



Transforming Planned Care

*Consultancy packages and operational support
that optimise the patient pathway*

The **ever-changing** NHS landscape

As the NHS continues to revise national forecasts and update targets, eliminating long waits and prioritising cancer pathways remain a focus.

The transformation of clinical services needs to be ambitious with higher expectations of delivery and a focus on creating a sustainable service that will meet targets.

Our philosophy is to use small teams of highly experienced operational and improvement specialists, with a track record working for and in the NHS, to support your teams and give them the capacity to improve and deliver core services to patients.

Tangible results

After the insight and discovery phase of our programmes (2-4 weeks), we would set out and agree on a clear improvement plan with trust teams.

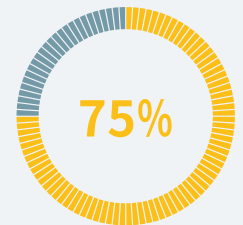
Typically, a trust would begin to see the delivery of improvements within the first 8-12 weeks. By the end of the programme, it is expected that the Trust will consistently deliver improved metrics across all agreed areas.

NHS elective care targets

Taken from the NHS Elective care 2023/24 priorities



Virtually eliminate waits of over 65 weeks



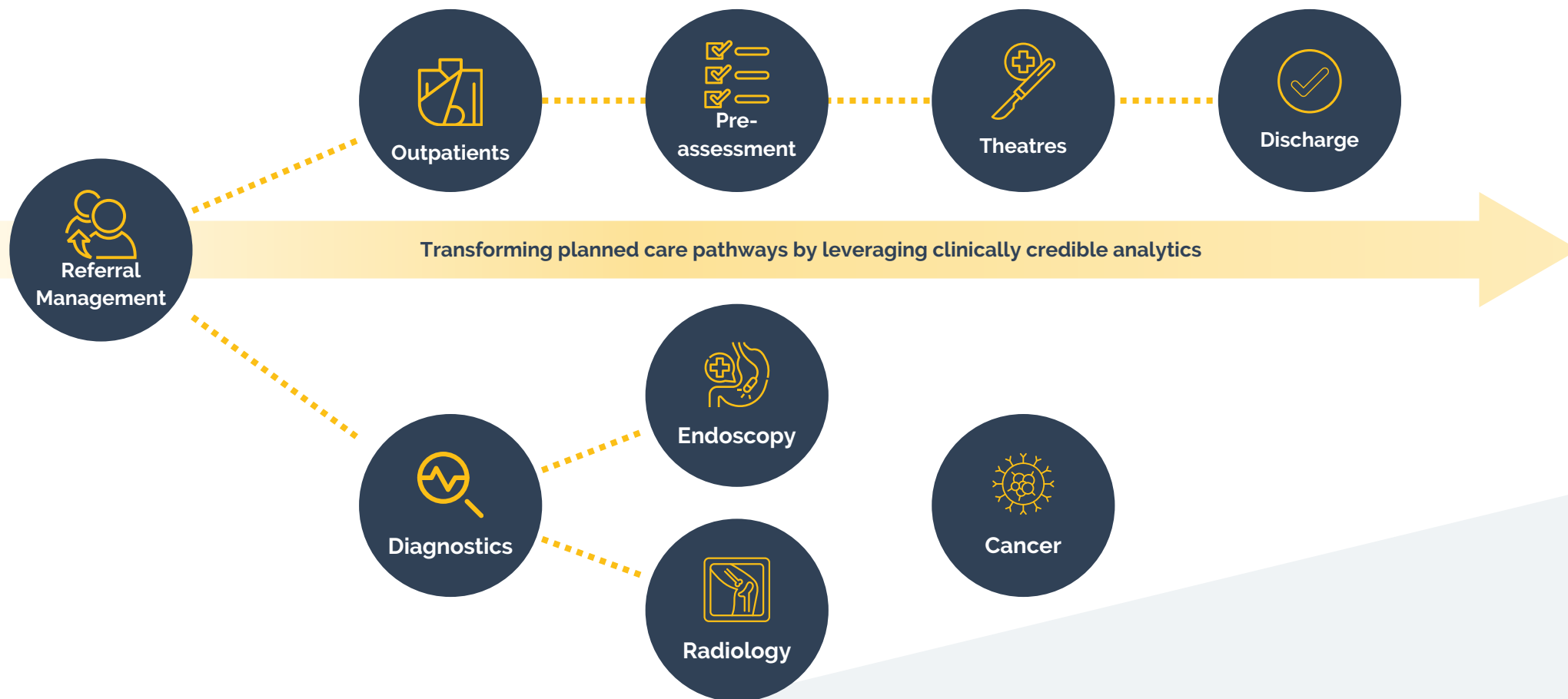
Meet the 75% cancer FDS ambition



Continue to reduce the number of cancer patients waiting over 62 days

Programmes to support **planned care** and the patient pathway

Working across the full planned care pathway our mission is to target clinical optimisation that delivers local priorities:



Specialist programmes:

Data and Analytics

What we do

Scenario Modelling:

- Bespoke scenarios
- Increase utilisation of funded capacity
- Help deal with backlogs, unique issues and complexities
- Improvement trajectories
- Provide clarity over the gap between capacity and demand across the elective pathway and a clear plan detailing how to close this gap

Engagement and Validation:

- Clinical and operational engagement sessions
- Multi-disciplinary workshops
- Validate data outputs
- Provide subject matter expertise to ensure the impact of the scenarios is fully quantified
- Create cost-saving opportunities by rightsizing capacity following backlog clearance
- Agree on timescales for delivery of change to practice and resulting benefits

What you can **expect to achieve** in Data and Analytics:



Agreed trajectory for achieving clearance of 52-week waits



Delivery of a sophisticated D&C modelling tool that can be used to support future business planning



Agreed financial cost/savings as a result of changes to practice

Specialist programmes:

Outpatients

What we do

- Increase slot utilisation
- Improve estates management
- Reduce DNAs
- Establish consistent templates
- Provide the ability to generate additional income
- Help you increase the volume of patients managed through Advice and Guidance (A&G)
- Enhance referral management
- Redesign specialty-specific pathways
- Maximise PIFU and discharge pathways
- Reduce unnecessary referrals
- Optimise clinic templates with reduced follow-ups and consultant-led capacity

What you can **expect to achieve** in Outpatients



5%
improvement in utilisation
of slots and estate



Greater patient access to
the trust and services



4%
improvement in DNA
rate reductions



Increasing income
aligned to activity



Meet the national
5% PIFU target



Significant reduction in
52-week RTT breaches

Specialist programmes:

Diagnostics

Cancer

Operational Grip and Delivery

- Review and improve quality, safety and governance
- Manage PTLs including tracking, escalation processes and validation
- Demand and capacity/data reporting
- Develop clear targeted 28 FDS and 62-day recovery plans for each tumour site
- Help you achieve and sustain key cancer targets for upper and lower GI cancer 28-day faster diagnosis standard
- Review outpatient administrative functions
- Improve productivity metrics including improved clinic utilisation, DNA and cancellation management
- Help reduce 104-day breaches ensuring recovery plans are realistic

Service Transformation

- Enhance referral management and demand control
- Support patient navigation
- Support Community Diagnostic Centres
- Create bespoke training modules
- Create workforce models
- Improve skills and knowledge in the administrative workforce

Endoscopy

JAG Joint Advisory Group
on GI Endoscopy

Operational Grip and Delivery

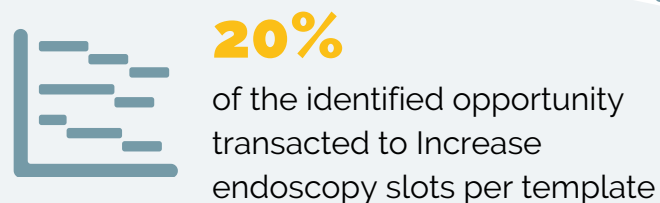
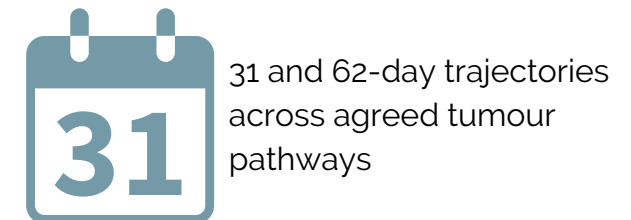
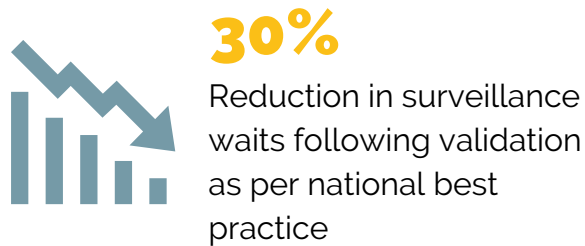
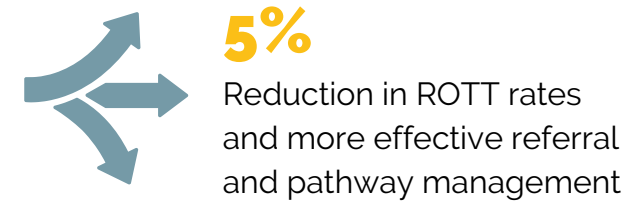
- Demand optimisation
- Capacity planning and control
- Waits performance improvement
- Support the achievement of Diagnostic and Surveillance (DMO1) waiting list targets
- Help you achieve and sustain key cancer targets for upper and lower GI cancer 28-day faster diagnosis standard
- Grip and control of the backlog ensuring projections and recovery plans are realistic and achievable

Service Transformation

- Enhance referral management and demand control
- Improve pre-assessment models and communication with patients
- Surveillance management
- Support Community Diagnostic Centres
- Create workforce models
- Improve skills and knowledge in the administrative workforce
- Help to achieve or sustain JAG Accreditation and control of workload with our SME expert and JAG assessor

Specialist programmes: Diagnostics

What you can **expect to achieve** in Diagnostics



Specialist programmes:

Theatres

What we do

- Establish high-performance operating lists e.g. Superlists and HIT lists
- Bring data-driven scheduling processes
- Identify optimal estate utilisation and best practice 642 planning structures
- Redesign and standardise clinical pathways and protocols
- Utilisation of theatre capacity to see long-waiting patients
- Support the delivery of upper quartile performance by increasing GiRFT HVLC, and high-performance lists
- Follow robust governance structures
- Right-size Theatre capacity to meet demand and organisational priorities
- Support Elective Hub's ambitions and standards
- Introduce theatre productivity and interactive planning software
- Achieve greater inflows and outflows
- Give you the ability to generate additional income by treating more patients
- Reduce spend through optimising core funded capacity and using less temporary/unfunded support

What you can **expect to achieve** in Theatres



Improve in-session productivity by
50%-75%
of the opportunity



5%
improvement in short
notice cancellations
and DNA reductions



Delivery of
80% utilisation and
85% day case rates



Capacity for 52-week
RTT breaches to be
eliminated



Increasing income
aligned to activity

Programme overview:

A phased approach

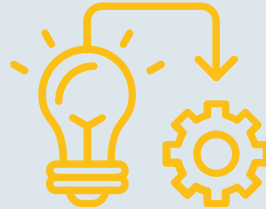
Insight & Discovery



During this initial phase, we will work with the organisation to gain a clear understanding of current processes and determine the operational challenges that are reducing productivity.

We will target improvement opportunities and meet with teams to agree on the short-term improvement goals (quick wins) and the key issues that need to be addressed for long-term sustainable success.

Implementation



Focus on building up firm foundations through governance and process changes that will enable the organisation to increase activity and productivity.

During this phase of the programme, we will work with key stakeholders to design and implement the agreed approach and monitor progress against agreed KPIs.

Handover



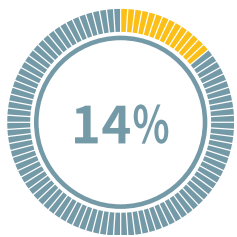
Present the results of our findings, including a set of priorities for the short, medium and long term.

We will hand over a full improvement plan for implementation and agree on any next-phase support

Creating **Impactful** Results

We have vast experience in delivering national and regional large-scale programmes, working in partnership with NHS organisations and systems across the country, the Four Eyes Insight team has delivered a significant impact.

Example **results**



Reduction in patient complaints
(Outpatients)

Walsall Healthcare
NHS Trust



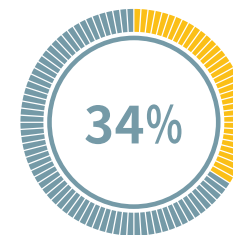
Reduction in the cancer backlog
(Diagnostics - Cancer)

Buckinghamshire
Healthcare NHS Trust



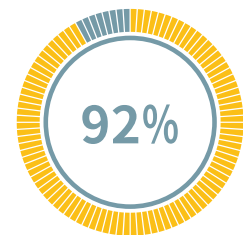
Reduction of late starts in theatres
(Theatres)

Integrated Care
System



Improvement in opportunity to perform additional cases
(Elective Recovery)

NHSE South West
Region



Sustained booked utilisation 8 months after programme completion
(Outpatients)

Walsall Healthcare
NHS Trust

12 points booked per session (Endoscopy)
Great Western Hospitals NHS Foundation Trust

47 additional cases seen per week (Theatres)
Cardiff and Vale University Health Board

4,510 anticipated savings of follow-up appointments per annum. PIFU implementation across 34 pathways (Outpatients)
Cardiff and Vale University Health Board

688 increase in attendances activity activity (Data and Analytics)
Liverpool Heart and Chest Hospital NHS Foundation Trust

36.5 additional sessions per week (Endoscopy)
The Northern Care Alliance

FOUREYES INSIGHT

Four Eyes Insight is a market-leading consulting provider for planned care patient pathways.

We challenge the status quo of performance consultancy services provided to the NHS and healthcare organisations, by delivering a practical solution that couples evidence-based improvement methodologies with extensive operational expertise.

www.foureyesinsight.com