

### **Demand and Capacity**

- Know your demand
- Account for variation
- Know your **true** capacity
- When putting on additional capacity, understand what is backlog clearance, and what will simply fill your BAU gap
- Consider how capacity is being used (multi site)
- Admin resource is crucial

### **Information and Data**

- Crucial to get the organisation to understand your language (eg points not patients)
- Underpins any recovery effort
- Levels of information:
  - high level
  - performance data
  - regularly refreshed demand data
  - Daily patient tracking list (PTL)

### **Waiting List Coordinators**

- Make sure they understand the access policy
- Patient focussed
- Regular buffer meetings
- Keep clinical teams in the know
- Proactive validation
- Keep on top of it!