

**Our Dorset**

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**Outpatient Assessment  
Clinic @ Dorset Health  
Village**

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**Dorset's "Think Big" Recovery  
Programme**



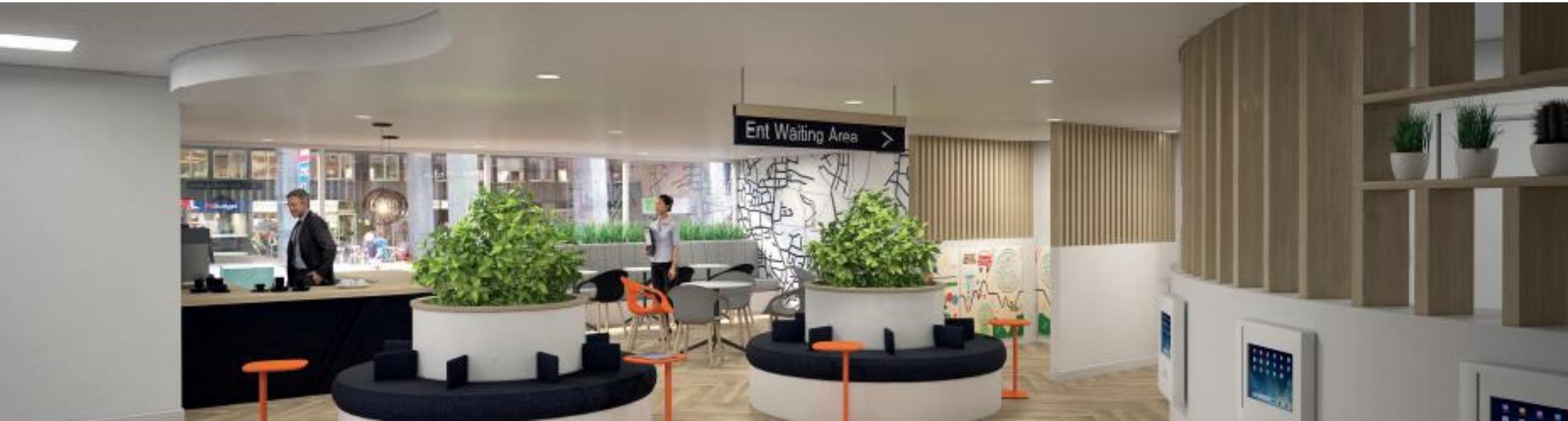
## The challenge



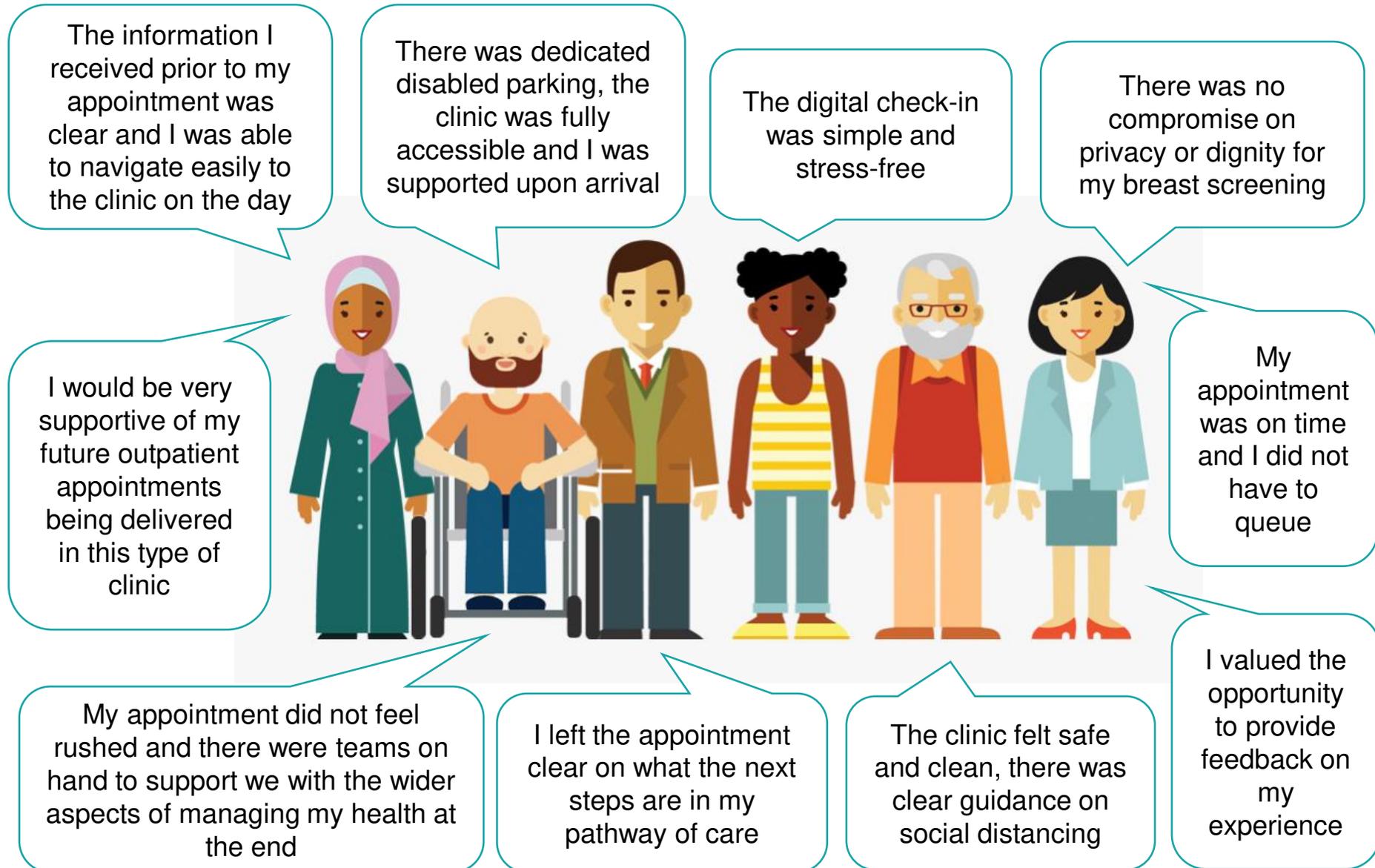
# Ambition



**Delivery of a high flow clinical assessment facilities in a safe, clinical operating environment in order to enable the triage / risk stratification of the waiting lists in Dorset to promote the wellbeing and health of our population and contribute to the recovery of elective waiting lists.**



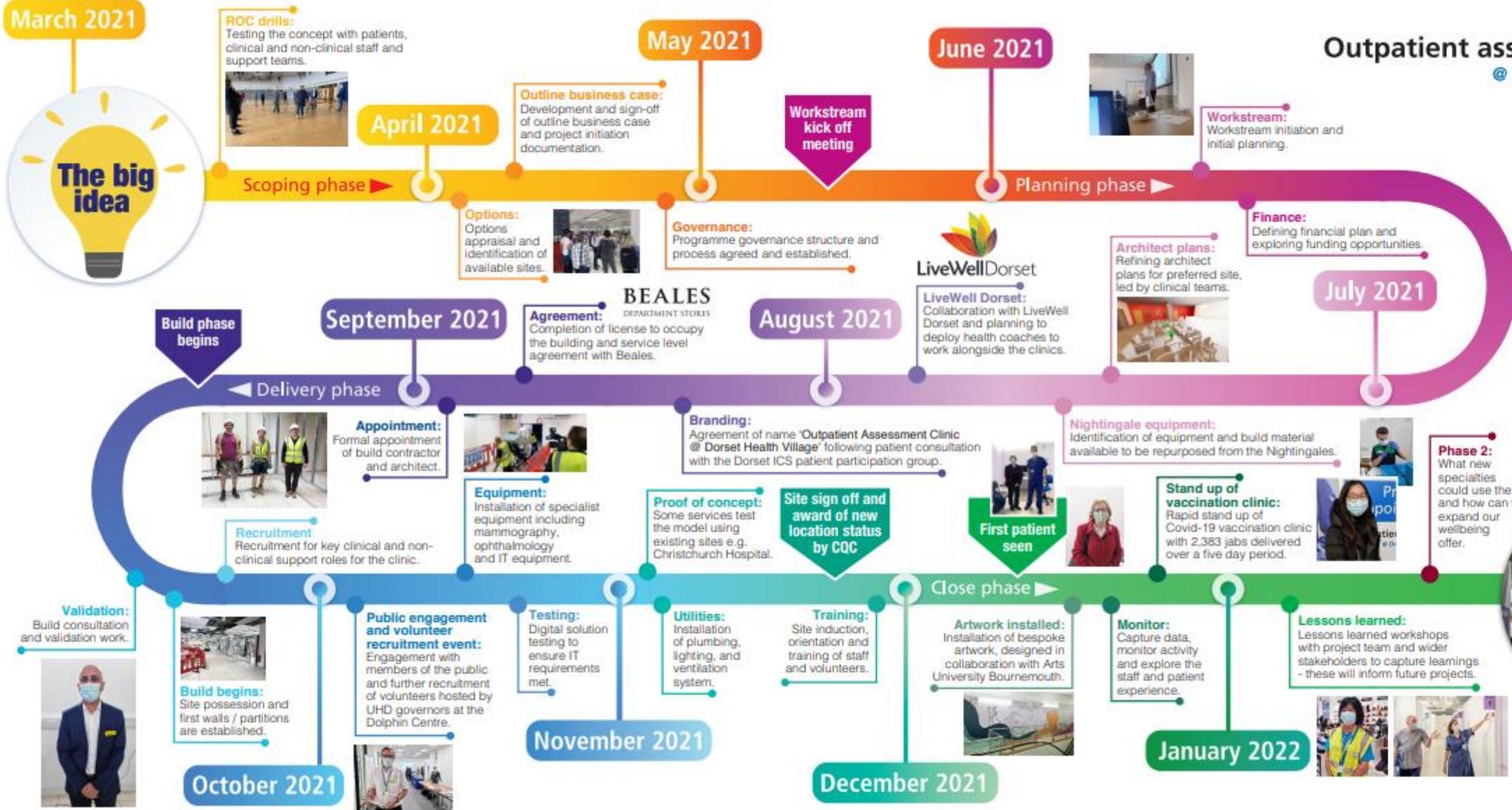
# Ambition Intent for our patients



# Ambition



## Outpatient assessment clinic @ Dorset Health Village



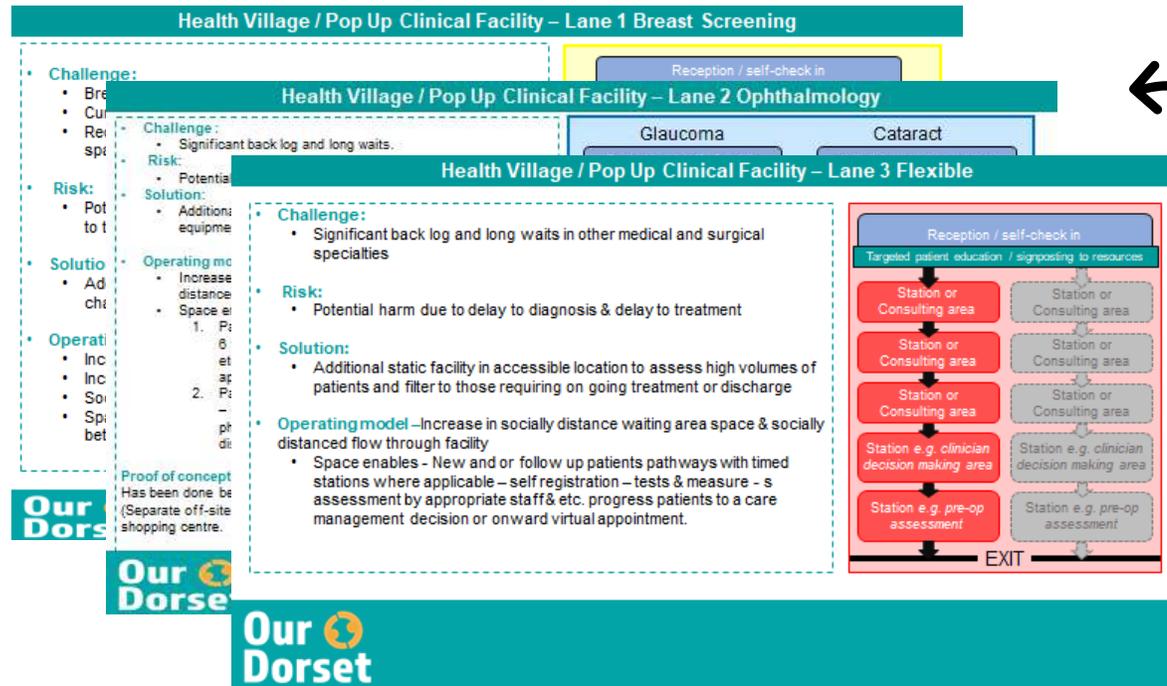
- “Very efficient and a good place to come...”
- “Everyone very friendly, a lovely experience...”
- “Very pleased, amazing job with clinic...”
- “Excellent, perfect location...”
- “Not as crowded as a hospital...”



# Involvement

## Our innovators (anchor specialties)

Breast screening, Ophthalmology, Orthopaedics and Dermatology



Co-designed with our clinical and non-clinical teams, plus **patient representation** from the start.

Early process mapping by our innovator specialties



## Fast followers (Phase 2 – 2022 onwards)

Surgical specialties, Community MSK and Dermatology...

Rehearsal of Concept (ROC) Drill



*“It is not very often that lay people/patients are able to go behind the scenes to see how projects are developed in the NHS. I have been lucky to have been afforded that opportunity and am most impressed at the amount of work that has been put into the above project so far. The level of detail is amazing and staff from various partner agencies are working together to make this project a reality-the project is an example of excellent teamwork across Dorset and the staff involved are going above and beyond to deliver this whilst continuing their day-to-day activities.”*

**Patient Governor, University Hospitals Dorset**

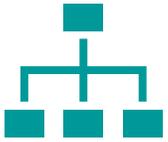


# Value

## Themes from across workstreams



The team culture and drive / enthusiasm to enable project to be delivered at pace (on budget)



Rapid decision making and escalation process with meeting structure and frequency



Legacy around clinical involvement in design and project approach



Minimum viable product and fast fail approach



Consistent story and key ambition

## Key achievements and challenges overcome



Space for creativity – focus on solutions not problems



Balancing time / resource for project alongside day jobs



Estate complexities of retail environment e.g. access



Changing mindsets and overcoming resistance to change



Managing expectations with internal / external stakeholders

# Outcome

 **Outpatient Assessment Clinic**  
Beales Department Store, Poole

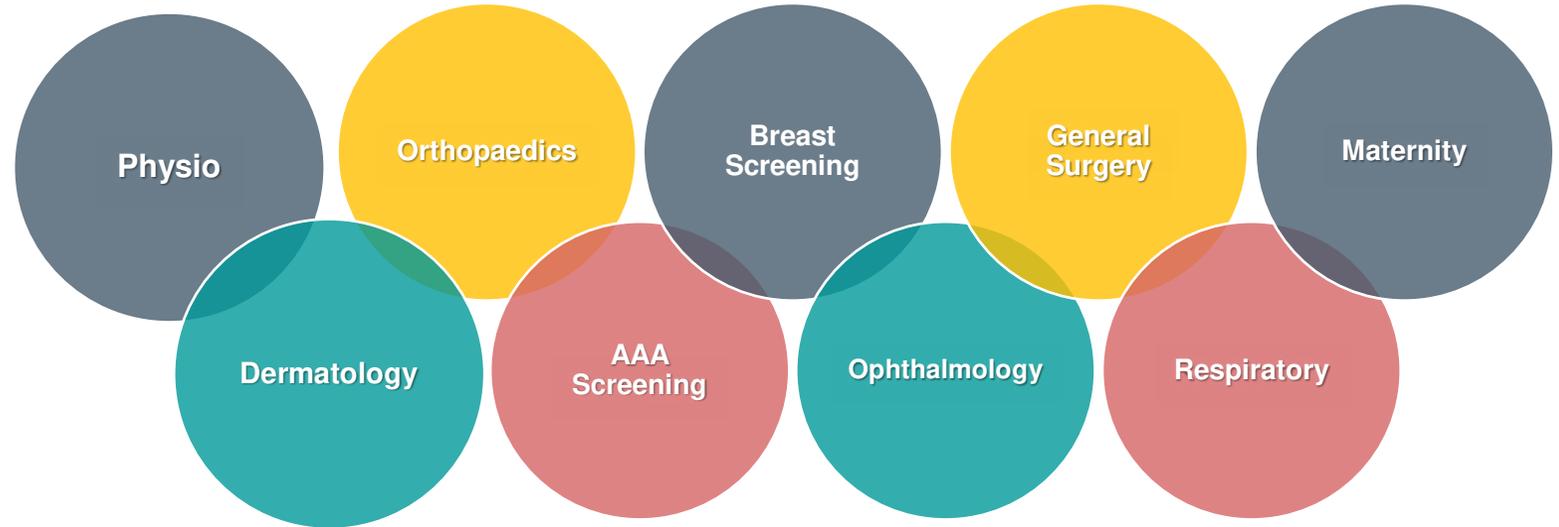
# 8442

patients seen across 9 services

# 2383

vaccines delivered during w/c 20<sup>th</sup> Dec 2021

Data period: 16<sup>th</sup> Dec 2021 – 2<sup>nd</sup> Sept 2022



Dermatology have nearly **tripled\*** their **pre-pandemic capacity**, now seeing up to **96 patients** in a **3 hour morning clinic**.

*\* based on previous average of 33 patients per clinic*



**Outpatient Assessment Centre**  
South Walks House  
Dorchester

## Orthopaedic Elective Non-Admitted Waiting List Impact

(Nov 2021 – March 2022)



**52%** total waiting list reduction

**92%** decrease in those patients waiting 78-104 weeks

# What our patients have said

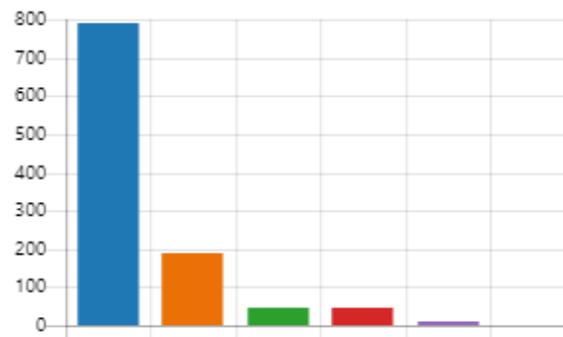
Does attending for breast screening in a retail centre make it easier/more convenient than a hospital or mobile unit

- Yes
- No
- Not sure



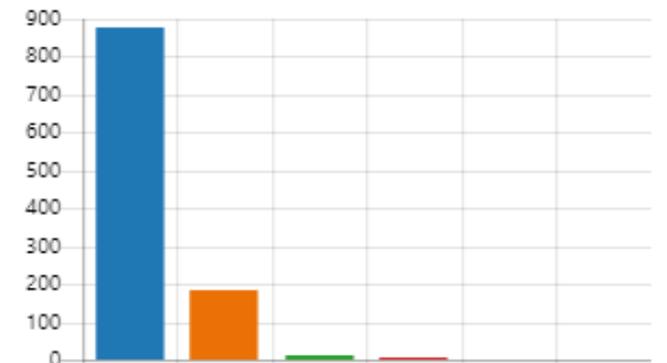
How easy did you find it to access the Outpatient Assessment Clinic @ Dorset Health Village for your appointment?

- Very easy
- Easy
- Neutral
- Difficult
- Very difficult
- Don't know



Thinking about your overall visit to the Outpatient Assessment Clinic @ Dorset Health village, how would you rate your experience?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know



You said

we did

“It was a shame that the hospital discount for taxi service does not apply when traveling to the OAC.”

We worked with Stream line taxi to arrange for patients to be able to receive same discount as when traveling to the hospital sites.

“It would like to have been offered a gown when I attended by breast screening appointment.”

We spoke to the spoke to breast screening team who said they are trying to reduce gown usage. They will remind the team to encourage patients after stripping to the waist to put an item of clothing back on to cover themselves from the changing room.

“It was hard to find the OAC from the taxi rank.”

Floor signs have been installed throughout the Dolphin Centre.”

“The flyer says to park on level one, however the levels are labelled by letters so we were confused where to park.”

We immediately contacted out communications team and organised for the flyers to be amended.”



“The Dorset Village Assessment clinic  
Is not far from where I live.  
It's spotless spacious and friendly  
And lots of advice to give  
The staff are a really great bunch  
With a mixture of talents abound.  
It's the NHS with the private touch  
That's what I have found  
Each person with an appointment  
Who has visited today  
Has had individual care  
That is the clinics way  
We welcome all our patients.  
With a greeting and a smile  
Which has a very calming effect  
And stays with them for a while.”

**Dorothy, OAC Patient**



# The wider picture



## Social value

Adding value to the local community by providing **opportunities for health volunteers**, increased footfall to support **regeneration of high street**, easier access to **health and wellbeing support** and building **links with education**.



## Health and Wellbeing

Increasing **access to health and wellbeing support** through Public Health Organisations: LiveWell and Active Dorset. Signposting **throughout patient journey** and physical presence of **social prescribers and health coaches** for targeted interventions.



## Long-term developments

**Learnings from facilities** have been used to inform the development of longer term plans of delivery of services in this way for Dorset, including through the **Community Diagnostic Centres** programme.



## Sharing learning

**Widespread sharing of approach and lessons learned** through delivery of the facility has informed development of similar facilities **across the country**.

**Over 50%**

patients attending the facility planned to go shopping or have a refreshment break whilst at the shopping centre