

# Reducing the Wait for Clerking for Medical Patients

Medical admissions at Cheltenham General Hospital

Dr Leonard Griffiths

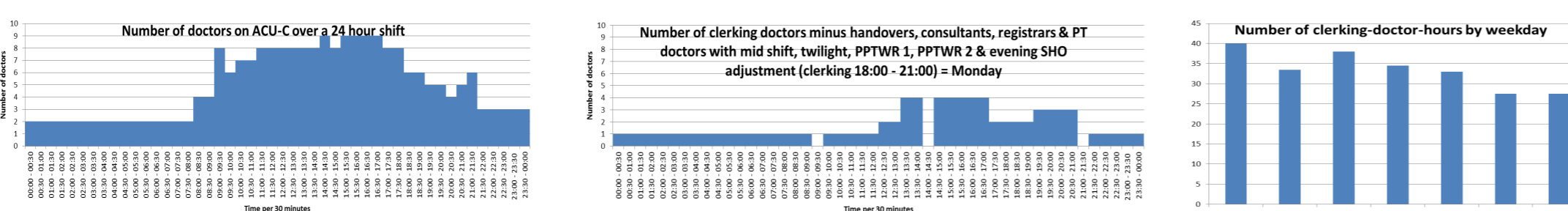


## Problem

Patients presenting to Cheltenham General Hospital (CGH) that are referred to the medical team have an increasing waiting time the later in the day they are triaged. This was confirmed with an audit.

## Analysis

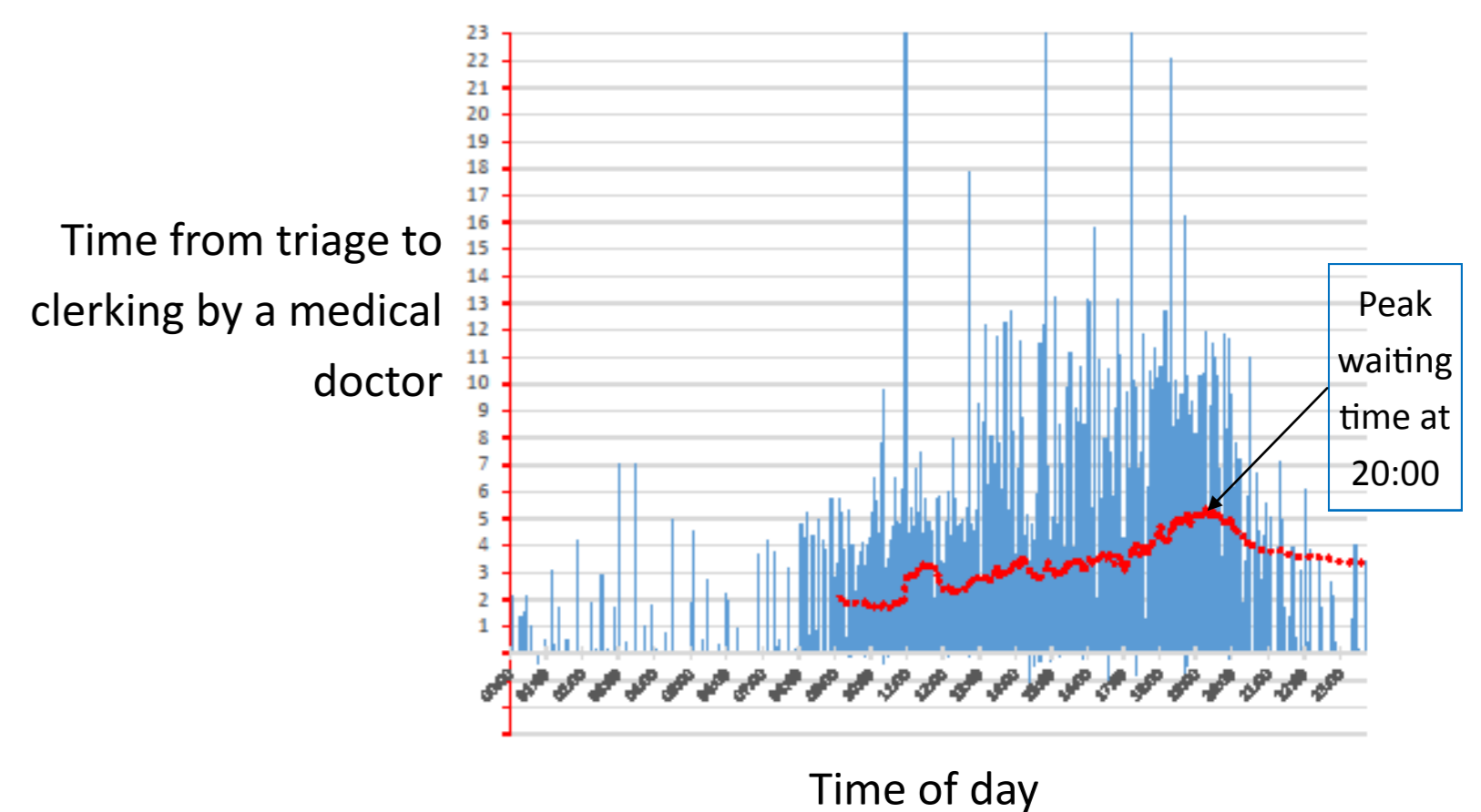
The medical doctors' rotas were analysed and the 'clerking manpower' was calculated.



## Audit

Audit of time taken to be clerked by a medical doctor from time of triage.

Duration from triage to clerking by a medical doctor by time of day in September/October 2015, with trend line



## Change Idea 1

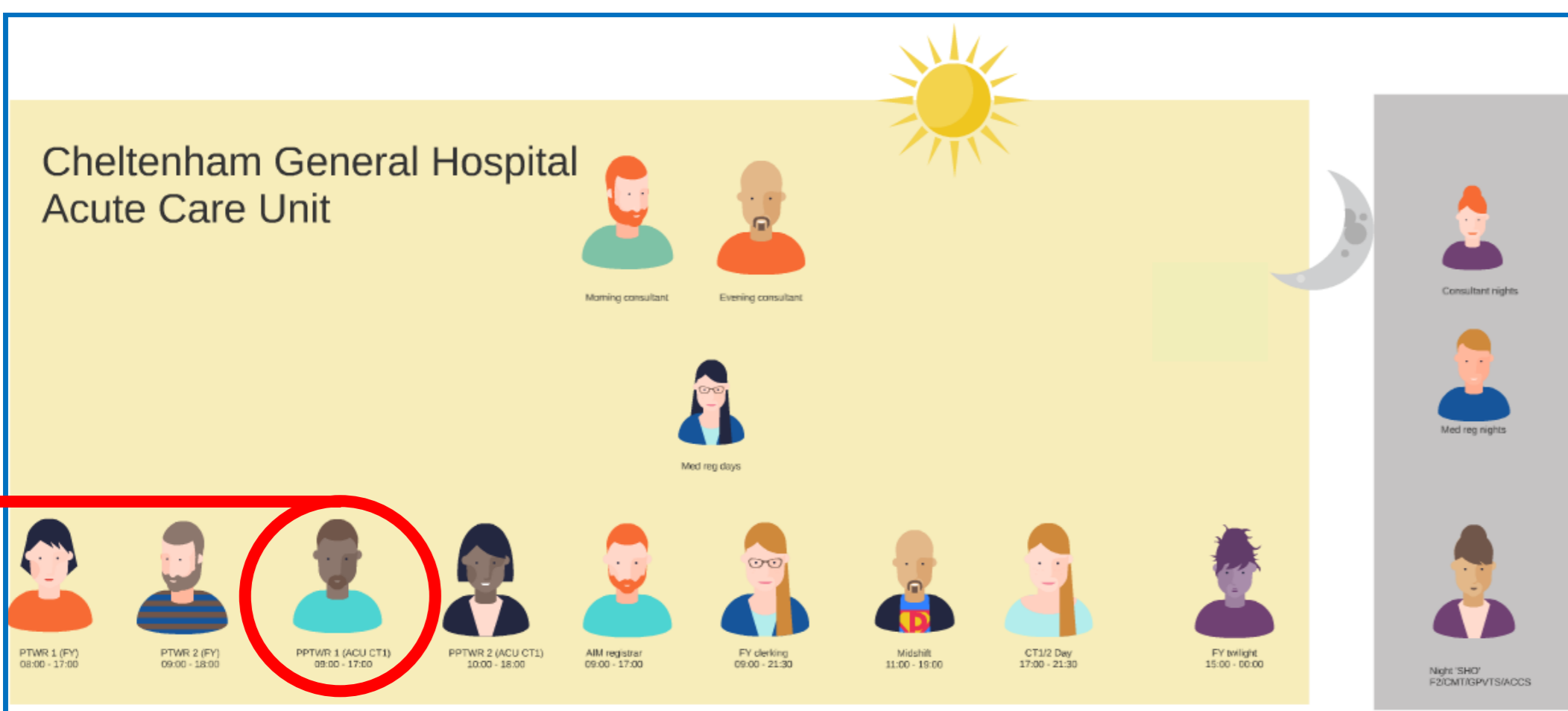
Amend job-role priorities for one doctor:

- 'Post-post take ward round (PPTWR), then clerk' changed to
- 'Clerk (unless no patients to clerk, in which case PPTWR)'

## Close audit loop

Audit of time taken to be clerked by a medical doctor from time of triage, by hour of day

Every patient in September & October 2016



## Change Idea 2

Amend start time of the adjusted job role priorities to better match the clinical demand:

The amended role works 11:00 - 19:00 instead of 9:00 - 17:00

## Results

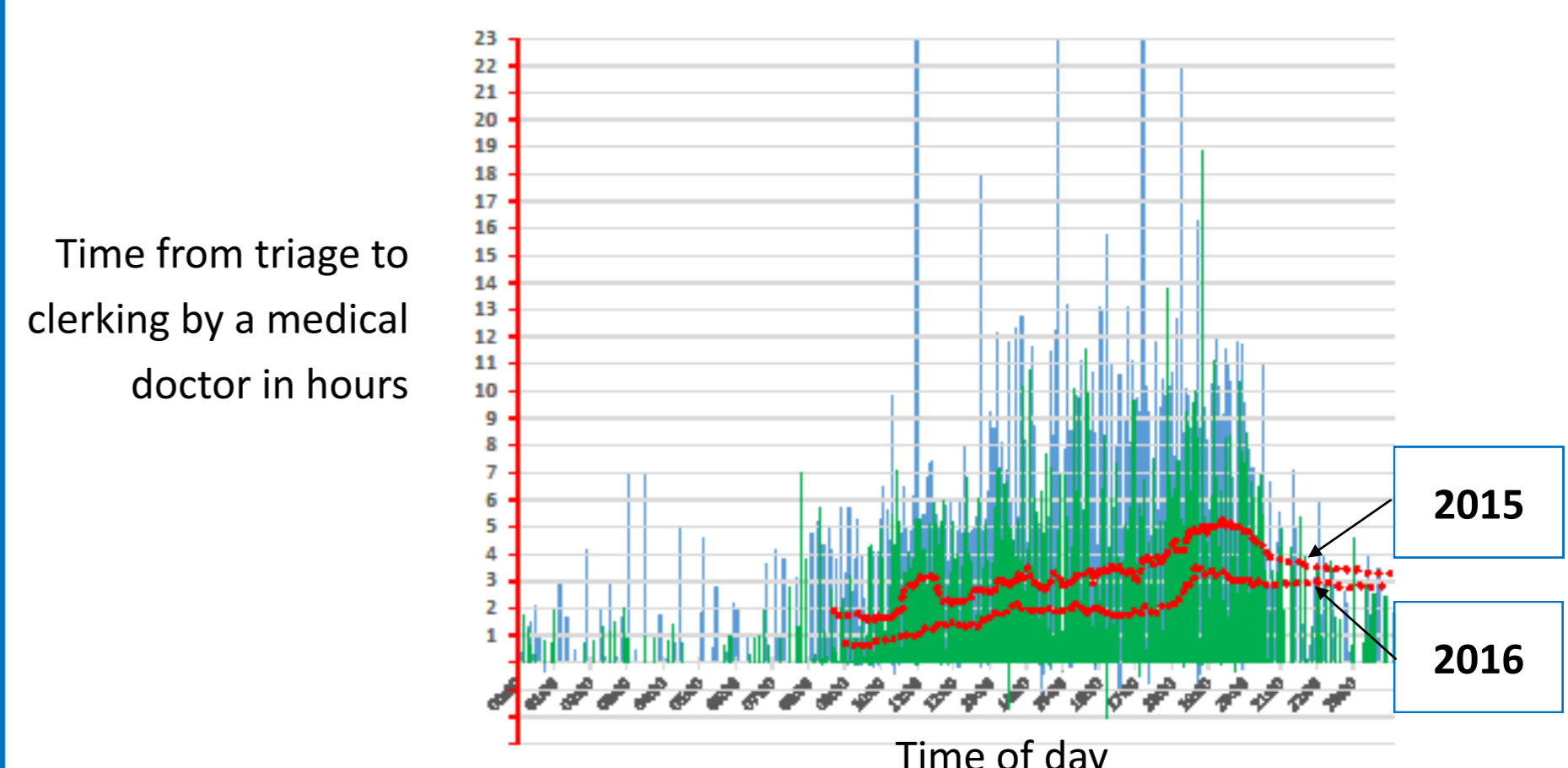
22% increase in clerking manpower

35% reduction in evening waiting time

Peak time 18:00 - 20:00

25% average waiting time reduction over 24 hours

Duration from triage to clerking by a medical doctor by time of day in September/October 2015 (blue) and 2016 (green), with trend lines



## Cost

£0.00

## Acknowledgments

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