Redesigning support services in line with demand from the wards

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Our big problem!

Clinical support services

Our big problem!

Pathology  Imaging  Therapies  Pharmacy

Human Resources  Health Records  Laundry  Estates

'Facilities'
Why?
Pathology  Imaging  Therapies  Pharmacy

Clinical support services

Patient’s Problem

‘Facilities’

Human Resources  Health Records  Laundry  Estates
What is going on?

- Shared services - poor/no visual management
- Uncoordinated tests/treatments/results/reviews
- No-one understands the true patient experience
NHS Improvement
Diagnostics Improvement

Demand

- Imaging
- Pathology
- Therapies
- Pharmacy
- HR
- Records
- Laundry
- Estates

takt
Pathology → Imaging → Therapies → Pharmacy → Human Resources → Health Records → Laundry → Estates → Patient’s problem
Demand

- 350 per week
  - 125 neuro
  - 40 gastro
  - 90 resp
  - 35 A&E
  - 60 ENT

= 70 per day
  = 25 neuro
  = 8 gastro
  = 18 resp
  = 7 A&E
  = 12 ENT
### Levelling the Workload - Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>A&amp;E</th>
<th>Neuro</th>
<th>Resp</th>
<th>Gastro</th>
<th>ENT</th>
<th>Total</th>
</tr>
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<td>08:00-10:00</td>
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</tbody>
</table>

**Demand**

- A&E: 7
- Neuro: 25
- Resp: 18
- Gastro: 8
- ENT: 12
- Total: 70
91 days to do 27 minutes of hands on time!
The aim:

- Vet
- Baby
- Book
- Scan
- Report
- Report
- Verify
- Issue

The takt line is indicated by the red dashed line.
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