

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

QE2 QUEEN ELIZABETH 2 JUBILEE HOSPITAL SOUTHERN
GENERAL OPD

<input checked="" type="checkbox"/> Referral Register kept	ELECTRONIC	APP
Wait List kept for ALL CLINICS	ELECTRONIC	



PATIENT ATTENDANCE

QE2 - QUEEN ELIZABETH 2 JUBILEE HOSPITAL

GENERAL OPD

Check in to appt system? <input type="checkbox"/>	Min Time before clinic mins	DNA on System? <input checked="" type="checkbox"/>	Referring Practitioner Notified? <input checked="" type="checkbox"/>	SAME DAY IF INDICATED BY MO	NURSING DNA Rate
			Patient Notified? <input checked="" type="checkbox"/>	SAME DAY IF INDICATED BY MO	16.4%
				State Average DNA Rate	Hospital Average DNA Rate
				12.71%	16.40%



BOOKING PROCESS

QE2 - QUEEN ELIZABETH 2 JUBILEE HOSPITAL

GENERAL OPD

On receipt of referral booked to	After categorisation booked to	Do you conduct clinics with New/Review cases combined?	Conversion Rate surgical OPD to ES Waiting List - if known
Waiting List <input checked="" type="checkbox"/>	Waiting List <input checked="" type="checkbox"/>	New Med <input checked="" type="checkbox"/> 2	NOT KNOWN %
Appt Schedule <input checked="" type="checkbox"/>	Appt Schedule <input checked="" type="checkbox"/>	Review Med 8	
		New Surg 7	
		Review Surg 17	



CATEGORISATION AND WAITING LISTS

QE2 - QUEEN ELIZABETH 2 JUBILEE HOSPITAL

GENERAL OPD

Staff involved in referral categorisation
CONSULTANT NUM AND CN

Written Categorisation Protocols Own Referral Triage ALL Waiting List maintained for ALL CLINICS System ELECTRONIC Average Wait Time once arrived UNABLE TO CALCULATE mins



CLINICS CONDUCTED AT 01 JULY 2004

QE2 QUEEN ELIZABETH 2 JUBILEE HOSPITAL

GENERAL OPD

Medical Clinics

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

Surgical Clinics

- CardioThoracic
- ANAESTHETIC
- ENT
- General Surgery
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Urology
- VascularSurgery
- Plastics

Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- Psychiatry



CONFIDENTIAL

DID NOT ATTEND RATES

FOR JUNE 2004

QE2 - QUEEN ELIZABETH 2 JUBILEE HOSPITAL

GENERAL OPD

DNA Rate 16.40 %

Hospital Average 16.40 %

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

QE2 - QUEEN ELIZABETH 2 JUBILEE HOSPITAL

GENERAL OPD

Referral required prio 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

QE2 - QUEEN ELIZABETH 2 JUBILEE HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	29	0	29
Dermatology	0	0	0
Endocrine/Diabetes	0	0	0
Gastroenterology	0	0	0
General Medicine	16	0	16
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	0	0	0
Neurology	16	0	16
Oncology	0	0	0
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	2	0	2
Rheumatology	6	29	35
Other Medicine	1	0	1
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	165	0	165
NeuroSurgery	0	0	0
Ophthalmology	26	199	225
Orthopaedic	270	345	615
Plastic Surgery	0	0	0
Urology	152	268	420
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	432	0	432
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	1115	841	1956

Source Data: Specialist Outpatient Department Profile July 2004


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