



Waiting Times Helpdesk – services that unlock the complexity of RTT rules and Cancer guidelines

As experts in elective care, we are now able to offer waiting list managers and users, struggling with the complexity of rapidly changing national guidance, personalised advice on Referral to Treatment (RTT) and Cancer Waiting Times (CWT) reporting. Our experts are on hand to unpick the details and help your Trust report accurately on all mandatory submissions. And track waiting lists safely and effectively.

Ensuring compliance and reducing risk

With the bewildering speed of new guidance and legislation, RTT and Cancer reporting has become hugely complex. And, with so much focus nationally on data, it is vital for patient care that your patient pathways have clean and current data, and your submissions are accurate.

Insource experts offer a range of services from simple Q&A advice via email to a full Referral to Treatment (RTT) and/or Cancer diagnostic service showing your Trust's conformance to the rules, the risks to the organisation and an action plan for improvements.

Multi-level service agreements

This service has been specifically designed to give organisations advice and guidance on Referral to Treatment (RTT) rules and Cancer Waiting Times (CWT) guidance.

For our starter package, help is provided via an email helpdesk, where organisations can ask questions of our experts as and when needed throughout the year. This service offers unlimited email access to you and your entire Trust, providing you with an additional layer of support and information whenever you need it. It includes access to Group RTT Clinics to discuss hot topics and best practice, plus a data quality report of your organisation.

More in-depth packages also include onsite support, RTT/Cancer training, cohort advice on key issues such as scheduling and booking, plus policies advice for compliance including patient access policies, clinical outcome forms or related SOPs.

Our most comprehensive offering includes a full diagnostic service to review your Trust's ways of working, compliance, and conformity to NHS reporting rules. It provides a complete understanding of your processes

and delivers detailed suggestions for improvements.

Service benefits

Confusion, poor data entry and inaccurate pathway status codes can cause significant care delays and inflict potential patient harm. The accuracy of waiting lists begins at data entry and continues through to national submissions reporting. At Insource we can assist in the complete journey. Our Waiting Times Helpdesk helps initially with reporting, but our diagnostic services give your waiting list processes a full health check.

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Additionally, our eLearning, data validation, and waiting list management solutions can help revitalise the whole system to make it more robust and responsive to today's data demands.

Dependent on the level of service deployed users can expect:

- A boost in data and reporting submissions accuracy
- Clarification of all rules and guidance
- Clarification of waiting list content
- Identification of entry errors, inaccurate clock stops...
- Targeted deployment of stretched resources
- Less wastage – resources, time slots, DNAs
- Faster patient throughput
- Greater patient safety

Service agreements

Whilst service agreements differ slightly between RTT and Cancer, the core deliverables remain the same. Bespoke packages are also available for specific needs.

Bronze Package (RTT or CWT)

Unlimited access to expert advice on RTT rules or CWT guidance. Provided via an email helpdesk, you will be able to ask questions of our RTT and waiting list experts as and when needed throughout the year. This service offers unlimited email access to you and your entire Trust, providing you with an additional layer of support and information whenever you need it.

In addition, RTT help will also include:

- Access to Group RTT Clinics to discuss hot topics, latest guidance and best practice with Insource experts and peers from across the NHS

- A newsletter on latest guidelines with expert insight, opinion and commentary, plus a data quality report on the status of your waiting lists.

Silver Package (RTT or CWT)

Unlimited access to expert advice on RTT rules or CWT guidance, plus onsite/online support. In addition to access to our experts for advice and guidance, this enhanced service provides two days onsite support that will enable your organisation to get focussed help on the areas that matter to you most.

Onsite support can be used for any of the following activities:

- Onsite/Online RTT or CWT training sessions (no more than three per day for RTT and two per day for the more intensive CWT training)
- Onsite/Online team RTT queries (helping a cohort of NHS staff with a particular area of challenge i.e., Booking / Scheduling / Diagnostic Booking / Medical Secretaries / Validation queries / Processes / Procedures / Policies)
- OR Onsite/Online team CWT queries (attending MDT meetings / Reviewing MDT prep/ Reviewing MDT distribution processes/ Attending PTL meetings with services teams or cancer management/ Validation queries / Processes / Procedures / Policies)
- Analysing current policies for compliance (Patient Access Policy / Clinic Outcome Forms / SOPs)

Gold Package

Unlimited access to expert advice on RTT rules or CWT guidance plus our five day 'Diagnostic Service'.

- The diagnostic service will review your organisation's ways of working and compliance with RTT or CWT rules to provide you with a comprehensive report detailing your conformance and suggestions for improvement.
- In conjunction with the guidance, this package will provide you with the information you need to understand your current position, access to the support you need to deliver sustainable improvements.

Bespoke Packages

Bespoke packages are available, please inquire with your Account Manager or via info@insource.co.uk.

About Insource

At Insource we bring the power of data to your organisation. Our leading data management platform seamlessly delivers validated, patient-level activity data from across the enterprise through our range of waiting list management, statutory reporting, capacity planning and other applications to help organisations manage their healthcare business more effectively.



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