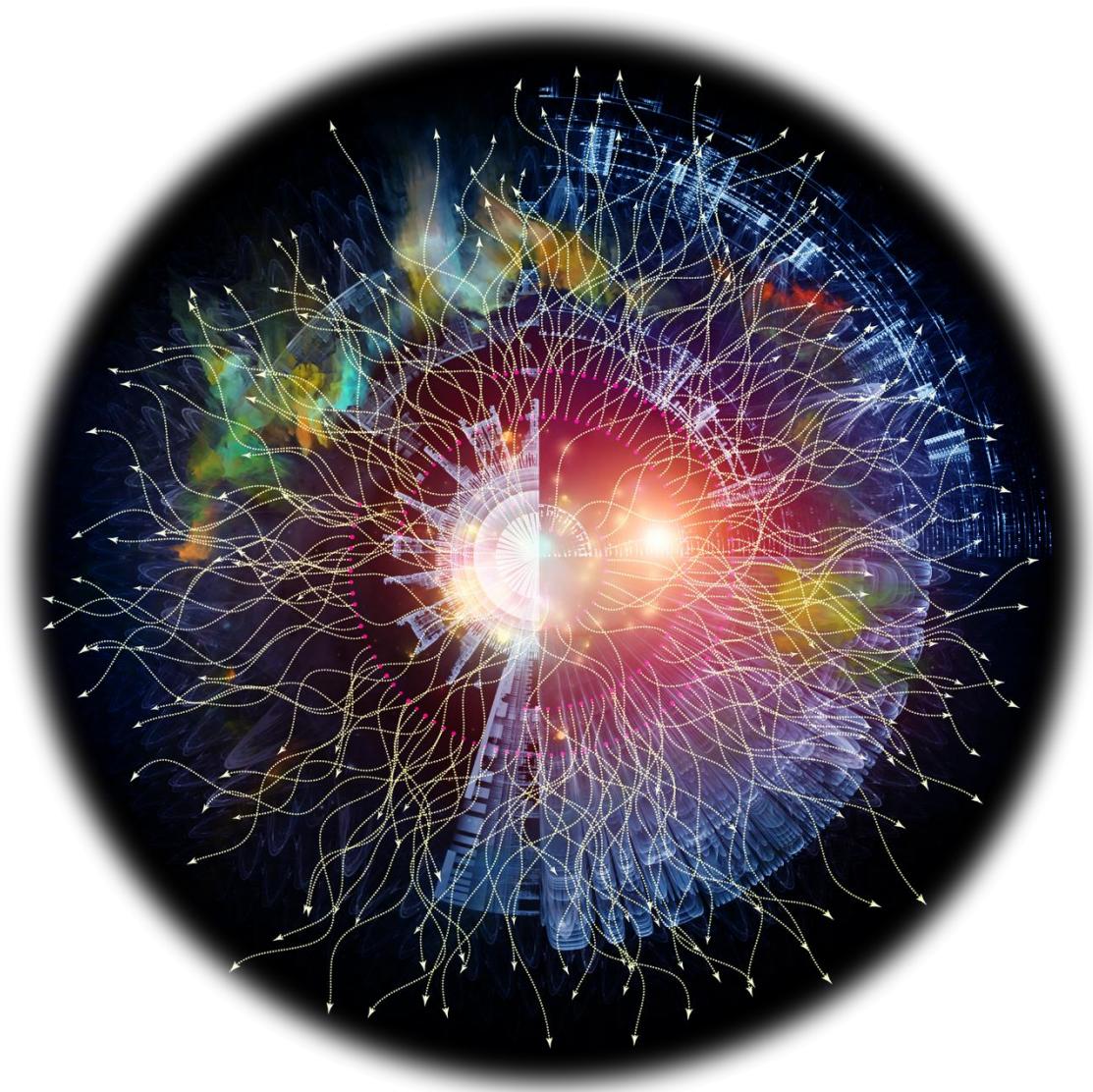




OPUS: Outpatient Productivity Utilisation System

G-Cloud 15 Service Definition Document

January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹ and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.



Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

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Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

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¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Deloitte Outpatient Productivity Utilisation Solution OPUS is a diagnostic and operational improvement approach that provides an analytical toolkit to evidence and underpin operational improvement within the Outpatient setting.

Deloitte's OPUS outpatient productivity diagnostic approach provides an analytical toolkit to hospitals to enable them to identify areas of opportunity for improved efficiency and productivity in outpatient services, patient experience and digital maturity.

Features

- Primary referral management
- Eliminating unnecessary clinical variation
- Opportunity identification
- Demand management
- Process automation
- Interactive dashboard
- Performance benchmarking

Benefits

- Pathway optimisation
- Eliminate unnecessary administration
- Manage clinical demand
- Release clinical capacity
- Reduce RTT backlogs
- Reduce overall cost
- Optimal estate configuration

3 Detailed Service Description

Deloitte's OPUS outpatient productivity diagnostic approach provides an analytical toolkit to hospitals to enable them to identify areas of opportunity for improved efficiency and productivity in outpatient services, patient experience and digital maturity.

The solution delivers several key benefits:

- **Improve productivity and performance** to mitigate the decline in performance of the Referral To Treatment (RTT) constitutional standard;
- **Move, restructure or stop low value work from outpatients**, particularly to reduce follow-up appointments where it is possible to do so safely;
- **Appropriately move work from higher cost to New Models of Care settings**. For example, day surgery to outpatients to release capacity in higher dependency care settings for more complex clinical intervention; and
- **Increase the uptake of alternatives to traditional models of care, specifically digital technology**, to increase efficiency whilst improving quality of care and patient experience.

Scope and Purpose

To deliver the solution, a scope of analysis will be agreed with the project steering committee selected by the client and comprising clinical, data and operational subject matter experts.

The scope will cover three key domains:

1. Productivity

This domain is defined as the potential additional appointments that could have been delivered. Opportunity is analysed across three metrics:

- Improvement in **clinic utilisation**;
- Reduction in **did not attends**(DNAs); and
- Reduction in **cancellations** where the slot was potentially lost.

2. Capacity Release

This domain is defined as attended appointments that may have had the potential to be delivered in an alternative care setting or may not have required medical attention.

This analyses opportunity across four metrics:

- Reduction in appointments by routinely seen patients (frequent attenders);
- Reduction in referrals without subsequent activity;
- Reduction of procedures not routinely commissioned; and
- Inpatient procedures that may be performed as outpatients per the British Association of Day Surgery (BADs) guidance.

The approach also analysed **first to follow up ratios** which is provided in the detailed breakdown section of the report.

3. Digital Maturity

The programme also considers to the extent to which the Trust has implemented the in-scope digital capabilities and thus the opportunity for implementation, including any indicative savings where they are quantifiable at a high level. Analysis has been performed using Trust responses to a digital survey designed for the Programme.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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