NHS
Royal Devon University Healthcare
NHS Foundation Trust

Title: Outpatients Activity

Reference Number: RDF1179-23
Date of Response: 25/01/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Dear Freedom of Information team,

This is a freedom of information request for details on outpatient activity for 2022:
Answer: Please see table below for Royal Devon University Healthcare NHS Foundation Trust Northern & Eastern Services.

No.	Outpatients questions	Northern Services	Eastern Services
1.	How many **new** outpatients did your trust see in 2022	126,821	199,370
2.	How many **follow up** outpatients did your trust see in 2022	273,387	549,598
3.	What was your **did not attend** number (DNA) for 2022	19,564	31,006
4.	What is your **target DNA rate**	5%	5%
5.	What number of **new patients** did you see **virtually** in 2022	18,937 Non-Face to Face Clinic (NF2F) 4 (Virtual)	35,379
6.	What number of **follow up** patients did you see **virtually** in 2022	59,806 (NF2F) 8,710 (Virtual)	162,422
7.	How many patients did you **discharge at first outpatient appointment** in 2022	33,836	71,623
8.	Do you use 100% **electronic notes** in outpatients **(Y/N)**	No	Yes
9.	What **electronic system** does your hospital use eg CERNER, Bluespeer, EDM etc	From 01/01/2022 - 09/07/2022 – TrakCare. From 10/07/2022 - 31/12/2022 – Epic.	Epic
10.	Do you have a **patient portal**, if so what is its name	Yes – MyChart	Yes – MyChart
11.	Do you have a **senior responsible officer** for outpatients **(Y/N)**	Yes	No. We do not have a specific outpatient Division. Each Divisional management team has a Divisional Director who assumes responsibility for their individual outpatient areas.

12.	Do you have a **clinical director for outpatients** (Y/N)	Yes	No. We do not have an Outpatient Division. Each Divisional management team has a Clinical Director who assumes responsibility for their individual outpatient areas.
13.	How many outpatient **general managers** do you have (number, band, WTE)	1 x Band 8 WTE	1 dedicated outpatient managerial post for the Eastern site, band 8a (1x FTE). Other posts within divisional and/or service management teams assume responsibility for individual outpatient areas as part of their role.
14.	How many outpatient **assistant general managers** do you have (number, band, WTE)	1 x Band 7 (0.6 WTE)	Band 7 outpatient manager for Community Division (1x FTE)
15.	Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)	Not applicable	Yes, 1x band 7 (0.80 FTE)
16.	When did you start your **outpatient transformation project** (day, month, year)	September 2021	Outpatient Transformation project relaunched during Covid pandemic in July 2020
17.	Do you have a dedicated **outpatient transformation director or manager** for outpatients (title, band, WTE)	Clinical Lead for Outpatient Transformation (Consultant) 3PAs	No. 1x Director of Transformation, 1x Programme Director and 1x consultant as Clinical Lead for outpatient's transformation as part of their roles.
18.	How many outpatient transformation **project managers** do you have (number, band, WTE)	Band 6 x 1.52 WTE	No dedicated transformation project manager for outpatient's, some project management support available for various workstreams.

19.	When did you go live with **patient initiated follow up, PIFU** (day, month, year)	23/11/2020	01/09/2021
20.	When did you go live with **Advice and Refer**, A&R (day, month, year)	Not applicable	Small pilot for only one specialty commenced 01/09/2022.
21.	Is **phlebotomy** managed by outpatients (Y/N)	Yes	No
22.	if yes, what is your **phlebotomy establishment** (number, band, WTE)	10x Band 2, various part time (16 – 32 hours)	Not Applicable
23.	what is your total number of phlebotomy **outpatient episodes** for 2022	Unable to provide	Not Applicable
24.	what is your total number of phlebotomy **inpatient episodes** for 2022	2,273	Not Applicable
25.	how many **outpatient sites** does phlebotomy cover	1	Not Applicable
26.	how many **inpatient areas** (wards) does phlebotomy cover	14	Not Applicable
27.	do you have a generic contact email for the **outpatient clinical lead or general manager**	No	No
28.	the name of your **trust or hospital**	Royal Devon University Healthcare NHS Foundation Trust – Northern Devon District Hospital	Royal Devon University Healthcare NHS Foundation Trust – Royal Devon and Exeter Hospital