

Service Definition: NHS Access and Contact Reduction Assessment

Service overview

The NHS Access and Contact Reduction Assessment is a short, focused service designed to help healthcare organisations understand and reduce avoidable inbound contact. It provides a rapid, evidence-based assessment of how patients currently access services and where fragmented contact routes, uncertainty, and manual processes drive repeat calls and administrative pressure.

The service supports NHS Trusts, primary care, mental health services and Integrated Care Boards (ICBs) to identify practical opportunities to improve access and reduce demand without replacing existing clinical or administrative systems.

Service scope

The service includes review and analysis of patient access routes, communication processes, and demand drivers. It focuses on access, reassurance and demand prevention rather than clinical delivery. The service does not include system implementation or operational changes unless agreed separately.

Service activities

Activities typically include: - Review of patient contact routes including phone, email, digital and service-specific channels - Analysis of inbound call volumes, repeat contact and common enquiry types - Identification of failed demand caused by lack of visibility or delayed information - Review of access and communication for primary care and mental health services - Workshops with operational, access and digital teams - Identification of quick wins and priority improvement areas

Deliverables

The service provides: - A clear assessment of current access and demand challenges - Evidence-based findings on avoidable contact - Prioritised recommendations to reduce inbound demand - A practical roadmap for pilots and next steps

Users

The service supports NHS operational leaders, digital and transformation teams, access and contact centre teams, and service managers. No patient access is required as part of the assessment.

Engagement and timescales

The assessment is delivered over a short engagement, typically completed within a few weeks. Delivery is collaborative and designed to minimise disruption to day-to-day operations.

Support and follow-on services

This service is advisory in nature and does not include ongoing support. Follow-on implementation or managed services can be provided separately if required.

Security and compliance

The service operates within an ISO/IEC 27001 certified Information Security Management System and is supported by Cyber Essentials Plus. Any data reviewed as part of the assessment is handled in line with NHS data protection requirements.

Service boundaries

The service does not provide clinical advice, diagnosis or treatment, and does not make operational decisions on behalf of the customer. Responsibility for service changes remains with the NHS organisation.