How we can help you manage waiting lists at system level

Programme management

- We can help systems secure a robust single approach to delivering waiting list management as part of the NHSE/I COVID-19 restoration and recovery plans

- We work closely with a system's clinical prioritisation team to ensure treatment in order of clinical priority

- Using our tried and tested toolkit, we identify a baseline, analyse a system view of waiting lists and relevant data, identify bottlenecks or variation in patient pathway management, foster clinical consensus (using data and best-practice evidence) to develop a single waiting list (including management of any COVID-19 related impacts)

Implementation

- We cleanse waiting list with each provider in the system

- We develop and implement a communications plan with patients, firstly regarding waiting list validation and later to avoid cancellations

- We set up:
  - a mechanism for clinical review in cases where patient clinical status has changed whilst waiting on a list
  - data safe havens for the system and mechanism for secure data transfer between providers
  - data flows to building an aggregated database to determine a whole system waiting list
  - a dedicated system-level waiting list management function

- We monitor the single waiting list with a diagnostics tool

- We develop recovery plans

- We utilise the data to understand the impact of COVID-19 on 'referral-to-treatment' backlogs and set realistic system trajectories

- We highlight risks and issues through forecast modeling to identify system capacity required to manage demand

For more information on our products and services contact us today:

Email: mlcsu.commercial@nhs.net

Visit us **mlcsu.co.uk**

NHS

Midlands and Lancashire
Commissioning Support Unit

Supporting future whole system management of elective activity

- We help customers explore new ways of working, e.g. dynamic referral management through a single system function and inter-system choice menus ensuring allocation of capacity to demand
- We can regularly validate and revalidate system waiting lists
- We can implement system level data monitoring and reporting and produce patient tracking list (PTL) and forward capacity plans

Our systematic approach has been approved by Lancashire and South Cumbria Integrated Care System where it is now being implemented to optimise safe patient access to elective clinical care

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