

Transforming our booking and scheduling systems

Steve Peak

Director of Transformation

Putting
Patients
First

Honesty
And
Integrity

Being a
Clinically-Led
Organisation

Working and
Collaborating
Together

Encouraging
Individual
Ability and
Creativity

Taking Pride
in our Work
and our
Organisation

The scope

- Referral pathways
- Booking routes for new appointments
- Scheduling diagnostics associated with the outpatient appointment
- Booking of follow-up appointments
- Scheduling treatment options
- Patient tracking
- Real time performance data
- Organisational structures/teams
- IT systems

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The need for change

- Patients, GPs and our teams express significant frustrations with the current systems
- To support the reduction in waiting times
- Do our systems facilitate safer practice?
- Improved operating efficiencies
- Meeting future demands and expectations
- Delivering the Trust's strategic goals and objectives

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How

- Taskforce - Centre chiefs, clinical leads, booking leads, service improvement team members, IT and project specific staff
- Four work-streams
 - Referral pathways
 - Booking and scheduling processes
 - Demand and capacity
 - IT systems
- 10 working day assessment at the end of Feb that will:
 - Build improvement plans – Key indicators around patient experience, operating efficiencies and system visibility.
 - Set out milestones, targets, resource requirements and timescales focusing upon the most significant areas of change
- Provisional timescale for project completion – 9/12 months

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Any Questions?

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