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Partial Booking

A Case Study

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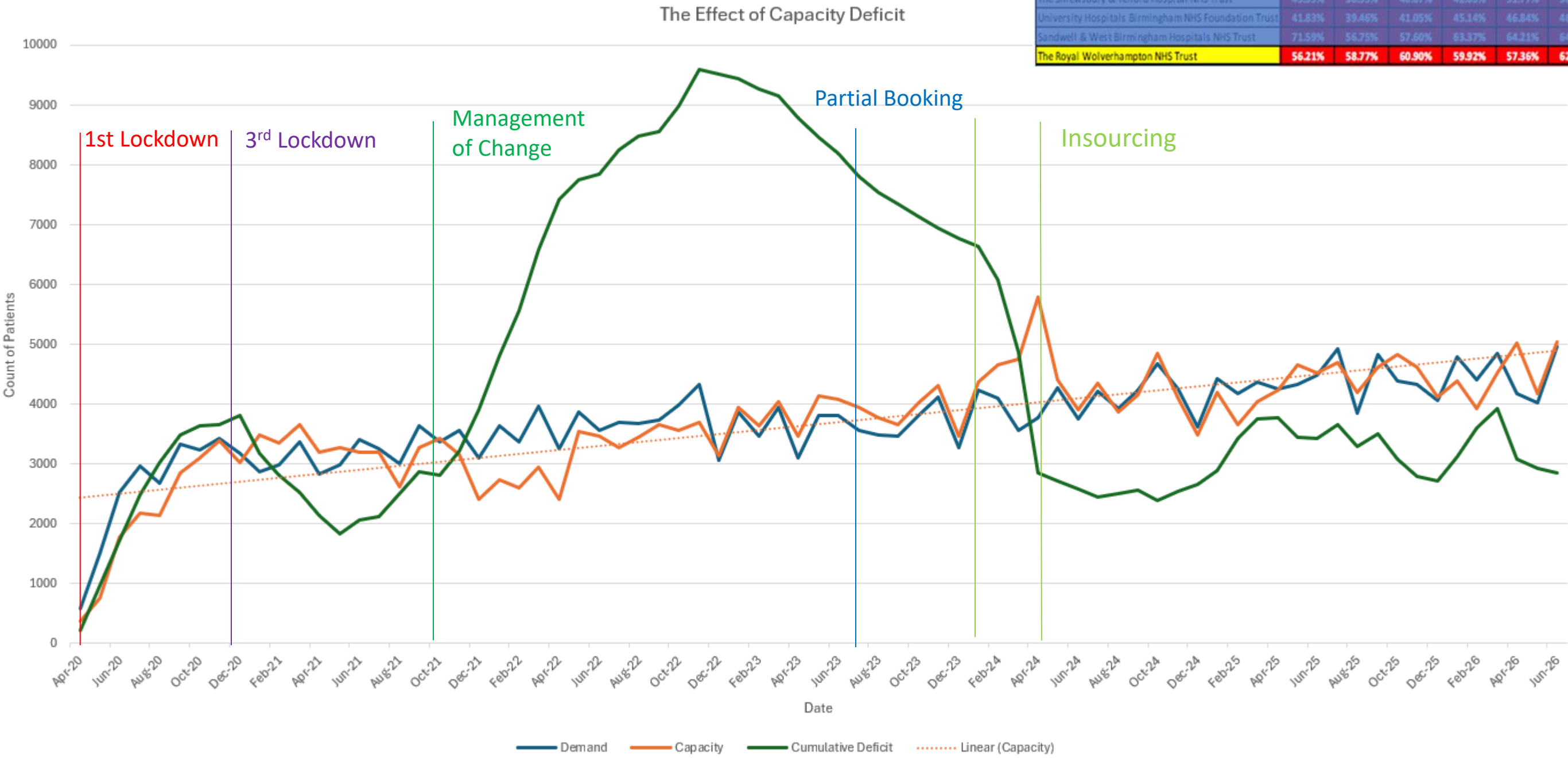
BSc Diagnostic Radiography
with a Specialist Interest in Leadership & Management
PRINCE2 Project Management

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Where We Started

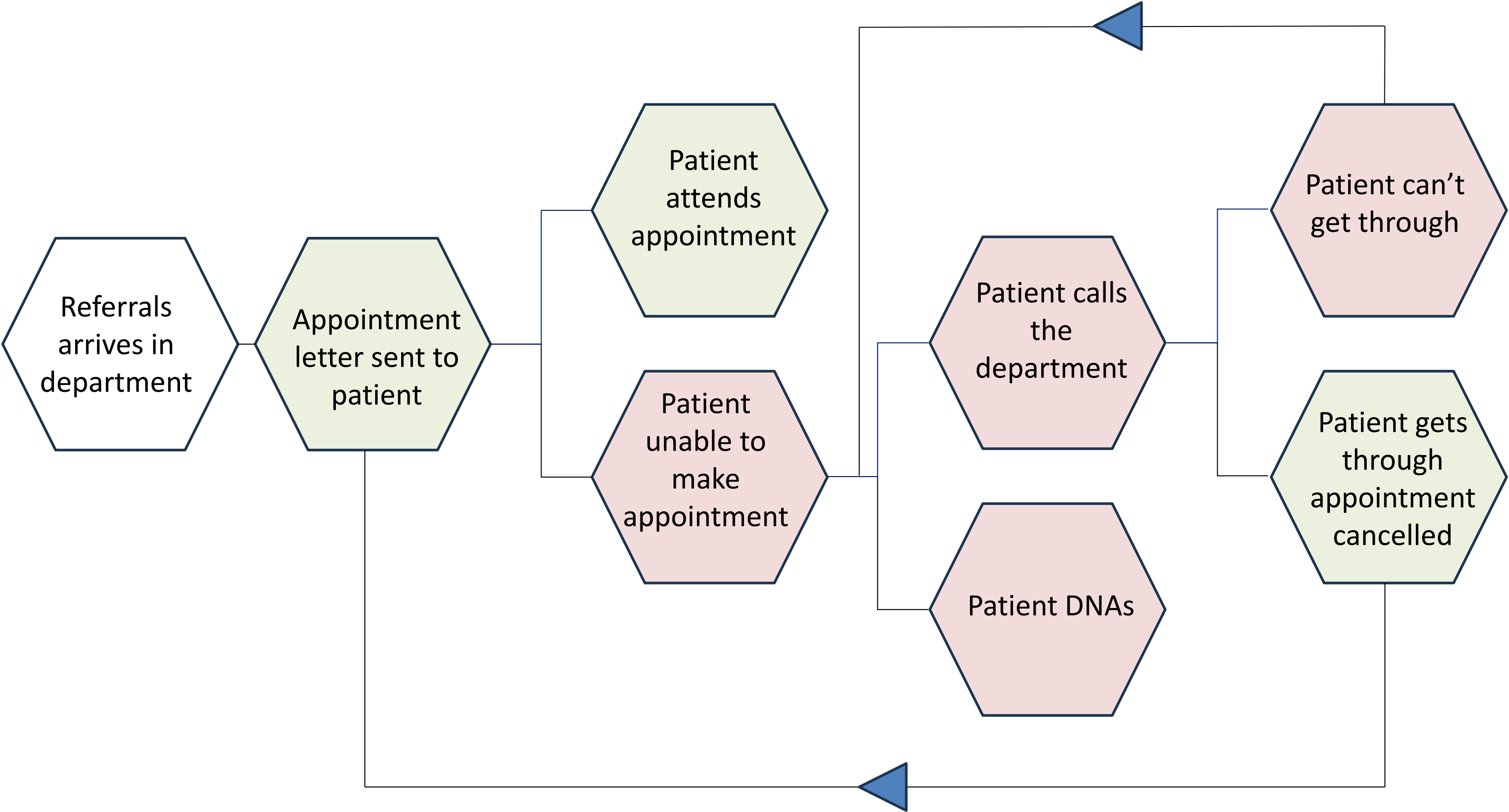


Non-obstetric Ultrasound (target <1%)	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Total	>6 weeks	Feb-23	Monthly Ranking	Trend from previous month Ranking
George Eliot Hospital NHS Trust	5.37%	1.78%	1.97%	2.73%	9.08%	13.64%	10.25%	6.75%	7.21%	3.39%	1,496	5	0.33%	1	↔
The Dudley Group of Hospitals NHS Foundation Trust	13.24%	7.44%	3.18%	3.14%	11.61%	10.12%	11.34%	12.18%	12.05%	12.31%	2,423	20	0.83%	2	↑
Wye Valley NHS Trust	57.57%	48.46%	39.75%	33.64%	21.91%	7.34%	2.79%	1.72%	5.89%	12.74%	1,081	20	1.85%	3	↑
Walsall Healthcare NHS Trust	2.88%	0.77%	1.04%	0.66%	3.69%	6.41%	7.05%	13.20%	25.10%	15.79%	2,121	41	1.93%	4	↑
University Hospitals Coventry & Warwickshire NHS Trust	1.73%	0.29%	0.65%	0.34%	0.35%	0.61%	0.65%	0.36%	16.97%	19.64%	7,305	350	4.79%	5	↑
Worcestershire Acute Hospitals NHS Trust	26.43%	22.70%	26.03%	24.30%	28.21%	20.07%	14.73%	11.92%	19.23%	15.05%	2,604	222	8.53%	6	↓
South Warwickshire NHS Foundation Trust	0.13%	0.09%	0.00%	0.12%	0.58%	1.46%	0.74%	0.60%	3.69%	11.27%	5,070	526	10.37%	7	↓
University Hospitals of Derby and Burton NHS FT	42.29%	38.06%	36.38%	31.71%	25.49%	17.00%	11.93%	8.84%	15.59%	20.75%	4,743	547	11.53%	8	↔
University Hospitals of North Midlands NHS Trust	49.55%	48.57%	50.50%	54.23%	59.43%	57.35%	54.98%	57.24%	57.90%	50.10%	7,509	2,512	33.45%	9	↑
The Shrewsbury & Telford Hospital NHS Trust	43.39%	38.55%	40.07%	42.69%	51.77%	50.24%	50.55%	51.69%	55.19%	44.88%	3,528	1,290	36.56%	10	↓
University Hospitals Birmingham NHS Foundation Trust	41.83%	39.46%	41.05%	45.14%	46.84%	46.94%	43.66%	45.79%	53.04%	49.36%	11,504	4,787	41.61%	11	↓
Sandwell & West Birmingham Hospitals NHS Trust	71.59%	56.75%	57.60%	63.37%	64.21%	64.45%	63.61%	64.36%	66.58%	60.33%	14,612	7,825	53.55%	12	↔
The Royal Wolverhampton NHS Trust	56.21%	58.77%	60.90%	59.92%	57.36%	62.58%	61.12%	61.91%	66.34%	64.71%	9,148	5,444	59.51%	13	↔

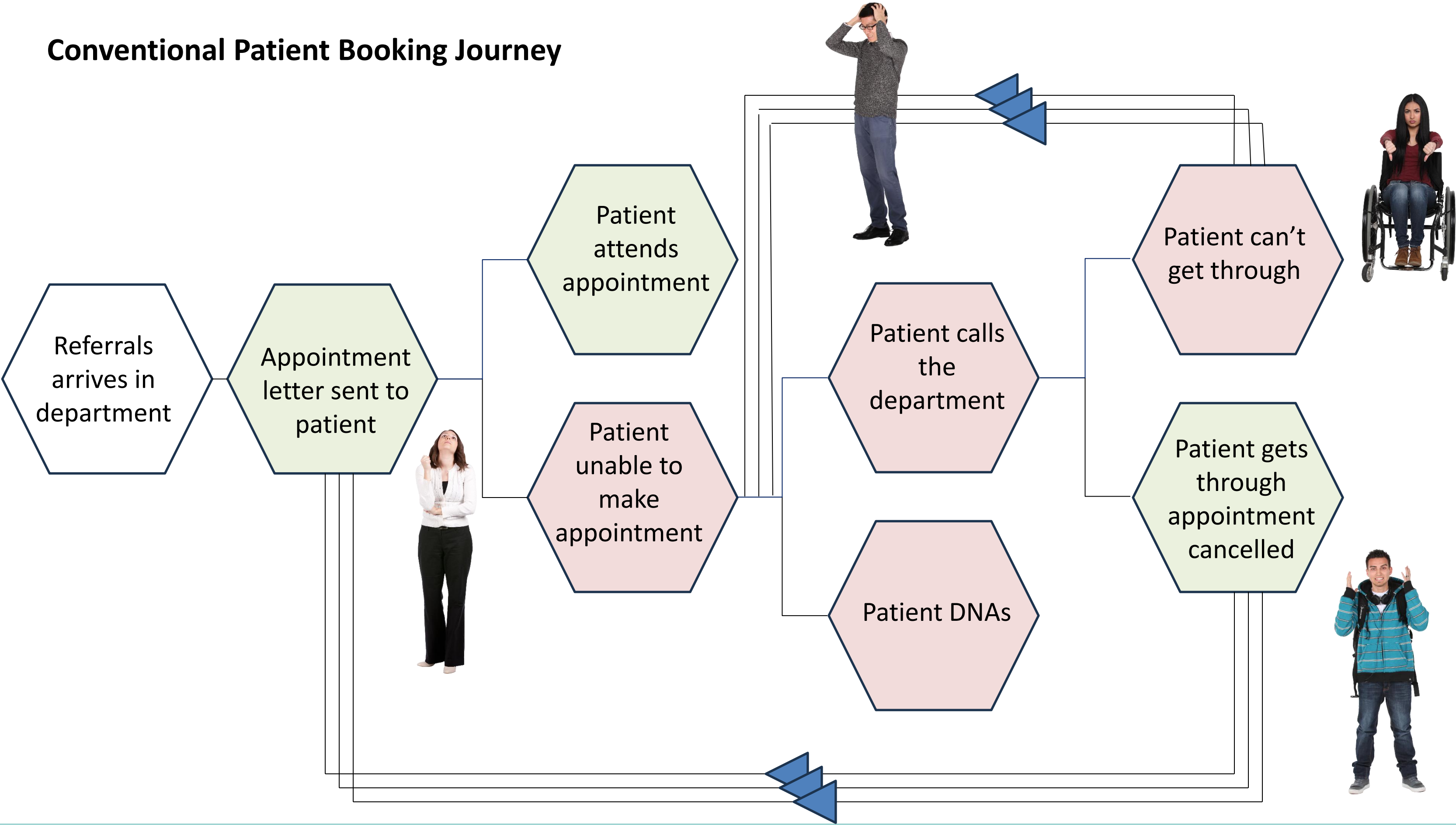
BMUS guidelines implemented



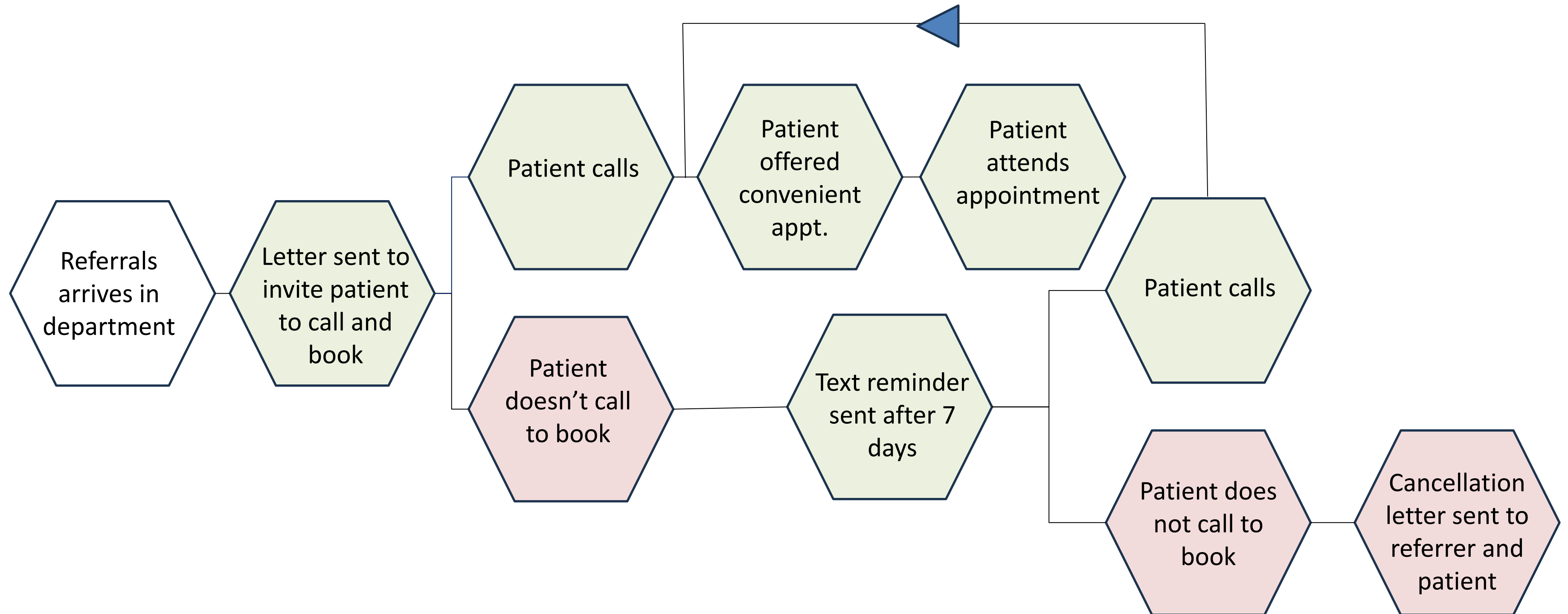
Conventional Patient Booking Journey



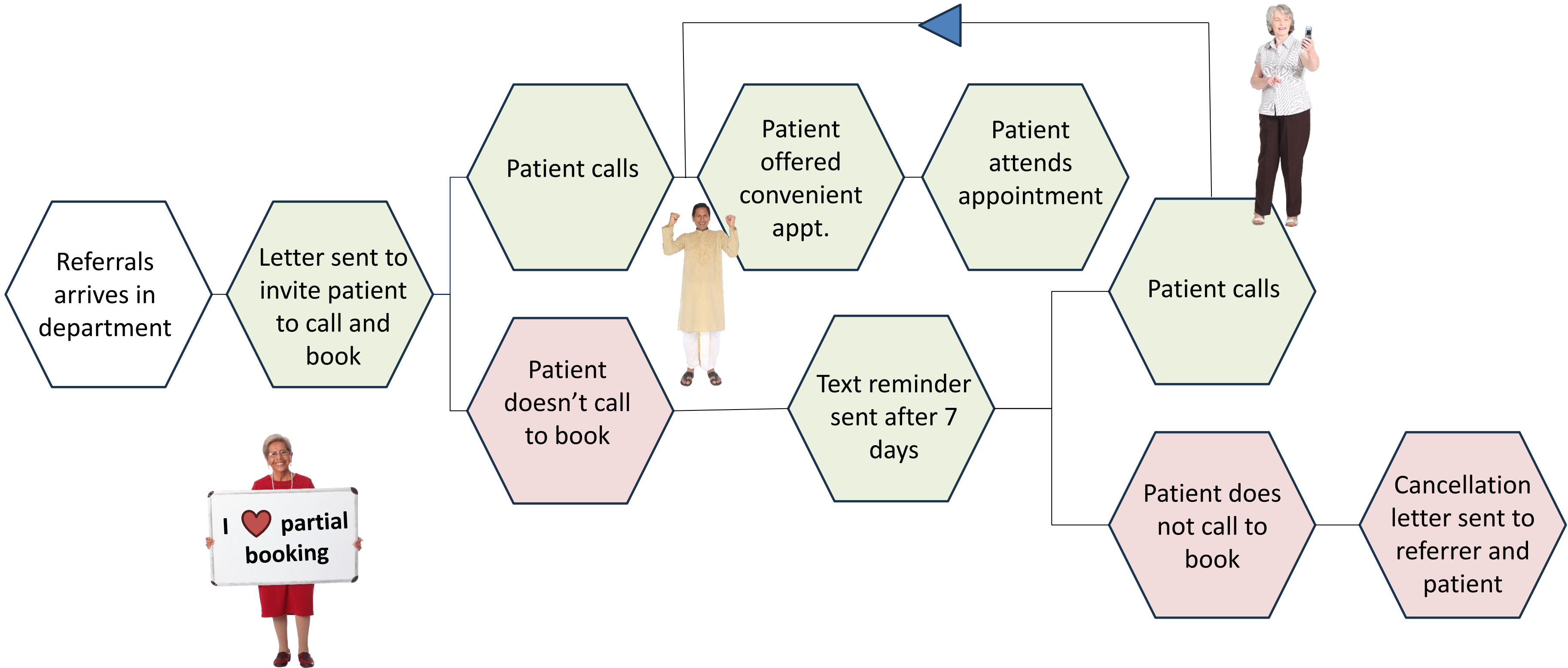
Conventional Patient Booking Journey



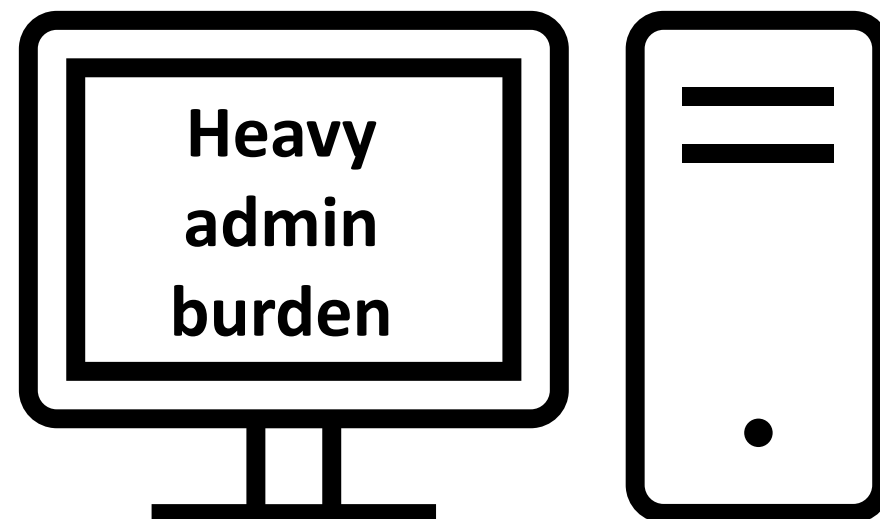
Partial Booking Journey



Partial Booking Journey



Disbenefits



Benefits

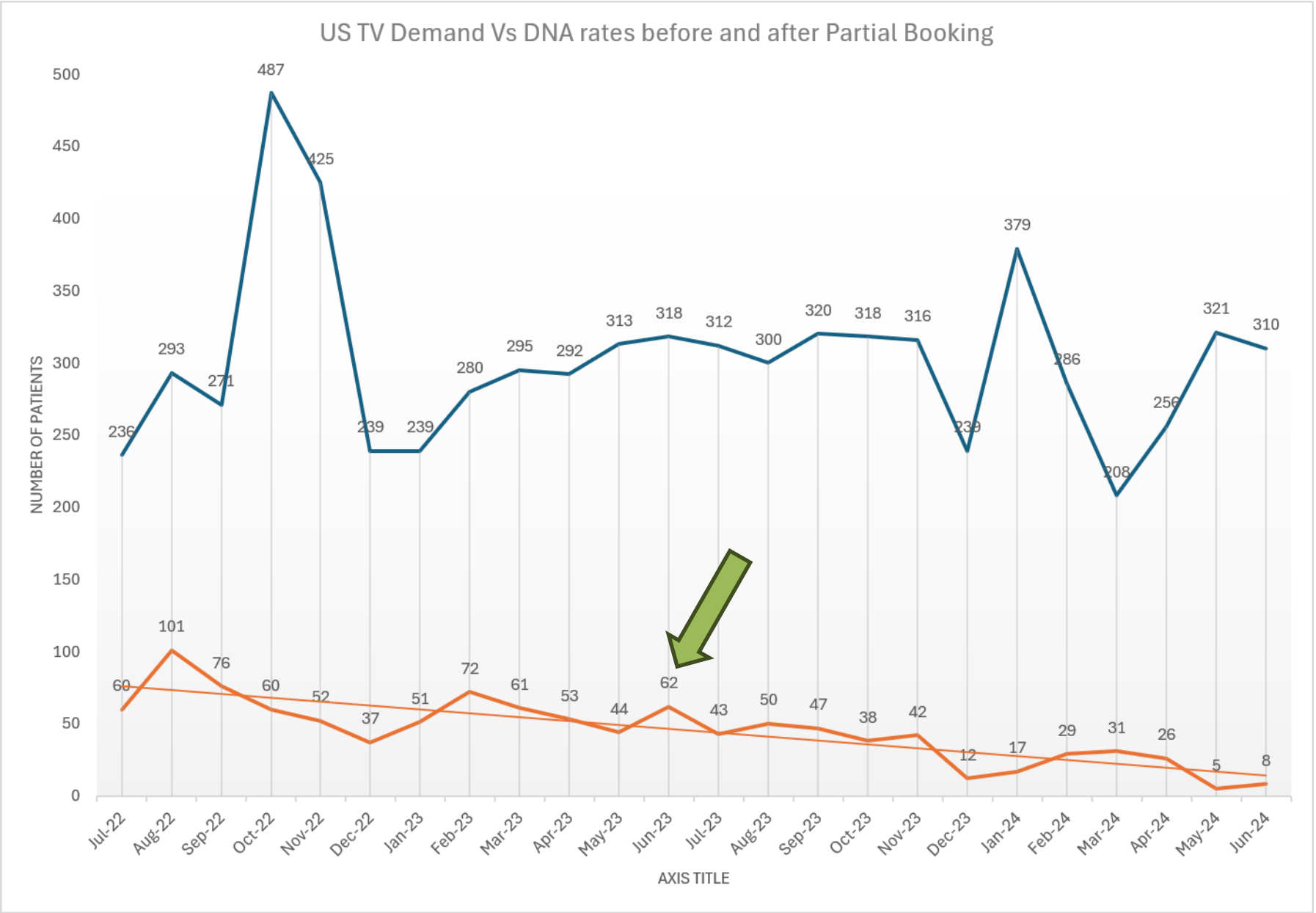
Around **55,000** partial booking letters sent to date

A few months in

	Cancellations	No of Letters Sent Out to date	%
By Patient	4		
By Trust	407		
Total	411	1798	23%

A few weeks ago

	Cancellations	No of Letters Sent Out to date	%
By Patient	4		
By Trust	8866		
Total	8870	53735	17%



	Conventional Booking	Partial Booking
DNA Rates (TV)	20% (60 per month)	9.7% (29 per month)

Benefits

3 years in:

Recent audit of PB patients showed:

85% communication was good or okay

79% process was easy or okay

72% preferred it to conventional booking or were indifferent



Cons:

- Can be difficult to get through on the phone lines
- Didn't receive letter



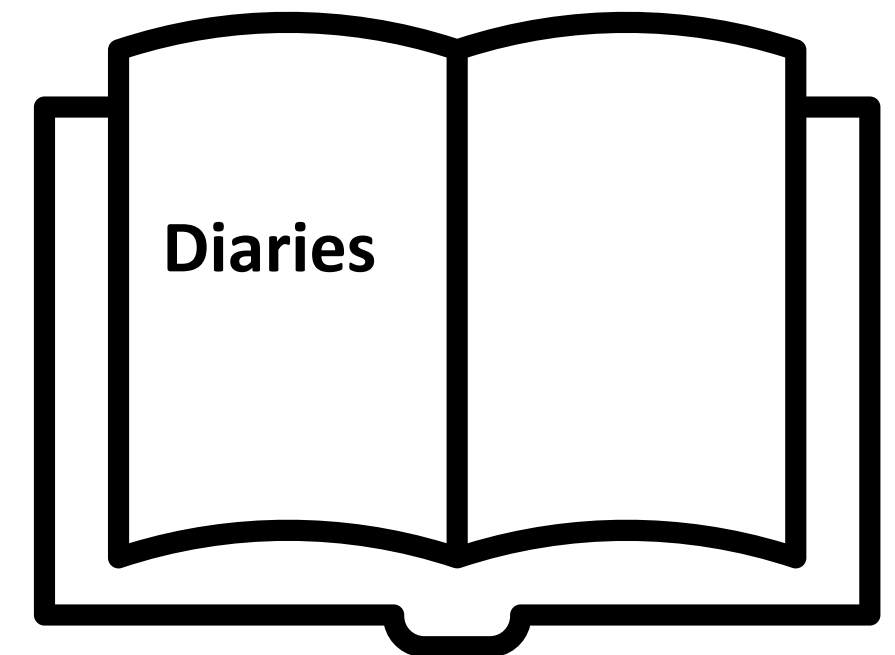
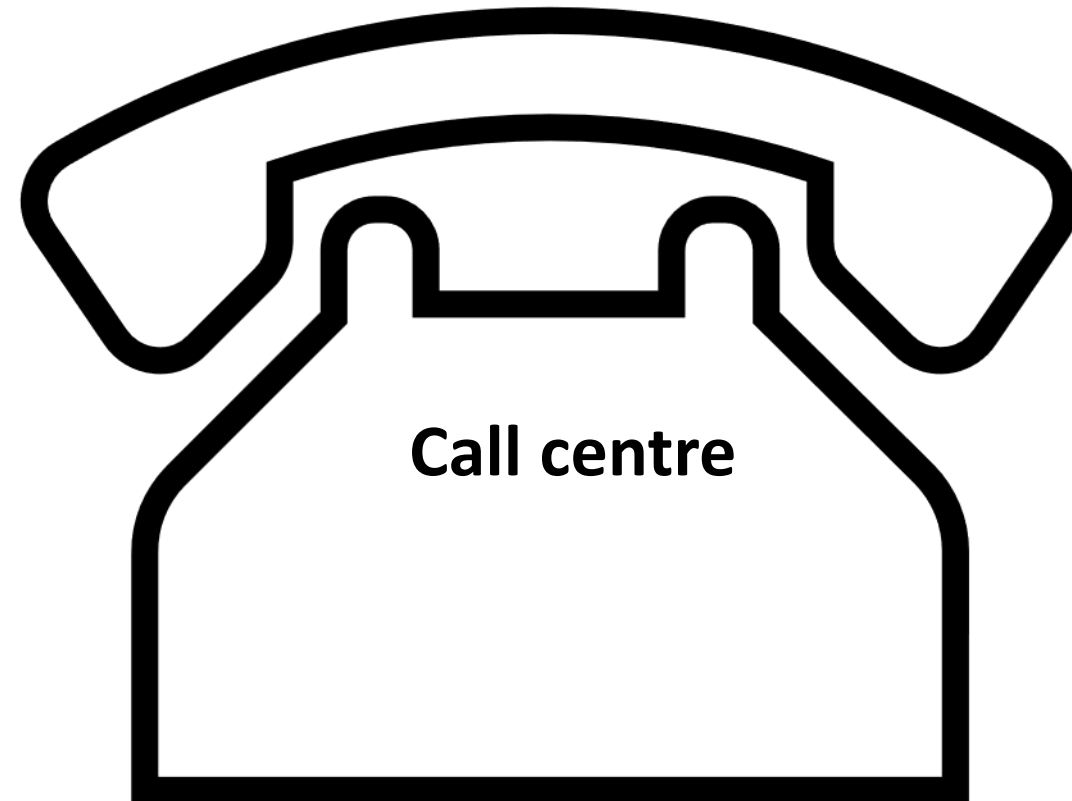
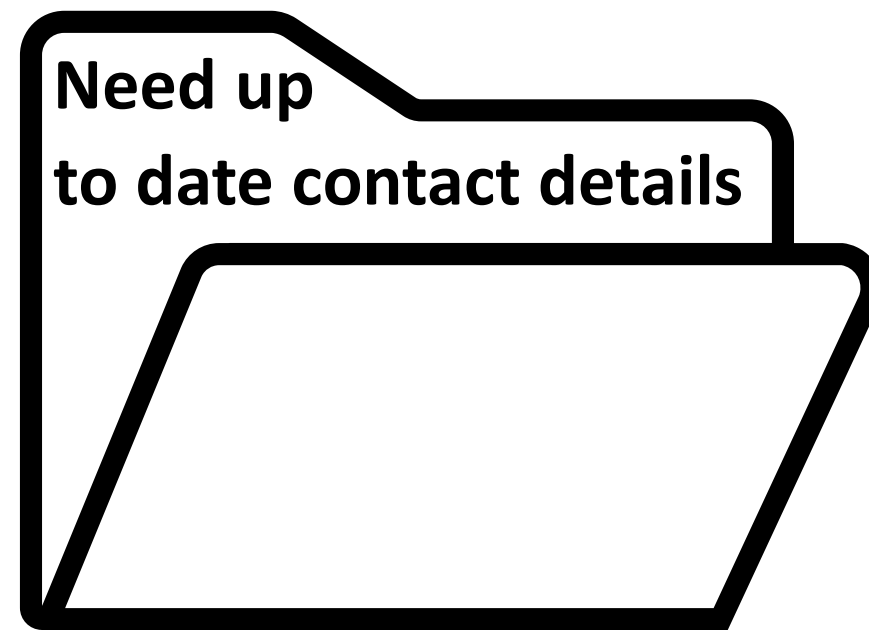
Pros:

- Speak to a human
- Choose a convenient appointment



	Good / Yes	Okay / Same	Bad / No
Communication			
Ease			
Prefer PB			

Considerations



Take-aways

PB can cut your DNA
rate >50%

PB has the potential to
release ~ 8% of your
capacity

80% of patients find
Partial Booking easy

70% of admin staff
don't find partial
booking easy...

Thank you!
Questions?

FAQs

Do you have a SOP you can share with us?

- NO, sorry... we implemented PB inside existing trust policies.

What text messaging service do you use?

- Envoy

How big is your appointments team and how many appointments do they book?

- 6 MoS working 7.5hours per day, 5 days per week (CT, MR, US, Phone, cancellations/admin, team lead)
- They have booked 146,000 appointments in the last 12 months (12,200 per month)
- 59,000 of those are US (last 12 months)

Why do you only PB routine Ultrasound?

- We’d like to expand to other modalities but have other priorities at the moment
- We have trialled PBing 62-day patients, with considerably shorter turnaround times

What does your cancellation letter say?

