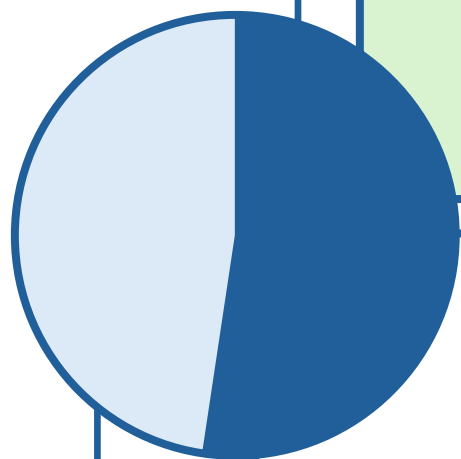


A focused test of change showed that collecting structured information directly from patients can significantly reduce unnecessary outpatient appointments and support more effective clinical decision-making.



The Lanarkshire Urogynaecology service was facing long waits across their service. They developed an aim to reduce their incontinence waiting list by 20%.

52% No appointment required



48% Appointment required

The team used process mapping to analyse their patient flow and developed a questionnaire to gather information from patients to support their vetting process. The questionnaire was sent to **199 patients**, and in three weeks had received **111 responses**.

Analysis of the first 50 respondents showed that only 48% required an outpatient appointment.

For the full cohort – including non-responders – just 27% of patients needed appointments.

Identifying and remedying this inappropriate demand frees up clinician time for complex cases and reduces overall waiting time.

This sprint showed that patient-reported information can:

- ✓ Transform vetting quality
- ✓ Reduce avoidable appointments
- ✓ Highlight inappropriate referrals.

“This was really a sprint...but it was very useful and we have enjoyed it”

Team member

