

FOI REQUEST NUMBER: 5474

1. Do you currently have a strategy in place to reduce waiting times between arrival and being seen, for outpatients having elective treatment/surgery?

No

2. How are you measuring its implementation?

There is no implementation to measure

3. What maximum waiting room time targets do you have in place?

None as above

4. How have you performed against those targets for 2014, 2015, 2016 and 2017 to date?

Not applicable

5. Who is responsible for setting those targets?

Not applicable

6. How many official customer complaints did you receive in 2014, 2015, 2016 and 2017 to date about waiting room times, or poor outpatient experience?

Please see attached

7. Do you currently deploy any of the following for managing outpatient check in and outpatient flow at the hospital?

Receptionist/manned desk

- Paper ticket queue management dispenser
- Queue management display screen and audio to call patients
- Self-service kiosk to notify arrival for appointments, or ask for help
- iPad/tablet station
- Ability to check in with smartphone
- Other: please specify _____

