

Demand and Capacity Overview

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:

- What are the flows that you want to manage?
- 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
- Use of process templates to aid scheduling your capacity

Who should attend this session:

Anyone who has an interest in making their workflow 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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