1.0 Introduction

As a first step in modernising outpatient services, reviewing clinic efficiency and introducing partial booking will improve access to services and quality of care for patients. These improvement strategies will allow for more patients to be seen and for waiting times and numbers to reduce. The overall benefit however, is that the numbers of patients attending clinics becomes more predictable allowing for better planning of resources and ultimately achieving waiting time targets for outpatients.

To plan effectively any changes to previously agreed outpatient clinic templates should be made according to the guidelines in this protocol.

2.0 Aims

2.1 To ensure full utilisation of all available clinical slots & maximum capacity used at all times.
2.2 To improve patients access
2.3 To reduce additional administration/clerical work required to cancel or re-schedule patients as a result of altering the clinic template.

3.0 Clinic Template Alteration

3.1 When a clinic is set up the attached clinic template form should be completed and signed off by the Lead Clinician/Consultant and eg Director of Operations/Outpatient Manager/Outpatient Improvement Manager (see Appendix A). Templates should be created according to recommended new to review ratios and ensuring full clinic capacity.

3.2 A copy of this template should be kept in the Outpatient Dept and used by the PAS/BOIS team to produce the clinic on the PAS/BOIS system.

3.3 If a Consultant/Doctor wishes to alter their clinic template this may only be done following agreement with the e.g. Outpatient Manager & Outpatient Improvement Manager to ensure that clinic capacity is not adversely affected. Templates must not be altered unless all parties have agreed and considered all the implications particularly the effect upon clinic capacity.

3.4 A minimum of 6 weeks notice of any alteration to templates must be given to ensure there is no interruption to clinics where patients have already been given partial booked appointments.

3.5 Following agreement, the new template amendment form in Appendix B should be completed and signed.
## NEW CLINIC TEMPLATE

<table>
<thead>
<tr>
<th>Consultant</th>
<th>Specialty</th>
<th>Clinic Description</th>
<th>Location</th>
<th>Clinic Code</th>
<th>OP Waiting List Code</th>
</tr>
</thead>
</table>

### Day | Appointment Type | Number
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<td>NU – New Urgent</td>
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<td>NR – New Routine</td>
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<td></td>
<td>REV - Reviews</td>
<td></td>
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</tbody>
</table>

### Frequency

### Session: AM/PM

### Start Time

### Finish Time

### Appt. Intervals

### Effective Date

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<th>Time</th>
<th>Appt Type</th>
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### TOTAL

### Conditions:
- Consultant to prioritise
- Pooled unnamed waiting list
- Pooled across site

### Comments: …………………………………………………………………………………………
…………………………………………………………………………………………………………

### Consultant Signature ……………………………………………………………….

### Eg Outpatient Manager Signature …………………………………………………..

### Date Completed: ……………………..

### Review Date: ………………………

*Copy forwarded to the PAS/BOIS Team to set up on the System*

*by: ..................................................  Date……………….*
## CLINIC AMENDMENT FORM

<table>
<thead>
<tr>
<th>Consultant</th>
<th>Specialty</th>
<th>Clinic Description</th>
<th>Location</th>
<th>Clinic Code</th>
<th>OP Waiting List Code</th>
<th>Reason for Alteration</th>
</tr>
</thead>
</table>

### Day
- Frequency
- Session: AM/PM
- Start Time
- Finish Time
- Appt. Intervals
- Effective Date
- If Temporary - End Date

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<th>Time</th>
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**TOTAL**

### Conditions:
- Consultant to prioritise
- Pooled unnamed waiting list
- Pooled across site

**Comments:** …………………………………………………………………………………………
…………………………………………………………………………………………………………

**Consultant Signature** ……………………………………………………………………………

**Eg. Outpatient Manager Signature** ………………………………………………………………

**Date Completed:** …………………….

**Review Date:** ……………………..

*Copy forwarded to the PAS/BOIS Team to set up on the System*

*by:* ………………………………………….  *Date*………………………..