integrated care for the communities we serve.

There are many opportunities for us to maximise on the work and relationships we have already established to help improve outcomes for patients. We have a good foundation to build on in terms of translating research in a range of areas into clinical practice and we can do this in partnership with our local universities and healthcare partners. We have a great track record for innovation and we need to ensure that this continues.

Over the past couple of months I have been busy getting to know more about the Trust and meeting patients and staff across a range of services. I have also had the opportunity to meet some of our partners in other NHS Trusts, universities and voluntary organisations. Thank you to everyone who has made me feel so welcome. I look forward to sharing more with you over the coming months and hearing your views on our services.

Best wishes, Stuart



Insight

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If you have an interesting story to tell or know of a person or service that deserves a special mention then we would like to hear from you. The deadline for the Winter Edition of Insight is **Monday 18 February 2013.**

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Building for the Future

by Stuart Bell

The Trust was delighted to host a visit from David Lidington, MP for Aylesbury, on Friday 16 November when he came to see the site of our new mental health hospital for Buckinghamshire. David spent some time on the site with me, Eddie McLaughlin, Divisional Director for Mental Health Services, Michele Harding, Head of Acute Services and Mark Bateman, Capital Development Manager, which gave us the opportunity to show him the plans for the hospital and explain our vision for the provision of mental health services in this modern, purpose built facility. We were also given a full guided tour of the site, and with the steel frame now in place for the resource centre and the four wards, it was a good opportunity to understand what accommodation the new site will provide.



The new hospital gives us a first class new building for adult and older adult mental health services currently based at the Tindal Centre and Cambridge House in Aylesbury, and the John Hampden Unit on the Stoke Mandeville site. The new site will also be the base for our community teams who cover the population of Aylesbury and North Buckinghamshire.

Provision on the new site will include 80 single bedrooms, all with en-suite accommodation across four inpatient wards. There will be dedicated space for a greater range of therapy services as well as a learning zone, library, multi faith worship and publically accessible café, all encompassed by large outdoor green space and gardens.

We had a very interesting discussion on what we predict the future of mental health service provision might look like and we were able to talk to him about some of the research that is being undertaken in mental health and how this will ultimately help us shape our future services.

When we started this project we made a commitment to ensure that we engaged with interested stakeholders throughout the duration of the project, so having David visit the site and show his interest and support of the project was very welcome.

Recognising our exceptional staff

We expect all of our staff to be exceptional but every month we make a point of rewarding a team or individuals who have made a real difference. Our exceptional staff for July, August and September are:

July 2012

Dominic Logue, Specialist Alcohol Addictions Nurse
Specialist Community Acute Service,
Buckinghamshire

August 2012

Chris Presland, Team Manager
Older Adult Mental Health Services

September 2012

Amanda Flowers, Ward Manager
Cherwell Ward, Fulbrook Centre, Oxford

Rita Ricketts-Arthur, Acting Charge Nurse
Watlington Ward, Marlborough House

Have you come across a member of staff who has made a difference?

If you have we would like to hear from you. You may nominate any member of staff or a whole team. So, if someone has made a difference, however large or small, we would love to hear about it. To make a nomination you can either visit our website www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/ or contact Abi Lester, Communications & Involvement Administrator, email: abigail.lester@oxfordhealth.nhs.uk or telephone: 01865 738536.



United Against Mouth Cancer



For the second year in a row, the Trust's Oral Health Promotion Team helped promote Mouth Cancer Action Month by staging a Health Bus event at the Kassam Stadium, Oxford on match day. The team, who were giving advice and information to the public, were joined by a specialist from the Oxford University Hospitals NHS Trust's Max-Fax team who was on board the specially designed bus screening for symptoms of mouth cancer. Also joining them for the day were members of the Trust's Smoking Cessation Team and Health Promotion Unit.

Heather Duignan, Health Improvement Practitioner, from the Trust said " *We were very excited to have the opportunity to visit the Oxford Stadium to raise awareness of mouth cancer. Latest figures show that incidence rates of mouth cancer in the UK have increased by nearly 30 per cent in the last decade, while four in five people still do not know any symptoms of the disease. We hope that by raising awareness we can help to prevent mouth cancer and encourage prompt diagnosis. Early detection really does save lives.*"



This October, England's eight million smokers were encouraged to take part in the first ever mass quit attempt launched by the Department of Health, called Stoptober. This was a new approach to encourage smokers daunted at the prospect of quitting for good to give it a go. It gave them an opportunity to try to become smoke-free in a "realistic" time frame.

Research shows that if you can stop smoking for 28 days you are five times more likely to stay smoke-free. Stoptober provided smokers with the motivation, encouragement and advice needed to quit for good.



The Trust's Oxfordshire Smoking Advice Service supported this new national campaign, guiding smokers through a detailed 28-day programme to help them achieve their stop smoking goal.

"We wanted to help as many people as possible in Oxfordshire to become smokefree", said Laura Wardak, Smoking Cessation Coordinator. "We know how difficult trying to stop smoking can be for many people. Stoptober offered smokers a supportive and encouraging process to follow to help become smoke-free within a month. It encouraged smokers to share their experiences and tap into all the social and professional support that is available to help them in their quit attempt.."

Smokers received advice and encouragement through a daily messaging service, and expert advice through the Stoptober mobile phone app and Smoke-free Facebook page which also provided participants with a new preparation pack, 28 day Quit Calendar and Health and Wealth wheel.

The benefits from not smoking are numerous. As well as the financial benefits of stopping smoking, those who undertook the 28 day programme would have experienced physical improvements including a better sense of smell and taste and more energy. Most of all, quitting for 28 days would have given the smoker the belief that stopping was not beyond their reach.

Longer term, those who stop smoking reduce their risk of heart disease and respiratory disease, many smoking related cancers and other debilitating health issues. Protecting others from their second-hand smoke is also another massive positive outcome for the smoker and their family including their pets!

Smoking is the biggest cause of premature death in England and each year it accounts for over 80,000 deaths and one in two long-term smokers will die prematurely from a smoking disease.

Stoptober 2012 kicked off on Monday 1 October and ran for 28 days. The Smoking Advice Service distributed Stoptober materials to all the GP surgeries and pharmacies in Oxfordshire where trained NHS Stop Smoking Advisers were ready to help. The service was also present at Freshers' Fairs and other local events at workplaces and children's centres.

For more information on stopping smoking, visit www.smokefree.nhs.uk or contact the Oxfordshire Smoking Advice Service on tel: **0845 40 80 300** for details of your local trained Stop Smoking Adviser.

Pictured top: *Local MP Andrew Smith had his carbon monoxide level checked at the Smoking Cessation Stoptober Stand at the at Blackbird Leys Fair on Saturday 29 September.*

Pictured bottom: *Xanthe Bevis, Smoking Cessation Specialist for Workplaces, promoting the Oxfordshire Cycle Challenge as part of the Stoptober Campaign on 27 September 2012*



News in brief.....

Colleagues Bid Farewell to Vivienne

Colleagues at Abingdon Community Hospital said fond farewell to Vivienne Cripps at the end of October when she retired from her position of Registered General Nurse.

Vivienne graduated as a State Registered Nurse in 1966 and her career in the NHS has spanned more than four decades. For the last twenty years Vivienne has primarily worked on Ward One, at the Abingdon Community Hospital, although she has provided cover and support to other wards and hospitals when needed.

Vivienne, who is described by her colleagues as having a naturally warm, kind and caring nature, will be much missed.

We wish you a long and happy retirement!



Artscaping the Oxford Clinic Reception

With the support of Artscape, service users from the Oxford Clinic have led a project to refurbish the Oxford Clinic Reception. They have attended working group forums to devise a colour scheme and themes to make the reception area more attractive to all who

visit. The focal point will be a collection of artwork produced by the service users.

Though not yet completed, this project has proved so popular that other units within secure services have already voiced their interest in replicating this idea.

For further information, please contact Vanessa Odlin via email on: Vanessa.odlin@oxfordhealth.nhs.uk

News in brief.....

Sharing Local Work

at the South of England
Annual Safe and Productive Care
Celebratory Conference

Staff from the Trust's Productive Care Team hosted two sessions at the recent NHS South of England Safe and Productive Care Celebratory Conference, held on 3 October 2012 at the Madjeski Stadium, Reading.

The event was designed as an opportunity for healthcare organisations from across the South of England to come together, share and celebrate success in improving patient experience and care.

Helen Bisp, Tessa Slater, Jenni Guest and Anne Harris from the Productive Care

Team presented on "*Making the Links Real: supporting teams to use Productive Care outputs as assurance against related CQC (Care Quality Commission) outcome requirements.*"

Nearly 60 delegates attended the presentations which covered work prompted by the need to help clinical front line teams identify sources of, assurance against the CQC outcomes. A description was given of the mapping process undertaken between the Productive Care module outputs and the requirements of the related CQC Essential Standards.

A quick reference guide developed for use at ward level was shared, together with examples of the links between selected CQC outcomes and illustrations of good practice Productive Care work.

A Special Award for Ian



Ian Hartford, who is a Healthcare Assistant based at Bullingdon Prison, received the Chief Executive's Special Recognition Award in September for outstanding professionalism and conduct. Ian was recognised for the lengths he had gone to, to ensure a patient received the care he needed.

Ian was presented with his award by Jill Lark, Registered General Nurse, who nominated him for the award.

The Bridge Building Service - Return to Work

The Return to Work Service provided by the Bridge Building Team is offered to service users who are currently in employment and are recovering from an acute episode of mental illness. Service users who have been signed off sick from their employment, will often require support to make a successful return to their job.

The Work Environment Impact Scale (WEIS) is used to identify specific areas of need, alongside other tools to determine how certain areas of work can impact upon the service user's physical, social and emotional wellbeing. This assessment forms the basis of a detailed report which outlines recommendations, taking account of reasonable adjustments as guided by the Equality Act (2010). Recommendations may include a phased return to work or changes to specific duties or roles. Meetings with the employer, occupational health and/or Human Resources will also be offered to ensure a collaborative, successful return to work is facilitated. The service can provide support and education for employers regarding mental health problems and legislation to increase their overall level of knowledge and awareness for the future.

Following a team away day earlier this year, it was found that 88% of service users who had been supported with their return to work by the Bridge Building Service had made a successful return to their employment. Future plans for the service include the development of a training package for local employers wishing to further educate their line managers about mental health and equality for all.

Healthy Minds help people with COPD

In February 2012, Healthy Minds, a service that provides talking therapies to people with anxiety, depression and common mental health difficulties in Buckinghamshire, was selected by the Department of Health as a pathfinder site to explore the best way to provide integrated psychological and physical care to people with COPD (Chronic Obstructive Pulmonary Disease). The project built on excellent work already undertaken to enhance respiratory care in Buckinghamshire. Staff from Healthy Minds began working with nurses based at nine GP surgeries in High Wycombe to deliver clinics teaching self-help techniques to tackle breathlessness as this approach has been shown to improve mood, reduce A&E attendance and prevent acute admissions.

The results of surveys taken with people who have so far completed the eight-week programme are highly promising: all patients who have received therapy reported significant improvements in their mood, to the extent that they were no longer diagnosable with a mental health condition.

Dr John Pimm, Clinical Lead for Healthy Minds said: *"Although this initiative is small, there has been considerable interest from patients, service user groups and those within the NHS and we are learning a great deal about the realities of integrating care. Integrating physical and psychological care could potentially provide much better outcomes and quality of life for patients, as well as significant savings for the NHS."*



Safer Care collects its first award

The Community Acute Services (CAS) in Oxfordshire and Buckinghamshire, part of the Mental Health Division, have been formally recognised for their outstanding contribution towards patient safety, at the Safer Productive Care Celebratory Conference. The awards were presented by Ashley Brooks, National Patient Champion (pictured top left).

Michele Harding (pictured top centre), Head of Adult Acute Services, Mental Health Division collected her award and Jill Addis (pictured top right), Safer Care Trust Lead, collected certificates on behalf of Holly Harman and Anne Dolan, CAS Team Managers. The awards are a celebration of the hard work and commitment from all team members in suicide reduction across the services. The teams have been using Improvement Science approaches to facilitate changes in practice and enhance the safety of patients in their care. Having worked for five months on the project, the team now has statistically robust evidence demonstrating sustained reliability at 100% for specific aspects of care.

Insight E-news Round-up

What you may have missed....

We circulate an e-news version of Insight, during the months when a full copy of Insight is not produced. Here you can see a summary of the stories from September and October's e-news.

Health Matters



The Trust's Health Matters events, which are open to members of the public, continued throughout the autumn. On 25 September, the Trust held another Health Matters event in partnership with Science Oxford. The topic was Alzheimer's and the speakers were Dr Svetlana Hemsley, Specialist Registrar, and Claire Merritt, a Research Nurse with Thames Valley Dendron.

On 30 October, the theme was Advance Care Planning, with a focus on planning for end of life care. The speakers were Kate Butcher and Claire Britton, Practice Development Facilitators for End of Life Care (pictured left).

For details of future Health Matters talks, please visit: <http://www.oxfordhealth.nhs.uk/news/>

Annual General Meeting



On 6 September we held our Annual General Meeting (AGM) covering 2011-12. The event was held at the Kassam Stadium in Oxford and was well attended by over 100 members of the public and staff. The event began with an opportunity for people to look at displays from a range of services across the Trust. The evening then continued with our formal AGM presentation of the Annual Report and Accounts for 2011-12 to our Members' Council.

Pulmonary Rehab - It's Not Too Late!



The Trust's Community Respiratory Service marked World COPD Day on 14 November. As well as running an awareness event for shoppers at Templars Square Shopping Centre, Cowley, Oxford, offering advice, information and free spirometry tests, the team also launched a film to help promote the Pulmonary Rehabilitation Programme to patients and healthcare professionals.



The film gives an insight into what the courses entail. Rachel Lardner, Pulmonary Rehabilitation Team Lead, said "Our Pulmonary Rehabilitation courses help people to be able to do more day-to-day, and to understand their lung conditions better so they can help themselves to stay fitter and healthier and hopefully stay out of hospital. We know that people get quite anxious about going to a gym and so we thought the film would be a good way of showing people what the course was really like."

To view the film please go to the Trust's You Tube channel:

<http://www.youtube.com/user/OxfordHealth>

New Reflective Garden for Young People



A new garden space has opened at Boundary Brook House, one of Oxford's main centres for Child and Adolescent Mental Health Services (CAMHS), allowing families a peaceful area for contemplation. The Reflective Garden has come about after St Edward's school chose Oxford Health NHS Foundation Trust's CAMHS services as the focus for its fundraising activities.

If you would like to know more about any of these stories then please visit <http://www.oxfordhealth.nhs.uk/news/> If you would like to subscribe to Insight E-news then please email wendy.samways@oxfordhealth.nhs.uk

Health Matters in Buckinghamshire

Bucks New University hosted a packed out Health Matters lecture, on the evening of 20 November, in which Dr John Pimm (pictured second right), explained the far-reaching benefits and ambitious aims of the national IAPT (Improving Access to Psychological Services) programme.



Dr Pimm is Clinical Lead for Buckinghamshire's Healthy Minds service, providing talking therapies for people with common mental health difficulties such as depression and anxiety. To an audience of over 100, he explained how his service has played an important role in achieving the goals of the IAPT programme which was set up by the government in 2008 with the aim of delivering talking therapies to 900 000 people. In addition to this ambitious target was the aim that 50 per cent of people receiving therapies would enter recovery.

Dr Pimm said: *"In the first three years, we have now exceeded that first aim – over a million people have now entered treatment. Our recovery rates, while currently just below 50 per cent, stand at 46 per cent which is still a very impressive figure."*

Dr Pimm added that an essential next challenge for his service and others across the country was to extend services to people from black and ethnic minority groups, as well as those who are over 65. However, given the government's recent emphasis on the need for better access to mental health services, it is an exciting time for Healthy Minds and its fellow IAPT services. Dr Pimm said: *"There's fresh impetus from the NHS commissioning board to make sure that mental health patients have a so called 'parity of esteem' in GP surgeries. Services such as Healthy Minds will be playing an increasingly important role in the future of NHS care."*

The audience at High Wycombe also heard a powerful account of depression and the crucial support provided by Healthy Minds, from Buckinghamshire resident Ailsa Harrison (pictured centre). Dr Pimm's interactive talk also at one stage saw the audience handling and tasting raisins as part of a psychological strategy called 'Mindfulness'. He also discussed an exciting study his service has been involved in that has seen people with respiratory diseases COPD enjoy far better mental health through treatments that provided as part of integrated psychical and psychological care.

Supporting Young People Who Self-Harm

A group of multidisciplinary professionals from across Buckinghamshire - including Oxford Health NHS Foundation Trust staff - have met to discuss how best to support young people who self-harm.

On 6 November, the group met to discuss the Children and Young People Urgent Care programme, aiming to plan a consistent pathway across a wide range of services for young people and their families that is high quality, safe and effective.

Participants included local schools, school nurses, social workers, GPs, paediatric and A&E consultants, psychiatry consultants, lead nurses and the Oxford Health NHS Foundation Trust Child and Adolescent Mental Health Service team. The event was a chance not



only to network and to meet local colleagues, but also to review the NICE Best Practice guidelines which were presented by Kielly Alfoadari – Dialectical Behaviour Therapy Lead at Oxford Health NHS Foundation Trust.

A number of perspectives were provided which were very enlightening - including that from Mr Greg West, Deputy Head at Mandeville School, who said that for school teachers self-harm is a daily occurrence: self harm affects six per cent of the young population.

A report has just been published called "Talking Self Harm" by Young Minds (2012) which was reported in the Lancet – it notes that "The number one reason parents, teachers, young people and GPs think young people who self-harm stop doing so is that they find better ways to cope with the emotions associated with it, principally through getting support."

This inspired the group to keep collaborating. Steps have now been taken to set in place a pathway which spans "in hospital" and "in the community" and to produce other resources that will be useful for non-clinical colleagues such as teachers.

For more details about the children and young people urgent care programme or mental health please contact: Stephen Murphy - GP and Clinical Commissioning Director for Mental Health and Staying Healthy - Chiltern Clinical Commissioning Group stephen.murphy@nhs.net.

Productive Care: Making a Positive Difference to Service Users, Patients, Carers and Staff

Where have we come from?

The Productive Ward programme was first implemented in the Community Hospitals and Inpatient Mental Health Wards in 2009. It was a new national initiative and we were involved in the early implementation and evaluation of the Programmes.

The Productive Programmes look to increase direct care time and reduce waste by providing front line teams with specific tools and techniques. It is a framework to enable staff to make sustainable changes which improve the safety and quality of the care they deliver. The programme follows Lean-based principles through various modules developed in conjunction with clinical teams.

Where are we now?

Various teams across the Trust have continued implementing this approach to successfully embed improvements in their care processes. The underlying principle of the Productive series is that change is driven by staff and therefore enables staff to problem-solve, develop leadership skills and improve team working.

The Productive Care Team has rolled out this initiative to 120 teams, including:

- Community Hospitals.
- Mental Health Wards.
- Adult Community Services.
- Children and Family Services.
- Mental Health Community Teams.
- Offender Health.

The impact of the adoption of this programme includes:

- Released time to re-invest in direct patient care.
- Enhanced patient safety by monitoring and proactive management.
- Key processes underpinned with standard operating procedures.
- Improved patient experience and involvement.
- Improved staff experience and engagement.
- Quality of care assurance tools developed.
- On-going cost avoidance through streamlining stock: £ 24 000 saved through the Swap Shop.
- Staff education and development.
- Local recognition of the Trust's Productive Programme team,SHA award 2011.
- National and international visits hosted.



Where are we going?

We are now re-launching to become Productive Care so that continuous improvement becomes part of 'how we do things in Oxford Health NHS FT', to work towards our vision of 'Outstanding Care Delivered by Outstanding People'.

We are rolling out Productive Care to the remaining clinical care teams across the Trust to maximise the benefits for our patients, service users, carers, staff and the organisation. We will continue joint working with Human Resources and Learning and Development to ensure the principles of Productive Care are integral to job descriptions, induction, education programmes and the staff review process.

We will continue to stimulate innovative thinking, ideas and approaches among individuals and teams to deliver improvements to the services we provide for our patients and service users.

The Productive Care Team can be contacted on telephone: 01993 209460 or via the Intranet - click on the Improvement and Innovation button on the home page. Alternatively please contact Pam Treadwell, Programme Lead via email: Pam.Treadwell@oxfordhealth.nhs.uk

Childrens Continuing Health Care Launch

Children's Complex Care is now to be known as Children's Continuing Health Care (CCHC).

In 2010, following the publication of the Children's Continuing Care Framework, the Complex Care team here in Oxfordshire quietly piloted several ways to access the framework and best use it to create options for health care packages in children's services. Designed to meet the health care presentations of some of the more complex health needs presented to services, it understandably took some time to gauge the balance.

Today our newly expanded Children's Continuing Health Care (CCHC) team of nurses and administrators have incorporated the framework assessment criteria into a snappy little referral tool to use the framework and information forwarded by the referrer to assess cases for entry to the service.

We work closely with our partner agencies (and adult services for some young people) to develop bespoke packages of care. Sometimes it can be as simple as funding some additional, flexible care in the home. At other times we work with our partner agencies to identify residential placements that can best meet the child's social, emotional, physical and educational needs. CCHC also work closely with social workers and education colleagues to monitor the placements and packages to ensure the highest standards are maintained and needs continue to be met.



Children's Continuing Health Care now consists of cases managers, specialising in learning disability, mental health and physical health and administrators who, as ever, hold the process of team functioning. Over the course of the autumn, representatives of the Children's Continuing Health Care team will be out and about within the Trust, Oxfordshire County Council and other agencies highlighting the work and ensuring that the team's vision statement: *"A team of experienced specialist nurses and administrators working together across boundaries to provide a unique assessment and health care options service for those with exceptional health needs"* is heard. If you would like the CCHC to visit your team, or you if you wish to make or discuss a referral then please contact the team on telephone 01865 265025 or via email childrenscontinuinghealthcare@oxfordhealth.nhs.uk

Care Clusters and Care Packages in Mental Health Services

What you need to know

Care clusters are groups used to link service users with similar diagnoses and therefore similar needs. All Secondary Mental Health Services providing care to Adults of Working Age and Older Adults within England are required by the Department of Health to implement care clustering by April 2012.

Care clusters also form the classification system of **Payment by Results** (PbR), a change to the way our services are funded.

Payment by Results (PbR) aims to:

- Identify service users who are being treated in a similar way - the Mental Health Division allocated a care cluster to almost all service users by December 2011.
- Agree what should be provided as an appropriate care package for these groups - we have spent considerable time developing care packages appropriate to an individual's cluster allocation. The care package will broadly describe:
 - * The care and treatment a person should be offered.
 - * The time required for the delivery of the treatment.
 - * The staff needed to carry out the treatment.

The care package can then be tailored to the individual's needs and circumstances to ensure they receive an individualised care package.

This will allow the professional to follow a very clear framework that is outcome focused and ensure that the individual receives the care that is required to enable them to work towards recovery, to a point where they can find meaning and control of their own lives.

PbR will offer an opportunity to improve services, facilitate choice, enable service innovation and increase value for money. In doing these things it will also allow people who are using services to work in partnership with the service provider to a clearly defined outcome. The most important point is that the desired outcome is in the best interest of the individual, enabling them to get the best from secondary mental health services and ultimately gain control over their lives.

In the near future we will be running pilot studies across the Mental Health Division to understand how they fit with current services.

If you would like more information on Payment by Results, Care Clusters and Care packages please email Care.clusters@oxfordhealth.nhs.uk.

Choose and Book - Oxfordshire Podiatry Service

From 5 December 2012, GPs have been able to make referrals for first outpatient appointments to the Oxfordshire Podiatry Service using Choose and Book. The Oxfordshire Podiatry Service is one of three pilot sites in our Trust that are implementing Choose and Book. The other pilot services are Muscular Skeletal Physiotherapy and the Dental Service.

The Trust is implementing the directly bookable (DB) method which will mean the patient will be able to leave the GP surgery with an appointment date and time.

Benefits of Choose and Book

The benefits of Choose and Book can include:

- a reduction in the amount of time spent on the paper chase and bureaucracy associated with existing referral processes,
- reduction in the amount of time spent by administrative support staff in responding to patients' enquiries about the progress of referrals,
- removes the need for paper referrals and their inherent risks as the service is able to access the referral information and securely process referrals online from any clinic location,
- a reduction in the number of patient Did Not Attends (DNAs) (patients who do not turn up for appointments) because patients agree the place, date and time of their appointment. This leads to fewer wasted appointments and helps to improve the overall efficiency of outpatient clinics,
- the service can specify/highlight any helpful preliminary investigations/information needed about the patient prior to patient attending clinic.

For more information on choose and book please visit:

<http://www.chooseandbook.nhs.uk/staff/overview/whatis>

Directly Bookable (DB) Services

