

Outpatients questions	answers
How many <b>new</b> outpatients did your trust see in 2022	195011
How many <b>follow up</b> outpatients did your trust see in 2022	386129
What was your <b>did not attend</b> number (DNA) for 2022	44928
What is your <b>target DNA rate</b>	New: 8.7%; Review: 6.6%
What number of <b>new patients</b> did you see <b>virtually</b> in 2022	30425
What number of <b>follow up</b> patients did you see <b>virtually</b> in 2022	100336
How many patients did you <b>discharge at first outpatient appointment</b> in 2022	53527
Do you use 100% <b>electronic notes</b> in outpatients (Y/N)	N
What <b>electronic system</b> does your hospital use eg CERNER, Bluespeer, EDM etc	Clinicom; Cerner from Jun-2023
Do you have a <b>patient portal</b> , if so what is its name	Healthcare Communications
Do you have a <b>senior responsible officer</b> for outpatients (Y/N)	Y
Do you have a <b>clinical director for outpatients</b> (Y/N)	Y
How many outpatient <b>general managers</b> do you have (number, band, WTE)	Difficult to quantify as not all outpatient areas are managed by the same manager
How many outpatient <b>assistant general managers</b> do you have (number, band, WTE)	Difficult to quantify as not all outpatient areas are managed by the same manager
Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)	
When did you start your <b>outpatient transformation project</b> (day, month, year)	This has been in for a number of years. Specific date not known
Do you have a dedicated <b>outpatient transformation director or manager</b> for outpatients (title, band, WTE)	This has been in for a number of years. Specific date not known
How many outpatient transformation <b>project managers</b> do you have (number, band, WTE)	Outpatient transformation is undertaken by the different Divisions / Directorates so difficult to quantify
When did you go live with <b>patient initiated follow up, PIFU</b> (day, month, year)	N/A
When did you go live with <b>Advice and Refer, A&amp;R</b> (day, month, year)	We don't have advice and refer, but have advcie and guidance. This has been in for a number of years. Specific date not known
Is <b>phlebotomy</b> managed by outpatients (Y/N)	N
if yes, what is your <b>phlebotomy establishment</b> (number, band, WTE)	N/A
what is your total number of phlebotomy <b>outpatient episodes</b> for 2022	N/A
what is your total number of phlebotomy <b>inpatient episodes</b> for 2022	N/A
how many <b>outpatient sites</b> does phlebotomy cover	N/A
how many <b>inpatient areas</b> (wards) does phlebotomy cover	N/A

	<p><a href="#">The Trust does not supply details of members of staff unless they are already in the public domain. Contact details are also not provided unless these are public.</a></p> <p><a href="https://elht.nhs.uk/about-us/corporate-publications-annual-reports-and-accounts">Structures for divisions are located on the Corporate Governance page of the Trust website</a>  <a href="https://elht.nhs.uk/about-us/corporate-publications-annual-reports-and-accounts">https://elht.nhs.uk/about-us/corporate-publications-annual-reports-and-accounts</a></p> <p><a href="#">Information relating to the board, including email address is on the Trust board page</a>  <a href="https://elht.nhs.uk/about-us/trust-board">https://elht.nhs.uk/about-us/trust-board</a></p>
do you have a generic contact email for the <b>outpatient clinical lead or general manager</b>	
the name of your <b>trust or hospital</b>	East Lancashire Hospitals NHS Trust