

## CASE STUDY – EAST SUSSEX HEALTHCARE NHS TRUST

# Utilising PTL analysis to maximise RTT training outcomes

With a constant spotlight on patient waiting times, NHS Improvement wanted to understand the wider implications and issues faced by Trusts. At the beginning of 2017, Source Group were commissioned - as part of our collaboration with North of England Commissioning Support Unit (NECS) - by NHS Improvement to undertake a three trust PTL Analysis pilot. East Sussex Healthcare NHS Trust (ESHT) was selected as one of the three trusts.

### Why PTL Analysis?

The PTL Analysis provided in-depth analysis of 25 data quality/status flags and recommendations based on EHST's uploaded PTL, and focused in detail on the specific issues a trust might be facing. The PTL Analysis found over 10,000 pathways had one or more PTL quality issue and that at least 8% of pathways on the PTL could potentially be removed.

Sarah Stoddart, General Manager, Delivery and Performance said: **“The external analysis of our PTL confirmed the issues that had previously been identified but not necessarily resolved including: quality of our data, administration processes, RTT awareness and waits for treatment.”**

### What next?

The final PTL Analysis report highlighted various training needs within the hospital and specific staff groups and specialities/departments where many of the PTL quality issues were found. Key areas of concern included:

- ensuring the data captured in clinic is correct
- the need to understand the importance of choosing the right outcome for pathways to ensure patients are treated within the RTT standard
- the importance of booking patients in chronological order and the implications of not following the right processes

Karen Rowland, Head of QA & RTT / COO, Source Group said: **“The PTL analysis identified several issues with the capture of patient information on the PAS. Errors would continue to occur and compound the existing waiting list problems if there wasn't a timely review of waiting list management processes supported by a comprehensive RTT training programme. Our recommendation was to deal with the root causes of the problems to create a robust, sustainable RTT management solution which would save time and money in the longer term and provide robust assurance to the Board on the accuracy of the Trust's waiting list.”**

As a result, ESHT decided to embark on a focused training programme of RTT Champions/RTT Super Users across specialties who could deal with data issues and be the 'go to' person for RTT queries.

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### Goals

- To provide external review and assurance on the Trust's PTL

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### Approach

- Extensive analysis of uploaded PTL (including 25 data quality/status flags) and recommendations focusing in detail on specific Trust issues

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### Results

- Focused training programme to rectify data quality and process issues highlighted as a result the analysis
- **“The training was terrific – we had loads of emails from staff asking for some worked based learning and training – we have never had such good engagement and interest.”**

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### About East Sussex Healthcare NHS Trust

East Sussex Healthcare NHS Trust (ESHT) provide acute hospital and community health services for some 525,000 people living in East Sussex and surrounding areas.

Their services are mainly provided from two district general hospitals, Conquest Hospital and Eastbourne DGH both of which have Emergency Departments and provide care 24 hours a day. They offer a comprehensive range of surgical, medical and maternity services supported by a full range of diagnostic and therapy services.

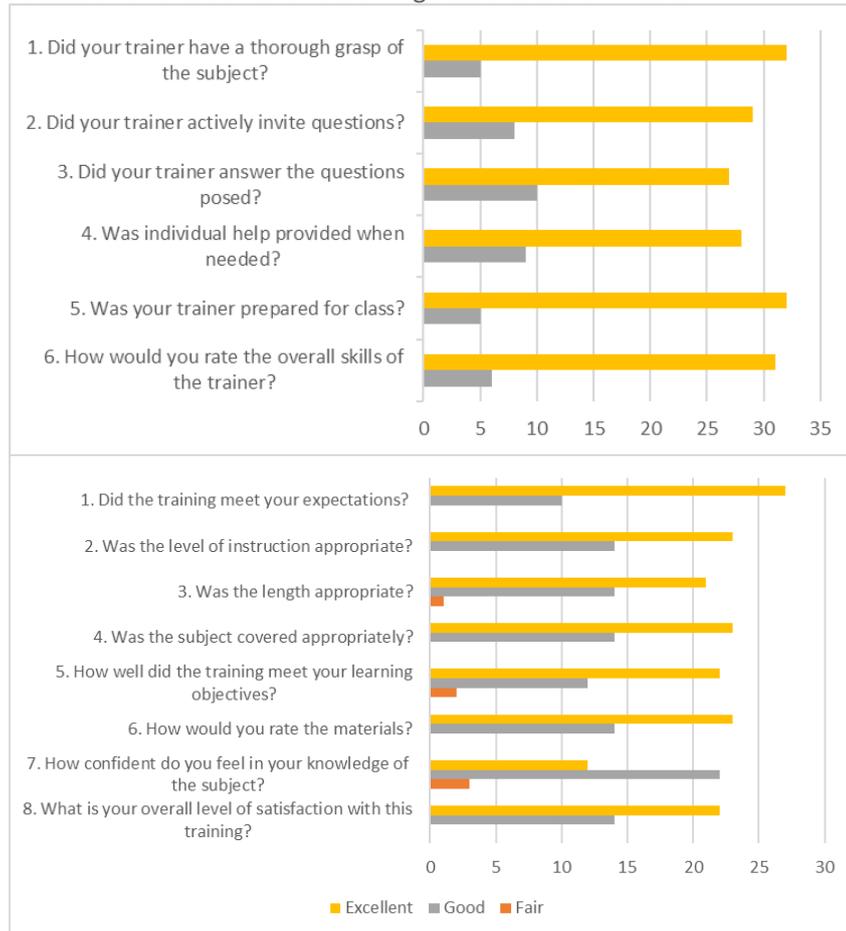
The Trust is one of the largest organisations in the county, employing over 6,000 dedicated staff with an annual turnover of £365 million.

## Training project outcomes

We undertook three tailored classroom training sessions:

- 18 Weeks RTT Awareness for over 100 staff who needed to have an understanding of 18 weeks RTT but who were not directly involved in the recording of patient level data
- Advanced 18 Weeks RTT for staff who needed to have a complete understanding of 18 weeks RTT and who were directly involved in capturing and recording patient level data
- 18 Weeks RTT Data Management for staff who were directly involved in the validation and correction of patient level data or in the management of the patient tracking list (PTL)

Feedback on the trainer and training sessions is shown below:



- "I now have a much better understanding of RTT, as discussed in the session, all staff involved in RTT pathways (including clinicians) should have this training. Thanks."
- "Very productive and beneficial session, good engagement, reinforcement and discussion."
- "I would recommend all trusts to use your sessions."

## What the client had to say

Liz Fellows, Assistant Director, Operations said of the training: **"Source Group are a really good external provider. It was great to see so many people attending and engaged with the sessions. The quality of training was very good and I personally found the data management session very helpful/thought provoking."**

**"The training was terrific – we had loads of emails from staff asking for some worked based learning and training – we have never had such good engagement and interest. Many thanks for your hard work, it is appreciated."**  
**Sarah Stoddart, General Manager, Delivery and Performance**

## Additional training feedback

"Well delivered, good time allowed for documentation/ debate. Excellent knowledge and confidently able to answer questions raised by various staff groups."

"A lot of content covered. Thank you."

"This needs to be rolled out to other staff groups – particularly clinicians."

"We would benefit from departmental training in our specific areas so my team can ask specific questions. Consultants and clinicians should attend as mandatory."

"Medical professionals would benefit from this."

"Well delivered. Good interaction and great knowledge. Highly recommend."

"Trainer was excellent. It was a fabulous course in terms of coverage, but I will go away with knowledge gaps I didn't know existed. Well done trainer, Karen your knowledge is amazing."

## About Source Group

Source Group provides specialist waiting list management, software and recruitment solutions that lead to sustained, tangible change. Having worked in, and with, the NHS for years, we know the value of having specialists who work as trusted partners, not just transactional suppliers. So we focus on creating flexible, sustainable and pragmatic solutions in collaboration with our clients to build lasting internal knowledge, resource and capability.

We offer:

- over 30 years' depth and breadth of knowledge in 18 weeks RTT
- over 50 years' NHS experience
- a focus on partnership and cooperation – we work in collaboration with North East Commissioning Support Unit (NECS)
- experience of working with more than 100 Trusts

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