|  |  |
| --- | --- |
| Library concerned: Brighton and Sussex NHS Library and Knowledge Service  Name of case study: Outpatient models  Date of interview: | |
| **Interviewee** | Name:  Job Title: Associate Director  Trust/Employing body: Brighton and Sussex University Hospitals NHS Trust  Email:  Tel: |
| **Please note: you should only provide interviewee details here if consent**  **to share on the national blog has been obtained** |
| **S****ummary of problem or reason for enquiry** | We had been asked to do a rapid piece of work to test whether main outpatients could be accommodated in our new hospital development. We needed evidence on different outpatient models, in particular new innovations and ways of working that encompass demand management, virtual clinics and redesign of physical infrastructure. |
| **Brief description of the information found / service provided** | I have worked closely with one of your clinical librarians on workforce transformation and so approached him to help find this evidence. He provided an evidence report that included a range of systematic reviews, institutional publications and original research. |

|  |  |
| --- | --- |
| **Summary of outcome and impact** | The evidence informed the case for amalgamating outpatient services, which would have a profound impact on a vast number of patients and numerous clinical services, in turn making a significant financial and operational impact. |
| **Immediate Impact**  **(including quotes)** | “We believed that introducing virtual clinics in the outpatient setting would create capacity opportunities but this needed to be tested to enable clear decision-making. I had carried out some research and had quite a bit of professional experience but the research you provided gave me vital new perspectives.  I received papers and publications that were all directly relevant to the issue. I was able to review these feeling reassured that they were a sound capture of the issue I was trying to understand.  It would have taken me a decent amount of time to get this quality of information together and with a tight deadline and a lot of reading to do this was greatly appreciated. I was able to focus on the output rather than the process and by saving us time you also saved the department money.  The evidence informed the case for amalgamating outpatient services, which would have a profound impact on a vast number of patients and numerous clinical services, in turn making a significant financial and operational impact. The information changed my understanding of the benefits associated with virtual clinics and those of my colleagues. Often it is only when you look at the detail, which the information provided, that you see the true pictures. The results were shared with the senior management team who in turn will be referencing them in discussion with the executive board.” |
| **Probable future Impact**  **(including quotes)** |  |