MFT Members Virtual Sessions

Outpatient Transformation:
Right Care, Right Place, Right Time



Participants were invited to send through additional questions following this session, which have been answered below:

Will digital services replace the ability to speak to someone?

No. The aim of digital services is to make access easier and more convenient, not to remove personal contact. Many patients will still need to speak to a member of staff, and providing appropriate alternatives for those who cannot or do not wish to use digital services remains an important principle of the programme.

Could improved access lead to more referrals from GPs?

We are working closely with primary care to ensure patients receive care through the most appropriate route. Advice & Guidance, clearer referral pathways and better access to diagnostics can help ensure referrals are targeted appropriately while improving patient experience.

How will you monitor increased demand and unmet need?

We will track referral volumes, waiting times, patient outcomes and service capacity. This will help us identify changes in demand early and ensure services continue to develop in line with patient needs.

Will waiting times be available for all clinics and specialties?

We are working towards greater transparency so patients have better information about access to services. As digital systems develop, we expect more information on waiting times to be available to support informed decisions and improve communication.

How will appointments remain accessible?

Accessibility is a core design principle. This includes maintaining non-digital options, providing support for people with disabilities, ensuring interpreter services are available where needed, and working to reduce barriers that make it difficult for patients to access care.

How is Advice & Guidance funded?

National payment arrangements for A&G differ from traditional face-to-face outpatient appointments. The key aim is to support timely specialist advice where appropriate - helping patients receive care more quickly and reducing unnecessary hospital visits.

Will measures of success be shared publicly?

Yes. Success will be monitored through a range of measures including waiting times, patient experience, access, outcomes and productivity. We are committed to sharing progress and showing how changes are benefiting patients.

What is the implementation timeline?

This multi-year programme will be delivered in phases, but early work is already underway. We will ensure changes are safe, effective and informed by patient and staff feedback.

How are practical patient issues such as parking and disability access being considered?

Transformation is about more than technology. We want to improve the whole outpatient experience - including reducing unnecessary visits, making appointments easier to manage, and ensuring sites remain accessible to all.

Our thanks and appreciation go to Professor Sohail Mushi, Joint Chief Medical Officer for providing this fantastic session. Professor Mushi said:

“Outpatient transformation is not simply about introducing new technology. It’s about creating a more personalised, convenient and equitable service, and ensuring patients receive the right care, in the right place, at the right time – while maintaining choice and supporting those who need additional help.”