Rules Recap & Effective Management of Diagnostic Waiting Times

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Welcome & Agenda

• Purpose of session
• Quiz & Rules Recap
• Application of Effective Management of Diagnostic Waiting Times using real examples
• Questions
Everyone has the right (by law since 2010) to access certain services commissioned by NHS bodies within maximum waiting times, or for the NHS to take all reasonable steps to offer a range of suitable alternative providers if this is not possible. The waiting times are described in the Handbook to the NHS Constitution (2013).

Diagnostics form part of a wider pathway

Referral Receipt

1st Outpatient Appointment

Diagnostics

Follow Up Appointment

Admission

2 week wait

62 days wait

31 days wait

18 weeks wait
Relevance of 6 week diagnostic target

2 week wait

31 days wait

6 week wait

62 days wait

18 weeks wait
Quiz Time

- 15 Questions
- 30 Seconds on each question
- No conferring please
- Mark each others
- Total of 28 marks…good luck!
Effective Management of Diagnostic Waits

- Know your issues- RCA
- Capacity and Demand
- Job Plans / Workforce
- Utilisation/Optimisation
- Sustainability- know your business
- Reduce variability
Effective Management of Diagnostic Waits

• Review financial / quality impact

• Recovery plan - be realistic

• Performance data/dashboard

• Culture and behaviour “norm”
Thank you

- Any Questions