

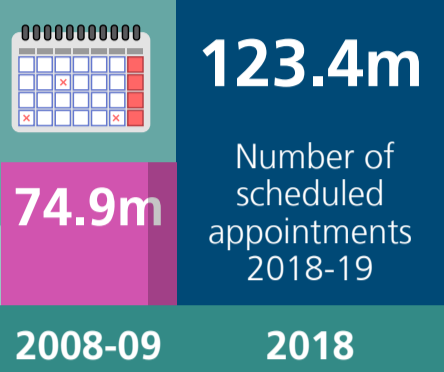
# TRANSFORMING OUTPATIENT SERVICES



The NHS is constantly striving to improve quality and reduce costs in unprecedented financial constraint and the calls for efficiency savings of £22 billion over the next 5 years.

Appointments have doubled in the last 10 years costing the NHS £8bn pa

**ONE OF THE BIGGEST COSTS TO THE NHS IS OUTPATIENT SERVICES**



**1hr**

Average duration of an appointment

**Scheduled and missed Outpatient Appointments**



**27m**  
Number of missed appointments 2018-19

**£1bn**  
Cost to the NHS due to missed appointments



**Impact on patient and employer activity**



**15-70%**

of Junior doctors time spent on admin<sup>2</sup>

**Impact on time and availability of critical resources**



**£300m p.a**

Potentially saved by the NHS with the adoption of digital processing<sup>3</sup>



**Reducing impact on the Environment**

up to **15%** using virtual consultations



Source: For the 2017-18 financial year, HES has collected over 119 million records detailing outpatient appointments at NHS hospitals in England, <sup>2</sup>Wilmington Research, <sup>3</sup>Wilmington Research

## BENEFITS OF ADOPTING DIGITISED SOLUTIONS

- Reduce the number of physical outpatient appointments
- Increase efficiency for internal resources
- Provide a more convenient and less costly experience for patients
- Increased worker productivity
- Create a positive impact on the environment
- Huge savings in NHS expenditure can be reinvested in other critical services



**Digital technology** is a significant part of our everyday lives improving the way we live and work. It also has great potential to improve how the NHS delivers its services in a new and modern way; providing faster, cost-efficient and more convenient care.

For further information  
[www.swisspostsolutions.com](http://www.swisspostsolutions.com)

