

AN INTRODUCTION TO PROCESS MAPPING AND DEMAND AND CAPACITY

3rd December 2019
Central London Venue, tbc

Overview

There are a number of simple tools and techniques that support Lean thinking and Service Improvement. Recommended by the NHS Institute's 7 Ways to No Delays and the Modernisation Agency's Ten High Impact Changes, these are proven to help staff reduce waiting lists.

Content

This workshop will focus on:

- Process mapping and analysis
- What is 'true' demand and capacity and how do you measure it
- Understanding the impact of variation on your system
- Strategies for improving the flow through the system, including reducing queues, extending roles, gaining capacity, recognising carve out and segmentation and scheduling.
- Use of process templates to aid scheduling your capacity

Session logistics

The session will run from 9.30am for 10am to 4pm and will be led by a director with NHS Elect.

Who should attend this session?

Anyone who has an interest in making their work flow better, that is minimising waits and delays for their patients or other customers while at the same time not costing the earth.

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Agenda

9.30 – 10.00	<i>Registration and Coffee</i>
10.00 – 11.30	Understanding your processes through mapping and analysis
11.30 – 11.45	<i>Coffee</i>
11.45 – 12.45	What is 'true' demand and capacity and how do you measure it. Understanding the impact of variation on the system
12.45 – 13.45	<i>Lunch</i>
13.45 – 14.45	Strategies for improving the flow through the system, including reducing queues, extending roles, gaining capacity, recognizing carve out and segmentation
14.45 – 15.00	<i>Tea</i>
15.00 – 16.15	Optimising the pathway; Scheduling and process templates
16.15	<i>Close</i>