

Improving Outpatients at King's

Over the last few months, the way we work as a Trust has evolved and the majority of outpatient appointments have been held either via video or telephone consultation during the Coronavirus pandemic. We know that the way we will have to deliver our services going forward will look different, and from previous King's Talk Back events, we know that our patients are keen for the outpatient process to be streamlined and digitised.

Planning ahead, the Trust is taking several steps to ensure that our outpatient services run smoothly and are adaptable to the current environment. In order to cope with enhanced demand and to improve the outpatient experience, we are proposing the following initiatives:

- **A new digital booking process via a Patient Portal**
- **Increased digital appointments with e-clinics and telephone and video consultations**
- **Enhanced check-in processes across the sites, using kiosks and 'virtual receptionists'**

Please watch the two following two short videos to find out more:

Booking appointments and a Patient Portal:

<https://www.youtube.com/watch?v=yHLEMTgeCHM&t=1s>

e-Clinics:

https://www.youtube.com/watch?v=U_fBgsmquX8&t=3s

We believe that these proposals will help improve patient experience, reduce unnecessary footfall within our hospitals and promote both social distancing and infection control standards. Patients will still have the option to receive hard copies of appointments letters and to opt out of these digital options.

Once you have watched the short videos, we would like to hear your thoughts and comments on our proposals. We would be grateful if you could complete the following survey to share any feedback you may have:

<https://secure.membra.co.uk/ExperienceKINGS/s/Survey1.aspx?ID=60E9008C-7378-4074-9F9A-8DCA2E28EB55>

Further involvement opportunities

If you are interested in finding out more about the 'virtual receptionist' element of our proposals, please email: kch-tr.KingsPPI@nhs.net for more information and to book a **virtual demonstration** and short interview

You can also become part of our Outpatient **Virtual Patient Reference Group** which will ensure that we listen to our patients as we make changes. If you are interested in getting involved, please email: kch-tr.KingsPPI@nhs.net