

## Measure Stop / Start times:

- Time into room – timeout of room
- Understand cause of delays, late start, room not ready, porters
- Visual display of causes and % utilisation

## Face to face Booking in OP clinic:

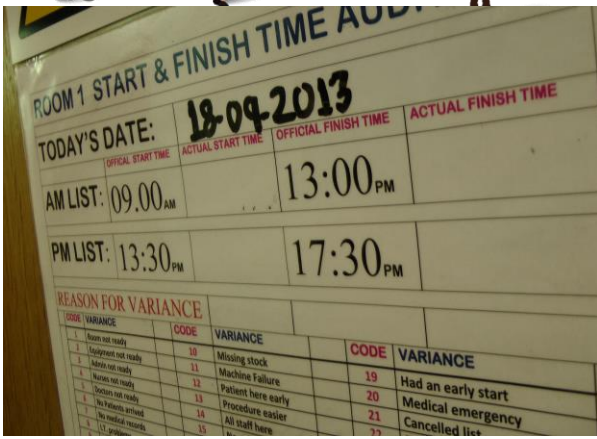
- Reduces: steps in process, rework from Patients changing / cancelling inconvenient appointments,
- Reduces: Breeches and DNA's (0.05%\* CT Derby NHS Trust) Elderly, Dementia and Family Friendly.

## Reduce Carveout:

- Minimise the number of slots allocate to specific patient groups, Carve Out extends waiting times

## Measure pre and post changes will lead to:

- Reductions in Lead time – Referral to Scope
- Reductions in Backlog
- Increase in Activity (irrespective of any increase in demand)



Improving Booking to reduce DNA's

