**PRIOR INFORMATION NOTICE – Outpatient Patient Flow System**

**Background**

Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust (the Trust) are an acute hospital provider with hospitals in Doncaster (Doncaster Royal Infirmary – DRI), Worksop (Bassetlaw District General Hospital – BDGH) and Mexborough (Mexborough and Montagu Hospital – MMH).

At the moment we have the Intouch patient check in system located in the outpatient areas around DBTH. This system collects mandatory patient demographic details. The system allows the patients to check in digitally using either their details, or scanning a barcode. It also features a room manager system for clinical staff.

**DBTH is looking at options to deliver the following.**

• Collect all demographic details of patients, up to and beyond current specification

• Ability to record and alert Veteran and OSV Status, and patient communication needs.

• Have a HL7 connection to the hospital PAS to automatically change details.

• Have a robust and reliable reporting and auditing system.

• A performance manager to audit service performance.

• A wayfinder program to assist with finding clinic locations, and checking in remotely that patients can use on their mobile devices.

• An I receptionist to improve operational efficiencies.

• Display screens to show clinic wait times, and visual patient calling.

• A room manager feature for clinical staff.

• Additional touch screens in other key entrance points within the trust.

• Trust ability to make alterations to layout of check in procedure.

**The overall objectives DBTH will gain are:**

• Faster, clearer, and easier check in for patients

• Replacement of ageing, unreliable kiosks.

• Give the patients more freedom to use the systems with digital means.

• Having the I receptionist to improve the patient journey in times of understaffing.

• Improve our current business intelligence, directly leading to data quality improvement.

• More streamlined patient experience through clinic.

As a Trust we offer the commitment and opportunity to utilise our sites and services to support new, innovative ways to deliver patient care. A public feedback has shown that patients attending the hospital find this stressful, and the system will need to consider accessibility and consent.

The purpose of this PIN is to encourage any organisation interested in providing these types of services to engage with the DBTH. The Trust may also wish to share the current specification for discussion and thoughts from potential providers.

**The Trust will require from all potential suppliers the following:**

* Information concerning the services and functionality a vendor can offer
* Case studies as to where these services have been deployed before in the UK
* Information concerning pricing structures (for benchmarking information only, this is not a tender.)
* Responsibilities of the Trust in the deployment of such services
* Details of ongoing support arrangements and associated costs.