



PATIENTS TRAVELLED 2 MILLION FEWER MILES DURING THE PANDEMIC IN NORTHUMBRIA

Community Hospitals,
Northumbria Healthcare NHS Foundation Trust

SUMMARY:

In 2020/21 virtual appointments increased to nearly 45% from 7% in 2018/19. This was using Attend Anywhere system, with positive patient feedback.

PURPOSE:

Effective outpatient experience reducing environmental and cost impacts

For more information visit:
www.communityhospitals.org.uk/quality-improvement/q-exchange-project.html

PATIENT FEEDBACK ON ATTEND ANYWHERE

PATIENT BENEFITS:

98% felt involved in decisions about their care and treatment

PATIENT BENEFITS:

99% rating for having treatment information explained clearly

LEARNING:

- Measurement systems were already in place pre-pandemic so these could be scaled up during the pandemic.
- The measurement comparison with face-to-face appointments provides strong quality assurance for virtual appointments.

RECOMMENDATIONS:

- Measurement of new systems is important, and the Health Foundation can support this. • It needs to include patient feedback.
 - Take the time to measure well.