

**Outpatient Department**  
**Clinical Output Specification**

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**The Service**

**Scope Of Service**

The outpatients department will provide consulting, examination and treatment areas for adult patients requiring a consultant, specialist practitioner or multi-professional appointment on an outpatient basis.

This department will not undertake gynaecology, antenatal, haematology & oncology, paediatric, radiotherapy, or fracture clinic.

**Activity Indicators**

<b>Specialty</b>	<b>Current attendances</b>	<b>Attendances 2010</b>
Medicine for the elderly	1750	1256
General Medicine	23093	6113
Neurology	1866	2439
Orthopaedic	25,941	10,566
Pain management	3213	2342
Rheumatology	8872	13122
Audiology	10 000	5000
Falls service	New service	* unknown as service development
Mental health – older people		

Activity assumptions made of 50% activity within medicine for the elderly, 18% general medicine, 30% orthopaedic activity will move into the ICC. Full services relocated into the ICC include pain relief, Rheumatology & neurology

Audiology service will be based within ICC 50% of service will undertaken here, however the digital hearing aid service may develop further.

**Service Trends:**

Royal college guidelines regarding the allocation of time per clinic appointments and NHS plan targets and consultant contracts may effect the number of clinics / patients per session.

Falls service is a service development and the impact is unknown however the accommodation provided will be adequate to meet the demands of the service.

**Work Patterns:**

**Current Workload indicators:**

All clinics are currently undertaken at the acute hospital / Stamford and Doddington. This will be a service development and therefore the timetables for the future clinics require development.

**Future Workload indicators:**

Specialty	Clinics per week	Patients per clinic
Audiology	10 sessions hearing aid 9 audiometry sessions	3-12 patients per day 20 patients per session
General medicine	To be agreed	
Rheumatology	12 – consultant  5 SHO 2 GPSI 2 nurse specialist	20 minutes per person – new 15 minutes per person – old 15 minutes per person 15 minutes per person 30 minutes per person
Elderly Medicine	2 consultant	
Neurology	3 consultant  1 GPSI	20 minutes per person – new 10 minutes per person – old 20 minutes per person – new 10 minutes per person - old
Chronic Pain	5 consultant xx nurse specialist	
Falls	To be agreed	
Mental health – older people		

**Operating Hours**

The service is usually provided 5 days a week, during 08.30 – 18.30 hours and Saturdays on an adhoc basis.

**People**

During each clinic, the department will have the following staff in attendance:

Specialty	Doctors	Nurses	Nurse Specialist	Health Scientists	Allied health professionals	Total
Audiology				3		3
General medicine	2	1	1		1	5
Rheumatology	2	1	1		1	5
Elderly Medicine						
Neurology	2	1	1			4
Chronic Pain	2	1	1		1	5
Falls						
Mental health						

The maximum number of people that will usually be in any room in this department at any one time is as follows:

Functional areas	Doctors	Nurses	Nurse Specialist	Allied health/ Health scientist	Admin / Clerical	Patients	Visitors	Total
Reception					2			2
Sub - waiting room						3	3	6
Staff Base		2						2
Audiology				1		1		2
Consult / exam room	2	1	1	1		1	1	8
Consulting room	1	1	1	1		1	1	7
Examination room	1	1				1	1	4
Interview / Counselling	1		1	1		1	1	5
Clinical measurement room		1				1		2
Surgical procedure room	1	1	1	1		1	1	6
Recovery		2				3	3	8
Dexa room				1		1		2

Patients are normally accompanied by a relative, friend or carer

In addition to the department specific staff the following staff will be serving all outpatient departments:

- Ancillary staff (porters, cleaners)
- Medical records staff
- Outpatient management
- Call and book centre staff

## Key Operational Processes

### Operational Process

#### Reception area

- Access to the clinic area – patients will enter the integrated care centre via the car park areas, ambulance or bus drop off area, arriving directly in the main entrance.
- The outpatient reception and waiting areas will be part of the main entrance. Electronic booking of patients is required on arrival for all patients and for 80% of patients on their departure.
- Secure temporary storage of patient's notes will be required adjacent to reception until an electronic patient record system is introduced.

#### Waiting area

- Patients and relatives will need access from the waiting room to WC's, nappy changing area and telephone.

- A number of patients will have children accompanying them and therefore a children's waiting / play area is required where children can be supervised from the waiting area.
- Patients and visitors will wait here until they have been called to the sub-wait areas prior to entering the consulting, examination, clinical measurement, or treatment areas.
- Relatives accompanying patients for treatment or minor operations may wait here until the patient is ready for discharge.
- The majority relatives will accompany the patient to all other areas within department.
- Patients attending the clinic using hospital transport will arrive in this area and be collected by a porter following treatment to return to the transport lounge.
- Provision of health education information is required preferably via electronic methods of delivery i.e. TV, touch screen information.
- An area to accommodate wheelchair storage is required

#### **Sub - waiting area**

- Sub-waiting areas should be strategically placed to feed the consult and examination rooms. One of the areas should be located adjacent to the audiology rooms.
- Patients and relatives will need access from the sub-waiting area to WC's
- Relatives accompanying patients for treatment or minor operations may wait here until the patient is ready for discharge.
- The majority of other relatives will accompany the patient to all other areas within department

#### **Clinical Measurement Area**

- Some patients attending clinics will require pre-clinic procedures such as urine testing, recording of vitalograph, weight and height measurement. They will be called directly from the main waiting area and post investigation take a seat in one of the sub-waiting areas.
- Access to adjacent WC is required
- Patient requiring electrocardiograph recording or Venepuncture will be seen within this area.
- Privacy is required as the patient will be partially undressed.
- Electronic data recording is required as part of the electronic patient record.
- Sub-wait area will be required adjacent to this areas

#### **Clinic area**

- The clinics will be configured with a combination of consult / exam and ECE suite.
- Patients will be called from the waiting area by a support worker to the sub-wait adjacent to this area
- Patients attending for consultation and examination will be seen within both the rooms
- Interview / counselling rooms are required in this area.

- E/C/E rooms are used for consultation between the patient and a member of the medical or nursing staff. This may then be followed up by an examination in an adjacent examination room. This enables greater throughput of patients, as time is allowed for patients to dress and redress. It also allows nurses to undertake procedures in the examination rooms after the consultation without the need for patients to redress and move to a treatment room.
- Examination of a patient from both sides is required in both examination rooms. Ceiling suspended lighting will be required for examination.
- Patients may require visiting departments external to the outpatient department and return following diagnostic intervention i.e., radiology, rehabilitation.

### **Treatment room**

- Minor treatment procedures undertaken in the minor treatment room will include removal of lumps/ lesions and aspiration of cysts etc under local anaesthetic. A minor operating light is required.
- Support areas required to service this in this area are the clean utility, the dirty utility and the equipment stores.
- Staff will require access to an IT workstation to enter data on the EPR and/or view radiological images.
- Post procedure patients will either walk or be taken in a wheelchair to the interview / counselling room or waiting area prior to discharge.
- Staff will access the clean utility and store room prior to the procedure to set up trolleys and collect equipment.
- Equipment used which requires cleaning or disposal will be removed to the dirty utility room. Non-disposable equipment will be stored here prior to transporting to CSSD at the end of each session.

### **Podiatry room**

To be completed

#### **Interview / counselling rooms**

- Interview / counselling room to allow private discussion by the medical staff, nurse specialists or allied health professionals.
- Staff may require access to IT terminals to view patient information and radiological images as part of the discussion with patients.

### **Dexa room**

To be completed

#### **Surgical procedure suite**

- The surgical procedure suite may be used as part of the OPD consultation
- Support areas required to service this in this area are the clean utility, the dirty utility and the equipment stores.
- Chronic pain relief treatments may be undertaken in this area which require an image intensifier.

- Patients will be nursed on trolleys during the procedure and wheeled to a post procedure area post treatment
- Minor treatment procedures undertaken in the minor treatment room will include removal of lumps/ lesions and aspiration of cysts etc under local anaesthetic.
- A ceiling suspended minor operating light will be required
- Post procedure patients will either be wheeled to a post procedure recovery area, walk or be taken in a wheelchair to the interview / counselling room or waiting area prior to discharge.
- Staff will access the clean utility and store room prior to the procedure to set up trolleys and collect equipment.
- Equipment used which requires cleaning or disposal will be removed to the dirty utility room. Non-disposable equipment will be stored here prior to transporting to CSSD (1) at the end of each session.

#### **Preparation room**

- Instrumentation, equipment, trolleys, and consumables will be stored in here
- Trolleys will be prepared here prior to undertaking the procedure in the surgical procedure room

#### **Post- procedure recovery**

- Patients will be recovered here for up to 2 hours post intervention.
- Patients will be nursed in a recliner chair once the patient feels well enough.
- Light refreshments are provided to patients prior to discharge.
- Access to an interview / counselling room is required for private discussion prior to discharge.
- Up to 3 patients may be nursed within this area at any one time.
- A staff base with IT terminal is required within this area.

#### **Audiology area**

##### **Audiology Sound proofed rooms**

- Patients hearing tests are performed in the sound proofed audiology rooms. Usually the patient is alone with the audiology technician throughout the procedure.
- Access to an adjacent interview room is required as part of the digital hearing aid assessment
- Access to IT workstation is required within the audiology room

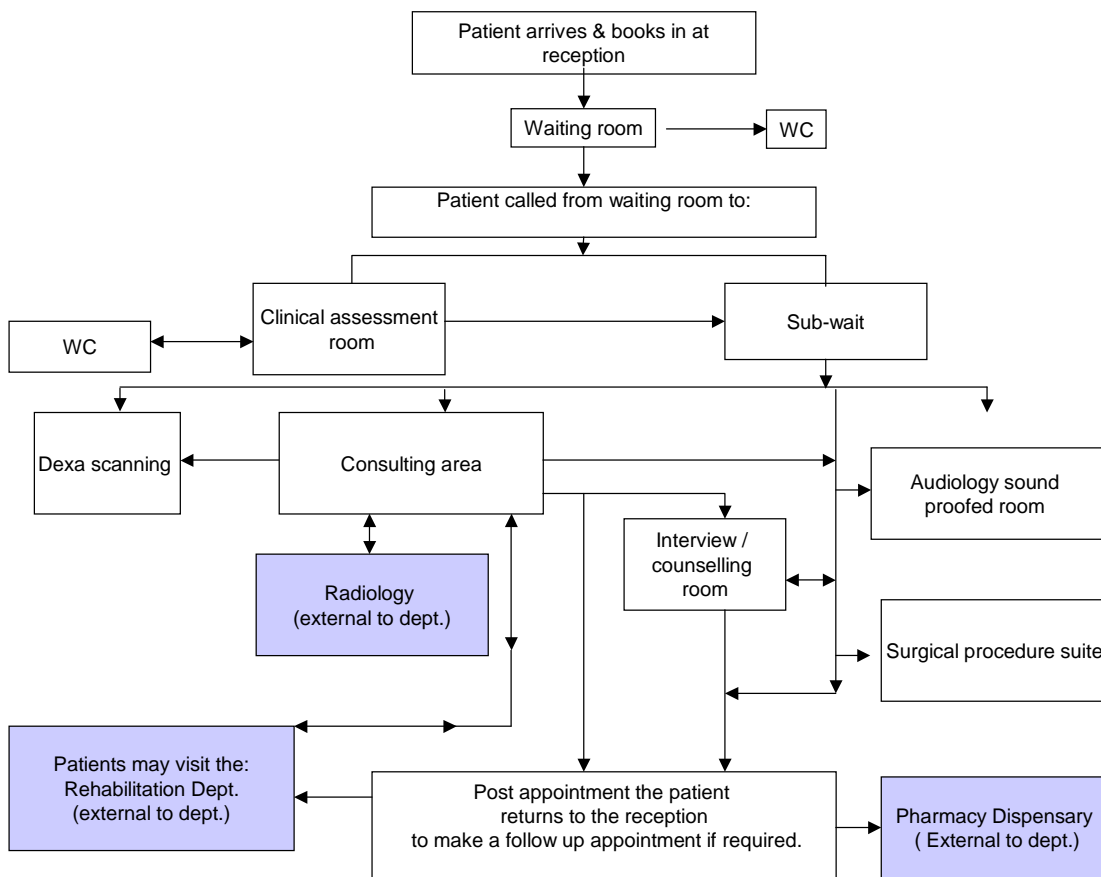
##### **Hearing aid workshop**

- The technicians will repair hearing aids or issue spares to patients from this area
- Access to workbenches for up to 2 technicians working at any one time is required
- Local storage is required for hearing aid parts
- Access to the audiology store is required for this room

**Staff facilities**

- Access to staff WC's must be available within the department.

**Patient Flow**



**Process flow**

**Booking process**

- Referral process – patients are referred by GP to consultants or booked directly onto waiting lists.
- A call and book system is operational for the allocation of clinic, surgical procedure and minor treatment appointments. Patients contact the call and book centre to obtain a choice of appointment.
- All data will be recorded electronically within the area and will be available within the electronic record.
- Data recorded in supporting departments must be available to nursing, medical and allied health professionals during patient consultation.
- Clinic and diagnostic sessions will be scheduled to co-ordinate activity.

**Internal Delivery**

- Access will be required to deliver and collect CSSD equipment and stores to the department without entry through the waiting room.

**Transport**

- Patients requiring external transport will be collected by a porter from the waiting area and taken to the main waiting area.

#### **Pathology**

- Patients will not attend the main laboratory. A method of transit of samples to the main laboratory will be required on the acute hospital site

#### **Pharmacy**

- A rapid method of requesting medication via electronic prescription must be available
- Medication required within the department will be collected from the pharmacy dispensary.
- Main supplies will be transported from the acute hospital

#### **Radiology**

- Requesting of radiology investigations will be the electronic patient record
- Radiology results must be available via a digital image within the consultation and treatment rooms

### ***FACILITY REQUIREMENTS:***

#### **OUTPATIENTS**

- Reception to accommodate 2 persons x 1
- Waiting room with children's play area for up to 20 people
- Children's waiting room & pram park for up to 4 children
- Sub-wait areas for 3 people x 3
- WC facilities for patients and escorts x 2
- Assisted WC x 2
- Examination / Consultant / Examination (Consultant suite) x 5
- Consultation rooms x 8
- Interview / history room for 4 persons x 2
- Clinical Measurement room x 2
- Audiology room x 3
- Audiology workshop x 1
- Treatment /x 1
- Podiatry room x 1
- Dexa room x 1

#### **SURGICAL PROCEDURE SUITE**

- Treatment / surgical procedure room x 1
- Preparation room x 1
- Equipment cleaning room x 1
- Store – 12 sq. metres x 1
- Recovery to accommodate 3 trolleys, 3 recliner chairs
- Beverage bay x 1
- Staff base x 1

#### **SPECIFIC SUPPORT FACILITIES**

- Staff base for 2 people x 1
- Clean utility x 1
- Dirty utility x 1

- Store – Equipment 10 sq. metres x1
- Store – Linen 2 sq. metres x 1
- Stores – audiology consumables 12 sq. metres x 1
- Resuscitation trolley bay
- Disposal Hold x 1
- Cleaner’s facility x 1
- Store - stationary store to accommodate 1000 sets of notes x 1
- WC – staff x 1

**KEY FUNCTIONAL RELATIONSHIPS**

Close to	Reason	Category
Radiology	Volume of patients	Essential
Pharmacy dispensary	Volume of patients	Essential
Entrance with parking	Ease of access for patients, many are elderly or with mobility difficulties	Important
Rehabilitation	Patient convenience	Important
Refreshment / concourse area	Volume of patients	Important

**SPECIAL NEEDS**

- Hearing loop system throughout the department.
- Secure storage for topical medications and medication required for the department to function including controlled drugs.
- Fume extraction scavenging system from treatment rooms and surgical procedure room

**ENVIRONMENTAL REQUIREMENTS**

- The waiting and consultation areas should have soft floor covering but not exam/treatment/“wet” rooms. All facilities should be wheelchair accessible. A public address system is required. Patient rooms excluding treatment and examination rooms should have natural daylight. However, vision into patient rooms must not be possible.
- Examination rooms and treatment rooms must have ceiling suspended hoist or the capability to manoeuvre a mobile lifting hoist, with space for a wheelchair and trolley / couch in each room.
- Layout of the department should be clear and logical to enabling easy way finding and orientation for patients and members of the public who may be disabled, hard of hearing or partially sighted to facilities for displaying information. Signage must be clear.
- Seat heights to be suitable for elderly patients.
- Examination, treatment, and clinical measurement rooms require piped oxygen, medical air and vacuum suction.
- Air filter extraction is required in the treatment rooms and surgical procedure room
- Medical gas and vacuum with be required in the treatment rooms and surgical procedure suite.
- Emergency and patient call systems are required in WC, clinical measurement, treatment rooms, surgical procedure suite, Consult/exam ECE suites and interview / counselling rooms. They are required to sound at the staff bases.

- Security / Panic buttons from the reception and staff bases are required to sound at the security office.
- All patient rooms will require speech privacy.
- Drinking water to be available throughout the area.

**Design Guidance**

**Other Specifications**