



Health Scrutiny Panel

19 September 2013

Report Title	Choose & Book System – update report	
Classification	Public	
Cabinet Member with Lead Responsibility	Councillor Sandra Samuels Health and Well Being	
Wards Affected	All	
Accountable Strategic Director	Sarah Norman, Community	
Originating service	The Royal Wolverhampton NHS Trust	
Accountable officer(s)	Lisa Myatt Tel Email	Head of Patient Access 01902 695958 Lisa.myatt@nhs.net

Recommendation(s) for action or decision:

The Panel is recommended to:

1. Raise awareness of the “Choose & Book” system and encourage its further use.

Recommendations for noting:

The Panel is asked to note:

1. The purpose of “Choose & Book” and the benefits to the wider patient population.

1.0 Purpose

- 1.1 The purpose of the report is to give a brief overview of how “Choose & Book” works and to further encourage its use through awareness by the general public

2.0 Background

- 2.1 “Choose & Book” is a national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic.

There is an option for the GP to book the appointment there and then with the patient present, or if the patient wishes to consider their options, the patient can choose to make an appointment at a later time either by ringing the national appointments line or by making the appointment via the internet

3.0 Progress, options, discussion, etc.

- 3.1 The application was originally procured as part of the National Programme for IT in 2003, and has been progressively introduced into the NHS from 2005 onwards.

Currently between 50-55% of all GP referrals are made using the “Choose & Book” system nationally, with the use in Wolverhampton usually being consistently above the national average by between 2%-5%

Every healthcare provider organisation that offers the ability to book into clinical services via “Choose & Book” has a duty to ensure there is sufficient capacity available at any time. The number of “failed bookings” is monitored on a weekly basis and the figures published on the “Choose & Book” website.

The latest published information shows nationally 12% of bookings are unable to be completed due to slot issues which usually relate to capacity. The Birmingham and Black Country Area Team, which the Royal Wolverhampton NHS Trust sits within, also reported 12% of failed bookings, however the Royal Wolverhampton NHS Trust reported 6% for the same period. This is largely due to a very small number of specialties where the Trust faces particular challenges around capacity pressures usually generated by increasing referral volumes most notably, in orthopaedics and general surgery.

Close working relationships currently exist between the Trust and the Wolverhampton Clinical Commissioning Group, and performance and utilisation are regularly monitored across both organisations. A maximum threshold of 10% failed bookings is stipulated in the contract between the Clinical Commissioning Group and the Trust, and failure to achieve this target can attract potential financial penalties.

Further awareness by patients continues to be encouraged by all available avenues and the continued support of the Health Scrutiny Panel is welcomed

4.0 Financial implications

4.1 None

5.0 Legal implications

5.1 None

6.0 Equalities implications

6.1 None

7.0 Schedule of background papers

7.1 None