Transforming our booking and scheduling systems

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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
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
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
Any Questions?