

Outpatients questions	answers
How many new outpatients did your trust see in 2022	179342
How many follow up outpatients did your trust see in 2022	257169
What was your did not attend number (DNA) for 2022	42349
What is your target DNA rate	6.96%
What number of new patients did you see virtually in 2022	16503
What number of follow up patients did you see virtually in 2022	39273
How many patients did you discharge at first outpatient appointment in 2022	66427
Do you use 100% electronic notes in outpatients (Y/N)	EPR went live on 10th October 2022
What electronic system does your hospital use eg CERNER, Bluespeer, EDM etc	Cerner Millennium EPR go live on 10th October 2022
Do you have a patient portal , if so what is its name	The Trust is planning to use Great North Care Record / Health Call Consult.
Do you have a senior responsible officer for outpatients (Y/N)	Yes
Do you have a clinical director for outpatients (Y/N)	Yes
How many outpatient general managers do you have (number, band, WTE)	One
How many outpatient assistant general managers do you have (number, band, WTE)	CDDFT do not have assistant general managers
Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)	Yes, 1 wte, Band 8a.
When did you start your outpatient transformation project (day, month, year)	Iterations of transformation for many years, first official meeting May 2021
Do you have a dedicated outpatient transformation director or manager for outpatients (title, band, WTE)	Yes, Associate Director of Governance Band 8C, 1 wte.
How many outpatient transformation project managers do you have (number, band, WTE)	1 WTE Band 5b
When did you go live with patient initiated follow up, PIFU (day, month, year)	Jul-21
When did you go live with Advice and Refer, A&R (day, month, year)	Apr-17
Is phlebotomy managed by outpatients (Y/N)	No
if yes, what is your phlebotomy establishment (number, band, WTE)	N/A
what is your total number of phlebotomy outpatient episodes for 2022	N/A
what is your total number of phlebotomy inpatient episodes for 2022	N/A
how many outpatient sites does phlebotomy cover	N/A
how many inpatient areas (wards) does phlebotomy cover	N/A

do you have a generic contact email for the outpatient clinical lead or general manager	No
the name of your trust or hospital	County Durham and Darlington NHS Foundation Trust