

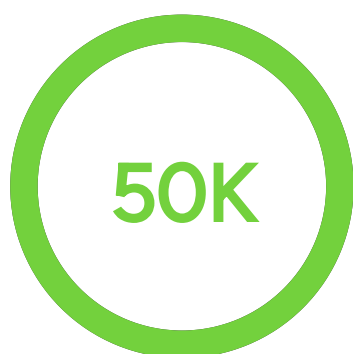
5,000 monthly appointments and a 5% no-show rate

The Lincolnshire Community Healthcare NHS Trust is a Phlebotomy Clinic located in the East Midlands of England. They take blood tests, urgent blood tests, and glucose test appointments and cater to both adults and children. They are a large branch of the NHS and manage over 32,000 patients in this department.

Challenges

Time-consuming pen and paper bookings

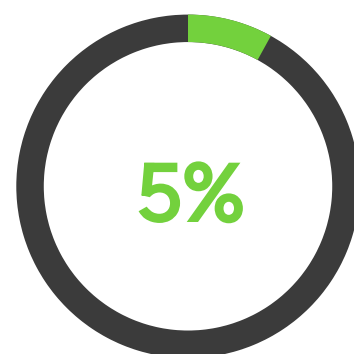
Lincolnshire NHS Trust's bookings were taken via phone, pen and paper, which was increasingly difficult and time-consuming. Across 3 locations, they were taking over 300 calls per day and rising. Staff were having to sit on calls all day and some of these calls had to be handwritten, transferred to a PC, and printed. Others were recorded in a spreadsheet. All in all, they were taking close to 8,000 monthly appointments. They decided they needed an online scheduling system to support the Phlebotomy outpatients service across their 3 sites.



Appointments
booked to date



Staff members on
the system



No-show rate after
launch

Solution

Meeting all of their needs and more...

After a two-month onboarding period, they rolled out virtual booking across their 3 phlebotomy clinics. Sign In Scheduling were able to meet all of their requirements and set up several features specifically for their needs. Not only did this release a lot of the pressure they were experiencing prior on their phone lines, but it also allowed their less tech-savvy patients to reap the benefits of online booking. Lincolnshire also used the Accessibility Suite for automated phone bookings.

Some of the features they implemented include:

- Online booking page
- Service-based availability for urgent appointments
- Automated reminders and confirmation emails and SMSs
- In-depth reporting
- Accessible appointments

“LINCS Trusts have taken the pressure off their administrators, provided additional capacity with the same resources and increased the quality of care... All by following a digital first approach. It’s great to see when 10to8 has this kind of impact in the care setting.”

Matthew Cleevly

CEO, Sign In Scheduling



Results

Less admin, accessible appointments, and a high appointment increase

Since adopting Sign In Scheduling, Lincolnshire NHS Trust has seen a dramatic improvement in efficiency. At the time of writing, they are taking around **1500 bookings per week** via Sign In Scheduling averaging about **5000 per month** with a **low no-show rate of just 5%**. There is also much less pressure on the phone lines. To date, they have **booked over 50,000 appointments**. Plus, the Accessibility Suite has allowed them to cater to customers who find it more difficult to use technology.

Results at a glance

- 1,500 appointments per week
- Averaging 5,000 appointments per month
- Low no-show rate of just 5%
- 70 Staff on the system
- Booked over 50,000 appointments online
- Accessibility Suite has been key



Let's start your success story!

We would love to get to know your organization and its scheduling and visitor management requirements. Let's talk!

[Book a call](#)