

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

IPS	IPSWICH HOSPITAL	SOUTHERN
SPECIALTY OUTPATIENTS		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for SOME CLINICS	APP
		ELECTRONIC
WOMEN'S & CHILDREN'S CLINIC		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for NO CLINICS	APP



PATIENT ATTENDANCE

IPS - IPSWICH HOSPITAL

SPECIALTY OUTPATIENTS

Check in to appt system? Min Time before clinic
NO mins

DNA on System? Referring Practitioner Notified? AT DR REQUEST
Patient Notified? AT DR REQUEST

NURSING AND AO
DNA Rate 11%

WOMEN'S & CHILDREN'S CLINIC

Check in to appt system? Min Time before clinic
NO mins

DNA on System? Referring Practitioner Notified? NEVER
Patient Notified? DEPENDING ON URGENCY OF APPT

NURSING AND AO
DNA Rate 18%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 14.50 %

BOOKING PROCESS

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SPECIALTY OUTPATIENTS

On receipt of referral booked to
Waiting List Appt Schedule

After categorisation booked to
Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
New Med 1 Review Med 7 New Surg 1 Review Surg 3

Conversion Rate surgical OPD to ES Waiting List - if known
NOT KNOWN %

WOMEN'S & CHILDREN'S CLINIC

On receipt of referral booked to
Waiting List Appt Schedule

After categorisation booked to
Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
New Med 2 Review Med 10 New Surg 6 Review Surg 15

Conversion Rate surgical OPD to ES Waiting List - if known
NOT KNOWN %

CATEGORISATION AND WAITING LISTS

IPS - IPSWICH HOSPITAL

SPECIALTY OUTPATIENTS

Staff involved in referral categorisation

CONSULTANT OR REGISTRAR NUM OR CN

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for SOME CLINICS
System ELECTRONIC

Average Wait Time once arrived
60 mins

WOMEN'S & CHILDREN'S CLINIC

Staff involved in referral categorisation

CONSULTANT

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for NO CLINICS
System

Average Wait Time once arrived
20 mins



CLINICS CONDUCTED AT 01 JULY 2004

IPS IPSWICH HOSPITAL

SPECIALTY OUTPATIENTS

Medical Clinics

Cardiology Dermatology Endocrine Gastroenterology General Medicine Genetics Geriatrics Haematology Immunology/Allergy
 Infectious Diseases Nephrology Neurology Oncology Palliative/Pain Pharmacology Respiratory Rheumatology
 DIABETES EDUCATOR RADIATION ONCOLOGY

Surgical Clinics

CardioThoracic ENT General Surgery Neurosurgery Ophthalmology Orthopaedics Plastics Urology VascularSurgery
 WOUND # CLINICS DRESSING CLINIC

Gynaecology/Obstetric Psychi

Gynaecology Obstetrics Psychiatry

WOMEN'S & CHILDREN'S CLINIC

Medical Clinics

Cardiology Dermatology Endocrine Gastroenterology General Medicine Genetics Geriatrics Haematology Immunology/Allergy
 Infectious Diseases Nephrology Neurology Oncology Palliative/Pain Pharmacology Respiratory Rheumatology

Surgical Clinics

CardioThoracic ENT General Surgery Neurosurgery Ophthalmology Orthopaedics Plastics Urology VascularSurgery

Gynaecology/Obstetric Psychi

Gynaecology Obstetrics Psychiatry

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DID NOT ATTEND RATES

FOR JUNE 2004

IPS - IPSWICH HOSPITAL

SPECIALTY OUTPATIENTS

DNA Rate 11.00 %

WOMEN'S & CHILDREN'S CLINIC

DNA Rate 18.00 %

Hospital Average 14.50 %

State Average 12.71 %

NB: If DNA rate is blank, question unanswered on profile

Source Data: Specialist Outpatient Department Profile July 2004


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NEW CASE REFERRAL PROCESS

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SPECIALTY OUTPATIENTS

Referral required prior to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type ELECTRONIC System APP
Cross District Redirection Policy

WOMEN'S & CHILDREN'S CLINIC

Referral required prior to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type ELECTRONIC System APP
Cross District Redirection Policy

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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

IPS - IPSWICH HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	0	0	0
Dermatology	0	0	0
Endocrine/Diabetes	23	0	23
Gastroenterology	0	0	0
General Medicine	105	0	105
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	5	0	5
Nephrology	0	0	0
Neurology	13	133	146
Oncology	5	0	5
Palliative/Pain	4	0	4
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	4	0	4
Rheumatology	17	0	17
Other Medicine	4	0	4
Cardio Thoracic Surgery	0	0	0
ENT	103	412	515
General Surgery	312	299	611
NeuroSurgery	12	171	183
Ophthalmology	0	306	306
Orthopaedic	123	824	947
Plastic Surgery	22	71	93
Urology	29	360	389
Vascular Surgery	0	0	0
Other Surgery	72	0	72
Gynaecology	58	0	58
Obstetrics	186	0	186
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	1097	2576	3673

Source Data: Specialist Outpatient Department Profile July 2004


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