



Prescription for outpatients

reimagining planned specialist care

What is the purpose of planned specialist care?



Advice and prevention



Pre-assessment for procedures and surgery



Diagnosis



Treatment and monitoring



Personalised care decisions, including shared decision making



Ongoing condition management and support

Five ambitions for reform

- 1 Timely care, by the right person, in the right setting
- 2 Empowered, support patients, engaging in their own care
- 3 Seamless communication between patients and healthcare providers
- 4 Efficient, innovative care delivery, valuing patients' time
- 5 Use of data and technology to identify risk and reduce inequalities

Eight care shifts

- 1 From appointment-based care to a wide range of options for holistic care
- 2 From services that are difficult to access and navigate to simplified, timely pathways of care closer to home
- 3 From a 'one size fits all' approach to personalised care that meets a patient's individual needs
- 4 From diagnose and treat to predict and prevent
- 5 From teams working in silos to integrated pathways of care working across the healthcare system
- 6 From burnt out and disenfranchised healthcare workers to empowered and engaged teams
- 7 From counting activity to delivering the best possible health outcomes and patient experience
- 8 From inequalities within healthcare to consistent standards of care

Headline recommendations

For government

- > Reform outpatient care as part of the 10 year plan.
- > Deliver a robust, regularly refreshed NHS workforce strategy.
- > Expand medical school places and specialty training.
- > Invest in administrative support and digital infrastructure.

For clinicians

- > Promote and implement new ways to deliver care outside a traditional appointment.
- > Adopt a personalised care approach.
- > Job plans must allow clinical time for activity associated with delivering modern outpatient care.

For healthcare providers

- > Improve referral systems and self-referral options.
- > Create easy-to-understand, accessible patient information.
- > Adopt and implement digital tools (like patient engagement portals).
- > Improve patient preparedness.

For system leaders

- > Reform commissioning models to incentivise good practice and implement coding.
- > Measure outpatient care value beyond activity numbers.
- > Evaluate novel and innovative approaches so that unintended consequences can be measured and addressed.