SOURCE RTT
Patients ▪ Pathways ▪ Performance

Royal Berkshire NHS
NHS Foundation Trust

CASE STUDY – ROYAL BERKSHIRE NHS FOUNDATION TRUST

Returning to reporting with targeted RTT validation and consultancy

In September 2014, Royal Berkshire NHS Foundation Trust had not reported UNIFY data for a number of months and would not be in a position to do so until the data issues were addressed and patients' pathways were captured correctly.

- The Trust found themselves with an estimated 20,000 open or incomplete pathways on their patient tracking list.
- Their existing Data Quality team were vastly overloaded.
- The Trust had insufficient knowledge of RTT within the specialties to cope.

Why choose Source RTT?

Royal Berkshire NHS Foundation Trust engaged Source RTT to provide a validation team, RTT training and consultancy services.

Initially Source RTT consultants visited the Trust to ensure a complete understanding of the client's requirements and to offer advice and assistance. We supplied RTT consultancy services to aid the Trust's development of an in-house RTT training programme, delivered bespoke 18 Weeks RTT and PAS training for the validation team and ensured all the practicalities involved in mobilising the project team were addressed to facilitate their arrival and the swift commencement of work. A team of eight validators were hand-picked from our bank of experienced validators who each had:

- On-site 18 weeks RTT and PAS training
- Current Information Governance Certificates
- Current DBS checks
- A confirmed right to work in the UK (if applicable)

An experienced Project Lead was appointed to manage the allocation and distribution of work, reporting outputs and liaising with the Trust, and day to day management of the validation team.

Project outcomes

We were initially engaged for 3 months to clear the backlog of 20,000 pathways but over time **as the validation team consistently delivered against the increasing targets set by the Trust, the team had their period of engagement extended a number of times.** The Trust also requested an increase in the size of the validation team from eight to thirteen operatives as they strove to reach the position where they could recommence reporting.

The efforts of team with the cooperation of the Trust resulted in the Trust being able to start external reporting for the first time in over 6 months. Due to their specialist knowledge, the validation team were subsequently asked to engage with Trust staff to enhance their understanding of RTT and provide support, especially to services which had been particular problem areas for the Trust such as Ophthalmology. This work was undertaken alongside the pathway validations to address specific issues as they were identified.

About Royal Berkshire NHS Foundation Trust

Royal Berkshire NHS Foundation Trust is one of the largest general hospital foundation trusts in the country, providing acute medical and surgical services to Reading, Wokingham and West Berkshire and specialist services such as cancer, dialysis and eye surgery to a wider population across Berkshire and its borders.

About Source Group

Source RTT is part of Source Group, one of the leading providers of integrated 18 weeks referral to treatment (RTT) management services to the NHS in England.

From our headquarters in High Wycombe, Buckinghamshire, we provide volume based support for RTT validations and CPD accredited web-based and classroom-based RTT training courses. We also offer bespoke consultancy in clinical pathway development, procedure development and policy design to address specific needs and enable Trusts to impact RTT management beyond the classroom. We offer:

- over 30 years' depth and breadth of knowledge and expertise in 18 weeks RTT
- over 50 years' NHS experience
- a focus on collaboration and flexible, sustainable solutions
- experience of leading national waiting list data validation programmes, commissioned by NHS England, across more than 100 Trusts
- an ability to track, manage, validate and identify training needs to pathway level using our Clear PTL software solution

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