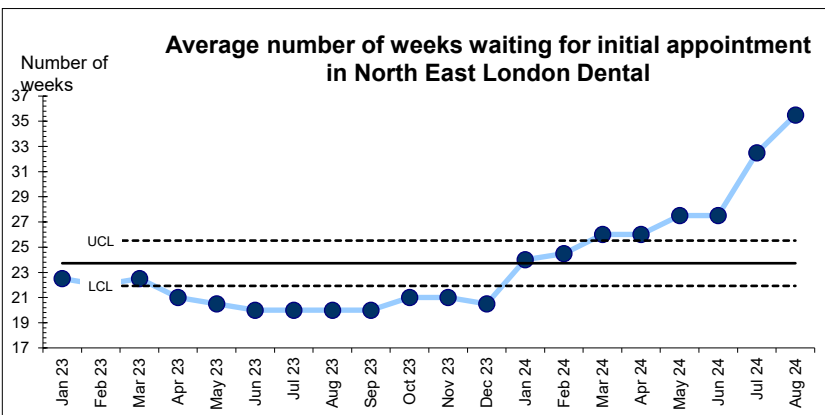
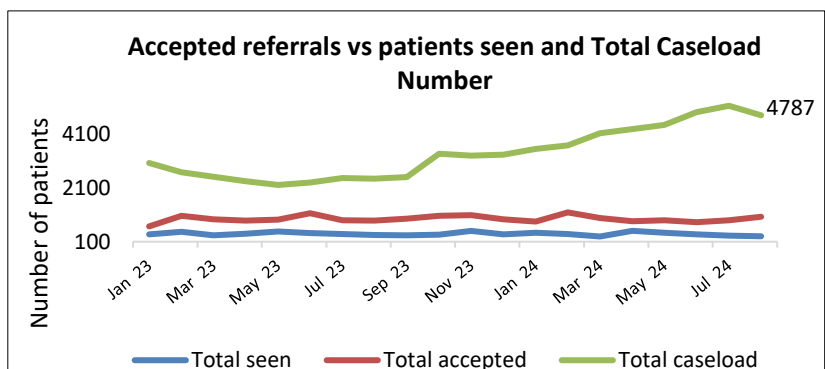


Step 1: Understanding the problem

The North East London (NEL) Dental Team currently have 4,787 patients (August 24) awaiting their initial appointment, with an average wait time of 36 weeks as of September 24.



Causes:



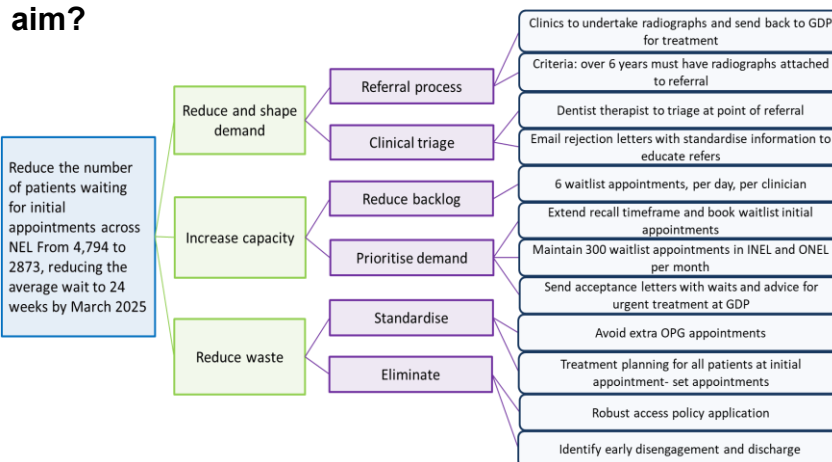
Step 2: What are we aiming to achieve?

Reduce the number of patients waiting for initial appointments across NEL from 4,794 to 2,873, reducing the average wait from 36 weeks to 24 weeks by March 2025.

Step 3: What other measures do we need to think about?

- Number of referrals accepted
- Number of waitlist appointments completed
- Number of patients awaiting initial appointment
- Acceptance / rejection at clinical triage

Step 4: What changes can we make to achieve the aim?



Step 5: PDSA plan

- Clinical triage (vs. admin triage) yielded no reduction in demand, so admin triage continued. Referral Management Team were able to reduce number of accepted referrals during initiative.
- Robust access policy implementation to protect capacity, discharge and DNA rates.
- 31 blitz clinics; had limited impact on demand. 136 patients were discharged back to GDS for treatment and 292 still required treatment, therefore felt these clinics would be better utilised as initial appointment clinics going forward.
- Change in Criteria and strict application of criteria means that referrals for children over 6 without radiographs attached are sent back to referrer.

Step 6: Results & learning

