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NHS MANAGEMENT EXECUTIVE
Department of Health
Richmond House 79 Whitehall London SW1A 2NF
Tel: 01-210 5579/5566
From the Director of Finance

To : General Managers : EL(90)P/44

Regional Health Authorities
Special Health Authorities
District Health Authorities

14 March 1990

For General Managers

STUDY OF THE ROLE OF NURSES AND OTHER NON-MEDICAL STAFF IN OUTPATIENT DEPARTMENTS

A Report of a study of the role of Nurses and other Non - Medical staff in Outpatient Departments, prepared by the Management Executive's Value For Money Unit, has now been published and six copies are enclosed for distribution to acute units.

The Standing Nursing and Midwifery Advisory Committee has considered the Report and supports its proposals.

The study was instigated primarily to ensure the skills of nurses and the number employed in Outpatient Departments were being used to maximum effect. It was based on a range of sites in the NHS, including a detailed study at four hospitals. It examined the role and functions of nursing and other non-medical staff. The report contains proposals for changing the skill mix of qualified and non-qualified staff to reflect the nature of tasks undertaken. The main findings and recommendations are summarised in the Synopsis and the steps necessary to achieve change, and hence better and more cost effective use of staff, are outlined in Chapter 6 of the report.

The study confirmed that there is major scope for changes to be made. It is apparent that there is general awareness in the service that this is the case. The major aim of the report is to help facilitate the change necessary to bring

Sister McMullen

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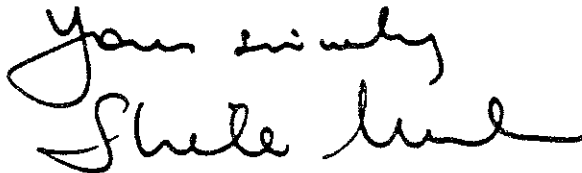
Diana Lewis
Mrs Talbot - Outpatient Manager, Newton

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about improvement. Chapter 6 of the report provides a systematic methodology for reviewing Outpatient Department organisation and staffing and pays particular attention to:

- a) establishing the appropriate skill mix of qualified and non-qualified staff;
- b) examining workflow in relation to organisation;
- c) exploring the options to achieve the desired establishment; and
- d) developing an action plan and timetable for change.

Will you please draw the recommendations of the Report to your DNA and other key staff with responsibility for the management of Outpatient Departments.



S.V.MASTERS

This letter will be cancelled and deleted from the Communications Index on 31 August 1990.

Further copies of the Report "The Role of Nurses and other Non-Medical Staff in Outpatients Departments", ISBN 1 85197 512 8 priced £4-00, are available from Leaflets unit, PO Box 21, Stanmore, Middlesex, HA7 1AY.