

THE WAITING LIST PACKAGE

For: Community service teams where adult clients/patients are seen either in the community or visit the organisation's premises, where waiting lists are controlled by the team.

Aims:

- to reduce your waiting list and bring it under control;
- to enable team members to work together to decide on and make appropriate changes in four interlinked areas;
- to enable clinicians to see clients respectfully and effectively within a reasonable timescale.

Examples of teams who may benefit:

- Primary care counselling
- Psychological services
- Admiral nurses
- Occupational therapy (especially mental health)
- Physiotherapy
- Dietetics
- Audiology

Team training package:

- *Plan it* - Preliminary meeting with managers -where are you at the moment? Deciding what to measure. The package is organisation-specific and further planning is tailored to your circumstances.
- *Do it* - 1 day workshop for the whole team (including administrators and managers).
- *Review it* - Half-day follow-up to reinforce what works, measure progress, tweak as necessary, plan next steps.

Costs

£1500, plus expenses, for the complete package including planning, materials and facilitation.